

# Course Brochure

## Changing Lives

---

**T: (02) 4961 0016**

**F: (02) 4961 4007**

**A: 17 Warabrook Boulevard WARABROOK NSW 2304**

**E: [info@essentialskills.com.au](mailto:info@essentialskills.com.au)**

**W: [www.essentialskills.com.au](http://www.essentialskills.com.au)**

**RTO ID: 91729**

**Legal Name: Trissig Pty Ltd**

**ENROL WITH US TODAY**

Version 18.1



## TABLE OF CONTENTS

WHY CHOOSE ESSENTIAL SKILLS TRAINING & RECRUITMENT? .....	2
COURSE DELIVERY MODES .....	4
COURSE ENTRY REQUIREMENTS.....	4
HOW DO I APPLY? .....	4
RECOGNITION OF PRIOR LEARNING / CREDIT TRANSFER.....	5
STUDENT LEARNING PORTAL.....	6
DIGITAL LITERACY AND TECHNOLOGY REQUIREMENTS.....	6
GOVERNMENT SUBSIDISED TRAINING OPPORTUNITIES .....	7
COURSE FEES .....	7
OTHER FEES.....	8
STUDENT PAYMENT PLANS .....	8
REFUND POLICY .....	9
HLTHPS006 ASSIST CLIENTS WITH MEDICATION REQUIREMENTS .....	10
ACCREDITED QUALIFICATIONS/COURSES.....	12
BSB40520 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT.....	12
BSB50420 DIPLOMA OF LEADERSHIP AND MANAGEMENT .....	14
CHC32015 CERTIFICATE III IN COMMUNITY SERVICES .....	16
CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT .....	18
CHC42021 CERTIFICATE IV IN COMMUNITY SERVICES .....	22
CHC43015 CERTIFICATE IV IN AGEING SUPPORT .....	24
CHC43121 CERTIFICATE IV IN DISABILITY SUPPORT.....	26
CHC43315 CERTIFICATE IV IN MENTAL HEALTH.....	28
CHC43415 CERTIFICATE IV IN LEISURE AND HEALTH .....	30
CHC52021 DIPLOMA OF COMMUNITY SERVICES .....	32
10966NAT CERTIFICATE IV IN END OF LIFE DOULA SERVICES.....	34
11270NAT COURSE IN DISABILITY FIRST AID.....	36
HLTAID011 PROVIDE FIRST AID .....	37
HLTAID009 PROVIDE CARDIOPULMONARY RESUSCITATION (REFRESHER).....	38
NON-ACCREDITED COURSES, .....	41
ONLINE SHORT COURSES.....	41
WORKSHOPS ON DEMAND .....	42

## WHY CHOOSE ESSENTIAL SKILLS TRAINING & RECRUITMENT?

Here at Essential Skills Training and Recruitment we have been *Changing Lives* since our doors opened in 2010.

We are committed to delivering high quality education and training and have a range of nationally accredited certificate and diploma level qualifications, and non-accredited training programs in community services and health related fields. We also deliver recruitment programs to help support community service organisations to attract caring and compassionate people to the sector.

We are passionate about our students' success and outcomes and take the time to tailor training and support to meet your individual needs. Training is delivered by our dedicated trainers who have extensive experience of working in the community service sector.

Our campus is located in Newcastle NSW and we deliver training throughout Australia. Take a look at what we have on offer or call our office to speak to one of our friendly staff, who can put you on the path to making the right choice for your future.



### **Our Mission - *Changing Lives***

#### **Our Vision**

*We strive for an inclusive society where diversity is celebrated, attitudes shift, and communities grow stronger through education and meaningful action.*

#### **Our Values**

*We work together with individuals, communities, and organisations to create lasting impact.*

*We equip individuals with knowledge, confidence, and opportunities to thrive.*

*We honour each person's dignity, unique perspectives, and the wisdom gained through lived experience.*

*We lead with kindness, understanding, and genuine care for others.*

*We embrace diversity and create spaces where everyone belongs.*



## NATIONALLY RECOGNISED ACCREDITED QUALIFICATIONS

- BSB40520 Certificate IV in Leadership and Management
- BSB50420 Diploma of Leadership and Management
- CHC32015 Certificate III in Community Services
- CHC33021 Certificate III in Individual Support
- CHC42021 Certificate IV in Community Services
- CHC43015 Certificate IV in Ageing Support
- CHC43121 Certificate IV in Disability Support
- CHC43315 Certificate IV in Mental Health
- CHC43415 Certificate IV in Leisure and Health
- CHC52021 Diploma of Community Services



## NATIONALLY RECOGNISED ACCREDITED COURSES/UNITS

- 11270NAT Course in Disability First Aid
- 10966NAT Certificate IV in End of Life Doula Services
- HLTAID011 Provide first aid
- HLTAID009 Provide cardiopulmonary resuscitation



## COURSE DELIVERY MODES

Essential Skills Training and Recruitment delivers courses in the following ways.

### FACE TO FACE (CLASSROOM)

Training delivered in person in the traditional classroom environment

### BLENDED DELIVERY

Training delivered primarily online in the virtual classroom and online learning management system, but with a few in-person classroom workshops for units requiring practical experience or specialised equipment.

### ONLINE (VIRTUAL CLASSROOM)

Training delivered completely online in the virtual classroom environment and our online learning management system.

### ONLINE (SELF-PACED -DISTANCE)

Study whenever it suits you, online using our learning management system. You don't need to attend classes or stick to a set schedule, so you can learn at your own pace. You'll also get support through email and phone contact from your trainer.

## COURSE ENTRY REQUIREMENTS

You will need to have a **satisfactory level of literacy and numeracy skills** to undertake any course with Essential Skills Training and Recruitment. You will be asked to complete a Language, Literacy and Numeracy Assessment (LLN) as part of the enrolment application (pre-training review process). This assessment will help us to determine your needs as a learner and whether your chosen course is the most suitable for you.

**OTHER COURSE SPECIFIC ENTRY REQUIREMENTS ARE LISTED AGAINST THE RELEVANT QUALIFICATION THROUGHOUT THIS COURSE BROCHURE.**

### International Students

Unfortunately, Essential Skills Training and Recruitment is not an approved provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). If you are in Australia on a **Study VISA**, you are unable to enrol with us. However, if you are in Australia on **any other VISA** and you can provide a **Visa Entitlement Verification Online (VEVO) Statement** that states that your VISA allows you to study in Australia, you may be able to enrol with us. Please note that even though you may be able to enrol with us, you may not be eligible to receive course funding.

***All courses at Essential Skills Training and Recruitment are delivered in English.***

## HOW DO I APPLY?

**TO ENROL OR FOR ANY GENERAL COURSE ENQUIRES PLEASE CONTACT OUR OFFICE OR VISIT OUR WEBSITE**

Enrolments close a week before the course commencement date.

***We reserve the right to cancel any course if the minimum numbers are not met.***

## RECOGNITION OF PRIOR LEARNING / CREDIT TRANSFER

Your skills, knowledge and experience gained through working or previous formal or informal training may enable you to apply for credit against unit(s) of competency, which may shorten the duration of your qualification. Essential Skills Training and Recruitment offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students. This will be discussed with you as part of the enrolment pre-training review process.

### What is Recognition of Prior Learning (RPL)?

RPL is a process that assesses your competency, acquired through formal and informal learning, to determine if you meet the requirements for a unit of study.

You can use a variety of documentation to apply for RPL. This includes, but is not limited to:

- Records of completed training
- Photos and videos of you on the job
- Declarations from your employer
- Job descriptions and current resume
- Workplace documents

### What is Credit Transfer (CT)?

Credit Transfer (CT) is the process of recognising your competency gained through formal study. If you hold a qualification(s) or statements of attainment(s) gained through formal study with other Registered Training Organisations (RTO), professional bodies or enterprises and universities which covers the same units of competency as those listed in your chosen course, you are able to apply for Credit Transfer.

## WORK PLACEMENT

Some courses require a mandatory work placement to provide exposure to real workplace situations and circumstances which cannot be replicated in a learning environment or simulation and to practice the skills and knowledge learnt in the classroom within the workplace.

If you are not currently employed in the community services industry and enrol in a program where there is work experience placement, Essential Skills Training and Recruitment will work with you to secure an **unpaid** work experience placement with one of our local employers.

### You will be required to:

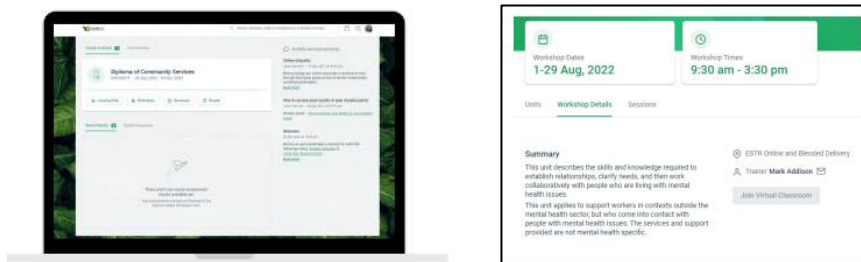
- Have a clear criminal history and undergo a Nationally Coordinated Criminal History Check (NCCHC) and/or Working with Children's Check/NDIS Workers Check and/or NDIS Workers Screening Check (*if applicable*) prior to commencing your work experience placement.
- Be fully vaccinated against COVID-19 for industries where this is mandated.
- Have the latest Influenza (Flu) vaccination.
- Be able to perform the physical requirements of the job e.g., manual handling.
- Undertake a set number of industry placement hours as indicated within your chosen qualification, before the completion of your course.

# STUDENT LEARNING PORTAL

On enrolment, you will receive an invitation to create an aXcelerate account. This will give you access to your Student Learning Portal.

**This is where you will access all of your course information, learning and assessment materials, links to your online virtual classroom workshops (if applicable) and submit your assessments.**

You can access the student portal at <https://essentialskills.app.axcelerate.com/learner/>. It is also accessible via our website, or if you are using a mobile device or tablet, you can down the aXcelerate app from the Apple App or Google Play Stores.



## DIGITAL LITERACY AND TECHNOLOGY REQUIREMENTS

You will need to have some basic digital literacy skills and access to the required technology to successfully undertake your course with Essential Skills Training and Recruitment. As part of the Enrolment Application Pre-Training Review process, we will assess your level of digital literacy and access to technology by asking you to undertake a Digital Literacy Self-Assessment Quiz.

<p><b>The minimum <u>TECHNOLOGY REQUIREMENTS</u> include</b></p>	<ul style="list-style-type: none"> <li>• <b>Access to a computer, laptop, iPad or Tablet</b> with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment. <i>Note: Please be wary of your data usage within your limits.</i></li> <li>• Latest version of <b>Google Chrome</b> for optimum compatibility.</li> <li>• Latest version of <b>Adobe PDF Reader</b>.</li> <li>• <b>Microsoft Word 2010 or higher or equivalent application.</b> Some units of competency may require you to also have access to other Microsoft Office applications i.e., Excel, PowerPoint etc.</li> <li>• <b>Microsoft Teams (for Virtual Classroom)</b> <i>Free download from <a href="https://www.microsoft.com/en-au/microsoft-teams/download-app">https://www.microsoft.com/en-au/microsoft-teams/download-app</a> or to a mobile device/iPad from the App Store or Google Play.</i></li> <li>• Some courses may require you to create and upload photographs or videos, so you may also need access to a <b>digital camera or mobile video device</b>.</li> </ul>
<p><b>The minimum <u>DIGITAL LITERACY SKILLS REQUIRED</u> include</b></p>	<ul style="list-style-type: none"> <li>• <b>Internet Skills</b> such as using the internet to search and find information and completing online forms.</li> <li>• <b>Email Skills</b> such as composing and sending emails, attaching files and replying to emails.</li> <li>• <b>Computer Skills</b> such as logging into apps, using a webcam and microphone, creating, saving, uploading and downloading documents.</li> </ul>

# GOVERNMENT SUBSIDISED TRAINING OPPORTUNITIES

Essential Skills Training and Recruitment is an approved provider of the **NSW Government's Smart and Skilled program**. This program provides eligible students with funding to subsidise the cost of qualifications. There are also fee concessions and exemptions available for eligible students.

Are you:

- 15 years old or over?
- No longer at school?
- Living or working in NSW?
- An Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen?

If you answered 'Yes' to all four questions, then you're eligible to enrol in a NSW Smart and Skilled government-subsidised course with Essential Skills Training and Recruitment.

*This training is subsidised by the NSW Government.*

**Please contact our office, visit our website or [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au) for more information.**

## COURSE FEES

Course fees will vary depending on whether you are enrolling in a subsidised course, or whether you are paying fee-for-service (non-subsidised training). Refer to the relevant course listing in this brochure for the course specific pricing.

On enrolment you will be provided with a quote for your total course fees. This fee will be invoiced according to our standard payment fee structure below unless you have made alternative arrangements via a payment plan.

Standard STUDENT Fee Structure		
<b>Enrolment Fee</b>	Payable on enrolment	\$200 or \$50 ( <i>concession</i> )
<b>Administration Fee</b>	Payable on commencement of training	\$300 or \$50 ( <i>concession</i> )
<b>Commencement Fee</b>	Payable 3 months after enrolment	50% of remaining course fee
<b>Final Fee</b>	Payable 6 months after enrolment	Final 50% of remaining course fee

Standard EMPLOYER fee Structure		
If the course fees are under \$1,000, employers will be invoiced for the full course fee on enrolment. Otherwise, employers will be invoiced in accordance with our standard employer fee structure outlined below, unless alternative arrangements have been negotiated.		
<b>Enrolment Fee</b>	Payable on enrolment	50% of student fee
<b>Final Fee</b>	Payable 6 months after enrolment	Final 50% of remaining student fee

### Note:

- If your Student Fee is calculated as \$0.00, your course is Fee-Free, and you will not be required to make a payment for your chosen course.
- If your Student Fee is below \$500 then full payment will be required on enrolment.
- If you are enrolling in a Diploma level qualification, you will be invoiced for the enrolment and administration fees as outlined in the table above, however your remaining course fees will be invoiced over (4) instalments over the first (10) months of your course. Agreed dates for payments will be finalised with you at the time of the confirmation of your enrolment.
- Essential Skills Training and Recruitment cannot accept more than \$1,000 upfront from any individual student. This complies with our financial management policy to ensure fee protection for our students.



## OTHER FEES

- If external support services are required, this is the expense of the student/employer. E.g. Interpreter
- If a replacement Certificate or Statement of Attainment is required to be reproduced there will be a \$20 fee associated with this that must be paid before the certificate is released.
- If you are working in the community services sector and require a Working with Children's check, this will be at your own expense and your responsibility to obtain. Approximately \$80
- If you sign up to a direct debit payment plan through Xplor Debit Success, additional fees apply – see Payment Plans for specific information.



## STUDENT PAYMENT PLANS

If an individual student would like to pay their course fees off in weekly or fortnightly instalments so that the payments are smaller and more manageable, a direct debit payment plan can be arranged through a third-party provider called Xplor Debit Success Pty Ltd (ABN 32 095 551 581).

Through Xplor Debit Success, the course payments will be direct debited from a bank account or debit/credit card according to the agreed frequency until all course fees are paid. Please note, there will be an **additional cost of \$15.00 administration fee** related to this service **and an additional 5.56% (Credit/Debit Card) on top of the course fees**, to be paid directly to Xplor Debit Success for their services. This additional fee is spread out over the term of the student's contract. Students will be made aware of this prior to entering into this arrangement.

*More information is available in your Student Handbook. This can be downloaded from our website.*

## REFUND POLICY

Essential Skills Training and Recruitment recognises that there are circumstances where you may need to cancel your enrolment or withdraw from your course. Our course refund policy is outlined below. Please read this carefully to determine if you are able to request a refund.

Course Type	Notice period	Fees payable and refunds applicable
<b>Short Course</b> <i>i.e., Skill Set, Single Units, one day courses or non-accredited training.</i>	<b>(3) or more days <u>before</u></b> course commencement.	<b>No charge.</b> <i>ESTR will refund any fees paid in advance.</i>
	<b><u>Less than (3) days before</u></b> course commencement	<b>20% of course fee is payable.</b> <i>ESTR will refund any fees paid in advance, <u>minus</u> 20% of the course fee OR it can be held in credit for future programs (minus 20% of the Course Fee**).</i>
	<b><u>After</u></b> course commencement	<b>No refund applicable.</b> <i>All fees invoiced after commencement are payable.</i>
<b>Full Qualification</b>	<b><u>At least (3) or more days before</u></b> course commencement.	<b>No charge.</b> <i>ESTR will refund any fees paid in advance</i>
	<b><u>Less than (3) days before OR within (3) days of</u></b> course commencement	<b>Enrolment and Administration Fee of \$500 is payable **</b> <i>ESTR will refund any fees paid in advance, <u>minus</u> the Enrolment &amp; Administration fee OR it can be held in credit for future programs (<u>minus</u> the \$500 Enrolment and Administration Fee**).</i>
	<b><u>After</u></b> course commencement	<b>No refund applicable.</b> <i>All fees invoiced after commencement and up to the point of withdrawal is payable.</i>

**\*\*Enrolment and Administration Fees apply because ESTR has spent time and money processing your enrolment and arranging course materials.**

- Under normal circumstances, no refunds will be given after course 'commencement', unless you can provide a medical certificate or show extreme hardship. In these cases, fees will be refunded on a *pro-rata* basis or reduced to cover our costs for course materials etc.
- The term 'commencement' in this policy refers to your first scheduled workshop for face-to-face/blended students, or your course induction for self-paced (distance) students.**
- Full or part refund of fees may be given in the following exceptional circumstances;
  - Fees have been overpaid
  - The course has been cancelled by Essential Skills Training and Recruitment.
  - The CEO determines that you would be unreasonably disadvantaged if you were not granted a refund e.g., serious misadventure and unable to continue with enrolment.
  - Partial refunds of fees paid will also be issued where recognition of prior learning and/or credit transfer have been granted for NSW Smart and Skilled funded enrolments after enrolment.

## HLTHPS006 ASSIST CLIENTS WITH MEDICATION REQUIREMENTS

Safe medication administration is critical, and in accordance with the training package requirements, several conditions must be met when undertaking accredited medication training.

### Entry Requirements

- To be enrolled in **HLTHPS006 Assist clients with medication**, all students must be currently employed in the community services sector and have workplace support for completing the unit. Access to clients is essential for the workplace observations involved.
- Students enrolling in the **CHCSS00070 Assist clients in Medication Skill Set** that contains this unit must meet the course pre-entry requirement to hold a qualification at Certificate III level or higher in an area involving provision of direct client care or support and provide evidence of this on enrolment.
- All students should also have the language, literacy and numeracy skills sufficient to correctly check and interpret client information and dosage instructions, and calculate and check correct dosage of medication, expiry dates and client information. This includes basic calculations of ratios and volume.

### Workshops & Attendance

The unit will be delivered over (2) face-to-face workshops. Attendance at both workshops is mandatory as the required skills for this unit must be demonstrated in a simulated environment, prior to applying them in the workplace with actual clients. If a student is unable to attend a workshop, they will need to reschedule to attend a future session, subject to availability.

### Practice

After attending both workshops, and prior to being assessed in the workplace, students should complete some practice rounds in medication administration, which should be supervised by a Registered Nurse or Registered Enrolled Nurse or Registered Aboriginal and/or Torres Strait Islander Health Practitioner or senior person responsible for medication management in the workplace.

### Workplace Observations

Students are required to be assessed in the workplace providing assistance with medication:

- to at least (5) different clients according to their care plans
- with at least (5) different types of medications
- using at least (3) different modes of administration

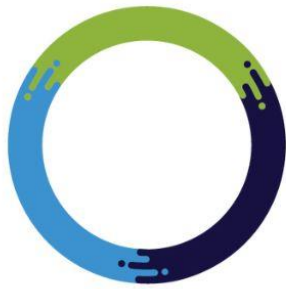
Whenever possible, the workplace observation will be conducted by an Essential Skills Training and Recruitment (ESTR) Trainer and Assessor/Registered Nurse. This is our preferred method for the completion of the workplace observations. The person responsible for medication management/administration within your organisation must be present during the observation. The ESTR Trainer/Assessor is there to observe the student only and does not replace the person responsible for medication administration.

If this arrangement is not possible, a Registered Nurse or Registered Enrolled Nurse or Registered Aboriginal and/or Torres Strait Islander Health Practitioner from your organisation can complete the workplace observation tool and provide feedback on the student's performance. It is important to note that the workplace observation tool can only be completed by a Registered Nurse or Registered Enrolled Nurse or Registered Aboriginal and/or Torres Strait Islander Health Practitioner, in accordance with the training package requirements. Feedback from this individual will inform the overall assessment of the student's performance; however, the final determination of competency will be made by the ESTR Trainer/Assessor. This will be based on written assessments, classroom activities, and verification of workplace performance, which includes a verbal discussion with the person who conducted the workplace observation. As part of the process, registration details will also be verified through the Australian Health Practitioner Regulation Agency's Register of Practitioners.

### Terms and Conditions

Please be aware that **ESTR reserves the right to refuse to deliver medication training if the above requirements cannot be met**. If your organisation's circumstances change and you can no longer fulfill these requirements, all student enrolments will be cancelled, and students will be withdrawn from the unit without a refund. If this unit is part of a qualification, students will need to select an alternative elective unit.





# The Community Services Specialists



## Changing Lives

Essential Skills Training and Recruitment is a Community Services focused Registered Training Organisation assisting employers and workers to set the benchmark for support and service in the community. We support the industry through recruiting a new workforce that is equipped with the skills, knowledge and passion to provide a quality experience for their clients.

[www.essentialskills.com.au](http://www.essentialskills.com.au)

RTO ID: 91729



## Practical end-of-life planning and services

Doula Connections provides support for End-of-life planning and doula services. End of life Doulas provide a very broad range of services — in general, they assist people to plan for and navigate the end of their lives.

[www.doulaconnections.com.au](http://www.doulaconnections.com.au)



**People for Positions**

Community Services Recruitment Specialists

## Connecting Great People with Great Organisations

People for Positions is a community services recruitment specialist that focus on professional services and advice. We support you in recruiting your ideal talent whilst saving you time and money. We pride ourselves on our knowledge, experience and networks in the Community Services sector and have a person centred approach to all.




[www.peopleforpositions.com.au](http://www.peopleforpositions.com.au)



# ACCREDITED QUALIFICATIONS/COURSES

## BSB40520 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT

This qualification is suitable for anyone working as developing and emerging leaders and managers. In this course you will develop the comprehensive skills required to lead, guide and support others and apply solutions to a wide range of predictable and unpredictable business problems.

 <b>Course Duration</b>	 <b>Delivery Modes</b>	 <b>Learning Portal</b>
<b>12 - 18 Months</b> <i>(Part-Time)</i>	<b>Online (Virtual Classroom), Online (Self-Paced - Distance)</b>	<b>All learning resources and assessments are assessable via our eLearning portal</b>



### Career Opportunities

This qualification provides pathways to work in a broad range of roles including; Coordinator, Team Leader, Supervisor, Project Coordinator.



### Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN)** skills at a **minimum of an ACSF Level 3**, sufficient to read, complete, maintain, prepare and interpret documents, communicate information via emails and reports, present issues in meetings and manage the discussion effectively, and use numeracy skills to plan and manage time, resources and budgets, at an intermediate level. It is also expected that students will have reasonable computer skills (as typically required by managers or leaders) to send emails, word process correspondence and short reports, and research information on the internet.
- **Be working in or have access to a workplace** that will provide you with the opportunity to complete a range of assessment tasks that are based on/in a real workplace environment and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. See *Digital Literacy*.



### Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Fee for Service / Existing Worker Traineeship	New Entrant Traineeship	NSW Smart and Skilled		Smart and Skilled Concession
		First Qual	Second Qual	
<b>\$5,000</b>	<b>\$0</b>	<b>\$1,580</b>	<b>\$1,850</b>	<b>\$240</b>

*This training is subsidised by the NSW Government.*

*Subsidised places are limited and therefore a place is not guaranteed*



## Units of Competency

There is a total of **(12) units** to complete this qualification. **(5) Core Units** and **(7) Elective Units**.

### CORE UNITS

**All (5) Core Units must be completed as part of this course.**

BSBLDR411 Demonstrate leadership in the workplace  
BSBLDR413 Lead effective workplace relationships  
BSBOPS402 Coordinate business operational plans  
BSBXCM401 Apply communication strategies in the workplace  
BSBXTW401 Lead and facilitate a team

### ELECTIVE UNITS

**(7) Elective Units must be completed as part of this course.**

At least (4) elective units must be selected from Group A

### GROUP A ELECTIVES

BSBCRT411 Apply critical thinking to work practices  
BSBLDR412 Communicate effectively as a workplace leader  
BSBOPS403 Apply business risk management processes  
BSBPEF402 Develop personal work priorities  
BSBSTR401 Promote innovation in team environments  
BSBTWK401 Build and maintain business relationships  
BSBWHS411 Implement and monitor WHS policies, procedures and programs

### GROUP B ELECTIVES

BSBOPS401 Coordinate business resources  
BSBOPS404 Implement customer service strategies  
BSBOPS405 Organise business meetings  
BSBPEF401 Manage personal health and wellbeing  
BSBPMG430 Undertake project work



## Further Study




On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.

- BSB40420 Certificate IV in Human Resource Management
- BSB40920 Certificate IV in Project Management Practice
- BSB50420 Diploma of Leadership and Management
- BSB50120 Diploma of Business

*Note: This RTO may not offer all qualifications listed above in possible pathways.*

## BSB50420 DIPLOMA OF LEADERSHIP AND MANAGEMENT

This qualification is suitable for supervisors, team leaders or middle managers that have responsibility for a team of people, who participate in operational planning and are involved in change management, wanting to build on or consolidate their current leadership and management skills and gain practical skills that make an effective leader/manager.

 <b>Course Duration</b>	 <b>Delivery Modes</b>	 <b>Learning Portal</b>
<b>12 - 20 Months</b> <i>(Part-Time)</i>	<b>Online (Virtual Classroom), Online (Self-Paced - Distance)</b>	<b>All learning resources and assessments are assessable via our eLearning portal</b>



### Career Opportunities

This qualification provides pathways to work in a broad range of roles including; Team Leader, Supervisor, Coordinator, Office Manager, Service Manager, Operations Manager, Project Manager.



### Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN)** skills at a **minimum of an ACSF Level 4**, sufficient to read, complete, maintain, prepare and interpret documents, communicate information via emails and reports, present issues in meetings and manage the discussion effectively, and use numeracy skills to plan and manage time, resources and budgets, at an advanced level. It is also expected that students will have reasonable computer skills (as typically required by managers or leaders) to send emails, word process correspondence and short reports, and research information on the internet.
- **Be working in or have access to a workplace** that will provide you with the opportunity to complete a range of assessment tasks that are based on/in a real workplace environment and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*



### Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Fee for Service / Existing Worker Traineeship	New Entrant Traineeship	NSW Smart and Skilled		Smart and Skilled Concession
		First Qual	Second Qual	
<b>\$7,000</b>	<b>\$0</b>	<b>\$2,530</b>	<b>\$2,850</b>	<b>NA</b>

*This training is subsidised by the NSW Government.*

*Subsidised places are limited and therefore a place is not guaranteed*



## Units of Competency

There is a total of **(12) units** to complete this qualification. **(6) Core Units** and **(6) Elective Units**.

### CORE UNITS

**All (6) Core Units must be completed as part of this course.**

BSBCMM511 Communicate with influence  
BSBCRT511 Develop critical thinking in others  
BSBLDR523 Lead and manage effective workplace relationships  
BSBOPS502 Manage business operational plans  
BSBPEF502 Develop and use emotional intelligence  
BSBTWK502 Manage team effectiveness

### ELECTIVE UNITS

**(6) Elective Units must be completed as part of this course.**

The electives can be selected from any of the units of competency listed below.

BSBLDR522 Manage people performance  
BSBOPS504 Manage business risk  
BSBOPS505 Manage organisational customer service  
BSBPEF501 Manage personal and professional development  
BSBSTR501 Establish innovative work environments  
BSBSTR502 Facilitate continuous improvement  
BSBTWK503 Manage meetings  
BSBWHS521 Ensure a safe workplace for a work area  
BSBXCM501 Lead communication in the workplace



## Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.




- BSB50120 Diploma of Business
- BSB50320 Diploma of Human Resource Management
- BSB60420 Advanced Diploma of Leadership and Management
- Bachelor of Business

*Note: This RTO may not offer all qualifications listed above in possible pathways.*



## CHC32015 CERTIFICATE III IN COMMUNITY SERVICES

Community services is one of the fastest growing sectors in Australia. This qualification reflects the role of entry level community services workers who support individuals through the provision of person-centered services. Work may include day-to-day support of individuals in community settings or support the implementation of specific community-based programs.

 <b>Course Duration</b>	 <b>Delivery Modes</b>	 <b>Learning Portal</b>
<b>12 - 18 Months</b> (Part-Time)	<b>Online (Self-Paced - Distance)</b>	<b>All learning resources and assessments are assessable via our eLearning portal</b>



### Career Opportunities

This qualification provides pathways to work in the community services sector in a broad range of roles including; **Community Services Worker, Assistant Community Worker, Welfare Support Worker, Youth Worker.**



### Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN)** skills at a **minimum of an ACSF Level 2**, sufficient to interpret documents, complete and maintain documentation and communicate effectively with clients, families and colleagues.
- **Be employed in a community services organisation** in a role that involves direct contact with clients *e.g. Community Services Worker, Welfare Support Worker, Youth Worker or a range of other roles in the community service sector* and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*
- If *HLTAID011 Provide first aid* is chosen as an elective unit; be able to perform at least 2 minutes of uninterrupted CPR on an adult manikin placed on the floor.



### Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Fee for Service / Existing Worker Traineeship	New Entrant Traineeship	NSW Smart and Skilled		Smart and Skilled Concession
		First Qual	Second Qual	
<b>\$5,500</b>	<b>\$0</b>	<b>\$1,450</b>	<b>\$1,750</b>	<b>\$240</b>

***'This training is subsidised by the NSW Government.'**  
Subsidised places are limited and therefore a place is not guaranteed*



## Units of Competency

There is a total of **(12) units** to complete this qualification. **(5) Core Units** and **(7) Elective Units**.

### CORE UNITS

**All (5) Core Units must be completed as part of this course.**

CHCCCS016 Respond to client needs  
CHCCOM005 Communicate and work in health or community services  
CHCDIV001 Work with diverse people  
HLTWHS002 Follow safe work practices for direct client care  
HLTWHS006 Manage personal stressors in the work environment

### ELECTIVE UNITS

**(7) Elective Units must be completed as part of this course.**

The electives can be selected from any of the units of competency listed below.

CHCADV001 Facilitate the interests and rights of clients  
CHCAOD001 Work in an alcohol and drugs context  
CHCCCS009 Facilitate responsible behaviour  
CHCCCS019 Recognise and respond to crisis situations  
CHCCOM001 Provide first point of contact  
CHCDFV001 Recognise and respond appropriately to domestic and family violence  
CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety  
CHCMHS001 Work with people with mental health issues  
CHCPRP001 Develop and maintain networks and collaborative partnerships  
HLTAID011 Provide First Aid \* Conditions apply. See page 36  
BSBWOR301 Organise personal work priorities and development



## Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.

- CHC42021 Certificate IV in Community Services
- CHC43315 Certificate IV in Mental Health

*Note: This RTO may not offer all qualifications listed above in possible pathways.*

## CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT

This qualification reflects the role of individuals in the community, home or residential care setting who work under supervision and delegation as a part of a multi-disciplinary team, following an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason.

**This qualification requires the completion of at least 120 hours of work in a direct support role in an aged care, home and community care, disability or community service organisation.**



### Career Opportunities

**This qualification provides pathways to work in an Aged Care, Home and Community Care or Disability Service Organisation in a role that involves direct client support e.g., Assistant in Nursing, Care Worker, Community Care Worker, Disability Support Worker etc.**

### Course Delivery Options





We deliver this qualification in (2) different ways. Our **Full-Time (Jobseeker) program** is targeted at those looking to start their career in the Aged Care, Home and Community Care or Disability industry. Our **Employment Based program** is targeted at those already employed with an Aged Care, Home and Community Care or Disability Service provider who are looking to reinforce their current skills by gaining a qualification.

FULL-TIME (JOBSEEKER)		
Suitable for those seeking work in the industry.		
 <b>Course Duration</b>	 <b>Delivery Modes</b>	 <b>Work Experience Placement</b>
<b>6 Months (Full-Time)</b>	<b>Face to Face</b>	<b>135 hours of work placement required. Organised by ESTR.</b>



### Full-Time (Jobseeker) Course Entry Requirements

- **Be 17 years of age or older.** If you are under 18 years of age, you will require parent or guardian consent to enrol.
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** at a **minimum of an ACSF Level 2**, sufficient to allow you to complete and maintain documentation, interpret health terminology and communicate effectively with clients, families and colleagues.
- Undergo a **Nationally Coordinated Criminal History Check (NCCHC)**. ESTR will arrange the CRCs.
- Obtain a **Working with Children's Check (WWCC)** and a **NDIS Worker Screening Check (NDIS-WC)** prior to attending work placement in the disability sector or with an organisation that is delivering supports or services under the National Disability Insurance Scheme (NDIS). It is your responsibility to obtain these checks prior to the work placement.
- Be **fully vaccinated against COVID-19** in accordance individual community services organisational requirements.
- Have received the **latest Influenza (Flu) Vaccination** prior to the work experience placement.
- Be **reasonably physically fit**, as the role may involve a variety of tasks that require physical activity such as providing direct personal care including showering, transferring, and assisting clients with mobility and a range of other manual handling tasks.

EMPLOYMENT BASED		
Suitable for those currently employed and working in the industry.		
 Course Duration	 Delivery Modes	 Learning Portal
14 Months (Part-Time)	Face to Face	All learning resources and assessments are assessable via our eLearning portal
 Employment Based Course Entry Requirements		

- **Be 17 years of age or older.** If you are under 18 years of age, you will require parent or guardian consent to enrol.
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN)** skills at a **minimum of an ACSF Level 2**, sufficient to allow you to complete and maintain documentation, interpret health terminology and communicate effectively with clients, families and colleagues.
- **Be employed in an Aged Care, Home and Community Care or Disability Service Organisation** in a role that involves direct client support *e.g., Assistant in Nursing, Care Worker, Community Care Worker, Disability Support Worker*, and have the support of the workplace supervisor or employer to participate in this training.

Students who do volunteer work in these organisations or work in other roles such as kitchen or laundry, but who are aiming to transition to an assistant in nursing job role, may also be considered for entry into the course, as long as they can gain experience in a 'care worker' role for at least 120hrs to meet the performance evidence requirements of this qualification.

- If *HLTAID011 Provide first aid* is chosen as an elective unit; be able to perform at least 2 minutes of uninterrupted CPR on an adult manikin placed on the floor.



## Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Fee for Service / Existing Worker Traineeship	New Entrant Traineeship	NSW Smart and Skilled		Smart and Skilled Concession
		First Qual	Second Qual	
\$6,000	\$0	\$1,450	\$1,750	\$240

**This training is subsidised by the NSW Government**

**Subsidised places are limited and therefore a place is not guaranteed**





## Units of Competency

There is a total of **(15) units** to complete this qualification. **(9) Core Units** and **(6) Elective Units**.

### CORE UNITS

**All (9) Core Units must be completed as part of this course.**

CHCCCS031 Provide individualised support  
 CHCCCS038 Facilitate the empowerment of people receiving support  
 CHCCCS040 Support independence and wellbeing  
 CHCCCS041 Recognise healthy body systems  
 CHCCOM005 Communicate and work in health or community services  
 CHCDIV001 Work with diverse people  
 CHCLEG001 Work legally and ethically  
 HLTINF006 Apply basic principles and practices of infection prevention and control  
 HLTWHS002 Follow safe work practices for direct client care



### ELECTIVE UNITS

**(6) Elective Units must be completed as part of this course.**

At least (3) elective units must be selected from the units listed under Group A or B.  
 For a qualification with an *Ageing* specialisation, all Group A Elective Units must be selected.  
 For a qualification with a *Disability* specialisation, all Group B Elective Units must be selected.

#### GROUP A – Ageing

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

#### GROUP B – Disability

CHCDIS011 Contribute to ongoing skills development using a strengths-based approach  
 CHCDIS012 Support community participation and social inclusion  
 CHCDIS020 Work effectively in disability support

#### GROUP C – Other Electives

CHCAGE007 Recognise and report risk of falls  
 CHCCCS017 Provide loss and grief support  
 CHCCCS033 Identify and report abuse  
 CHCCCS036 Support relationships with carer and family  
 CHCCCS037 Visit client residence  
 CHCCCS042 Prepare meals  
 CHCCCS043 Support positive mealtime experiences  
 CHCCCS044 Follow established person-centred behaviour supports  
 CHCMHS001 Work with people with mental health issues  
 HLTAID011 Provide First Aid \* *Conditions apply. See page 36*  
 HLTHPS006 Assist clients with medication \* *Conditions apply. See page 9.*



## Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.

- CHC42021 Certificate IV in Community Services
- CHC43015 Certificate IV in Ageing Support
- CHC43121 Certificate IV in Disability Support



## Community Services Jobs

TURNING CARING JOBS INTO CAREERS



## Connecting workers and employers

If you are one of the amazing people currently working in the Community Services sector or someone who wants to join the fastest growing sector in Australia become part of our **Community Services Job Board** group on Facebook.

Keep up to date with positions currently available in the industry and connect to the right people.

In Facebook search "**Community Services Jobs**" or use this link <https://www.facebook.com/groups/2185314478350584/>



We have a **FREE Community Services Job Board** on Facebook to help connect employers to job seekers.

If you are an employer and you have any vacancies you would like to promote please feel free to join our group and post your jobs for all of our followers to see, share and tag.




If you would like us to post the vacancy for you just send the job details through to [leisa@essentialskills.com.au](mailto:leisa@essentialskills.com.au).



RTO ID: 91729 | P: 02 4961 0016  
17 Warabrook Boulevard, Warabrook NSW 2304  
[www.essentialskills.com.au](http://www.essentialskills.com.au)

## CHC42021 CERTIFICATE IV IN COMMUNITY SERVICES

This qualification reflects the role of community service workers who deliver and support person-centred services to individuals and groups. Workers may provide support, advocacy or interventions to individual persons, groups or communities across a range of services.

 <b>Course Duration</b>	 <b>Delivery Modes</b>	 <b>Learning Portal</b>
<b>16 – 24 Months</b> (Part-Time)	<b>Online (Self-Paced - Distance)</b>	<b>All learning resources and assessments are assessable via our eLearning portal</b>

## Career Opportunities

This qualification provides pathways to work in the community services sector in a broad range of roles including; **Case Worker, Family Support Worker, Domestic Violence Worker, Welfare Worker, Support Worker, Service Coordinator.**

## Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN)** skills at a **minimum of an ACSF Level 3**, sufficient to interpret documents, prepare written reports complete and maintain documentation and communicate effectively with clients, families and colleagues.
- **Be employed in a community services organisation** in a role that involves direct contact with clients *e.g., Community Services Worker, Welfare Support Worker, Youth Worker, Case Manager, Family Support Worker, Domestic Violence Worker*, and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*
- if *HLTAID011 Provide first aid* is chosen as an elective unit; be able to perform at least 2 minutes of uninterrupted CPR on an adult manikin placed on the floor.

## Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Fee for Service / Existing Worker Traineeship	New Entrant Traineeship	NSW Smart and Skilled		Smart and Skilled Concession
		First Qual	Second Qual	
<b>\$7,000</b>	<b>\$0</b>	<b>\$1,990</b>	<b>\$2,320</b>	<b>\$240</b>

*This training is subsidised by the NSW Government.*

*Subsidised places are limited and therefore a place is not guaranteed*





## Units of Competency

There is a total of **(15) units** to complete this qualification. **(7) Core Units** and **(8) Elective Units**.

### CORE UNITS

**All (7) Core Units must be completed as part of this course.**

CHCADV001 Facilitate the interests and rights of clients  
CHCCOM002 Use communication to build relationships  
CHCDFV001 Recognise and respond appropriately to domestic and family violence  
CHCDIV001 Work with diverse people  
CHCLEG001 Work legally and ethically  
CHCPRP001 Develop and maintain networks and collaborative partnerships  
HLTWHS002 Follow safe work practices for direct client care



### ELECTIVE UNITS

**(8) Elective Units must be completed as part of this course.**

The electives can be selected from any of the units of competency listed below.

CHCCCS004 Assess co-existing needs  
CHCCCS006 Facilitate individual service planning and delivery  
CHCCCS019 Recognise and respond to crisis situations  
CHCCCS020 Respond effectively to behaviours of concern  
CHCCCS033 Identify and report abuse  
CHCCOM001 Provide first point of contact  
CHCDIS017 Facilitate community participation and social inclusion  
CHCDIS019 Provide person-centred services to people with disability with complex needs  
CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety  
CHCMHS001 Work with people with mental health issues  
CHCMHS011 Assess and promote social, emotional and physical wellbeing  
CHCPRP003 Reflect on and improve own professional practice  
HLTAID011 Provide First Aid \* Conditions apply. See page 36



## Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.

- CHC52021 Diploma of Community Services
- CHC51015 Diploma of Counselling
- CHC53215 Diploma of Alcohol and Other Drugs
- CHC53315 Diploma of Mental Health
- BSB50420 Diploma of Leadership and Management




*Note: This RTO may not offer all qualifications listed above in possible pathways.*



## CHC43015 CERTIFICATE IV IN AGEING SUPPORT

This qualification reflects the role of support workers who maintain quality service delivery through the development, facilitation, and review of individualised service planning and delivery in aged services; either in residential, home or community-based environments. Workers may be required to demonstrate leadership and have limited responsibility for the organisation and the quantity and quality of outputs of others within limited parameters.

**This qualification requires the completion of at least 120 hours of work, in a direct support role, in an aged care, home and community, disability or community service organisation.**

 <b>Course Duration</b>	 <b>Delivery Modes</b>	 <b>Learning Portal</b>
<b>18 - 24 Months</b> (Part-Time)	<b>Face to Face, Blended, Online (Self-Paced - Distance)</b>	<b>All learning resources and assessments are assessable via our eLearning portal</b>



### Career Opportunities

**This qualification provides pathways to work in residential or community-based organisation as an Aged Care Worker, Residential Care Worker, Personal Care Assistant, Care Services Team Leader, Care Supervisor etc.**



### Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** at a **minimum of an ACSF Level 3**, sufficient to allow you to complete and maintain documentation, interpret documents, interpret health terminology and communicate effectively with clients, families and colleagues.
- **Be employed in an Aged Care, Home and Community Care or Disability Service Organisation** in a role that involves direct client support *e.g., Assistant in Nursing, Care Worker, Community Care Worker, Disability Support Worker*, and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*



### Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.

- BSB40520 Certificate IV in Leadership and Management
- HLT54121 Diploma of Nursing
- Bachelor of Nursing

*Note: This RTO may not offer all qualifications listed above in possible pathways.*



## Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Fee for Service / Existing Worker Traineeship	New Entrant Traineeship	NSW Smart and Skilled		Smart and Skilled Concession
		First Qual	Second Qual	
<b>\$8,000</b>	<b>\$0</b>	<b>\$1,990</b>	<b>\$2,320</b>	<b>\$240</b>

*This training is subsidised by the NSW Government.*

*Subsidised places are limited and therefore a place is not guaranteed*



## Units of Competency

There is a total of **(18) units** to complete this qualification. **(15) Core Units** and **(3) Elective Units**.

### CORE UNITS

**All (15) Core Units must be completed as part of this course.**

CHCADV001 Facilitate the interests and rights of clients  
 CHCAGE001 Facilitate the empowerment of older people  
 CHCAGE003 Coordinate services for older people  
 CHCAGE004 Implement interventions with older people at risk  
 CHCAGE005 Provide support to people living with dementia  
 CHCCCS006 Facilitate individual service planning and delivery  
 CHCCCS011 Meet personal support needs  
 CHCCCS023 Support independence and wellbeing  
 CHCCCS025 Support relationships with carers and families  
 CHCDIV001 Work with diverse people  
 CHCLEG003 Manage legal and ethical compliance  
 CHCPAL001 Deliver care services using a palliative approach  
 CHCPRP001 Develop and maintain networks and collaborative partnerships  
 HLTAAP001 Recognise healthy body systems  
 HLTWHS002 Follow safe work practices for direct client care



### ELECTIVE UNITS




**(3) Elective Units must be completed as part of this course.**

The electives can be selected from any of the units of competency listed below.

CHCCOM002 Use communication to build relationships  
 CHCCCS001 Address the needs of people with chronic disease  
 CHCCCS017 Provide loss and grief support  
 CHCMHS001 Work with people with mental health issues  
 CHCPAL002 Plan for and provide care services using a palliative approach  
 HLTGPS006 Assist clients with medication \*Conditions Apply. See Page 9

## CHC43121 CERTIFICATE IV IN DISABILITY SUPPORT

This qualification reflects the role of individuals in a range of community settings and peoples' homes, who provide support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing. Workers promote a person-centred approach, work according to and may contribute to an individualised plan, and work without direct supervision. They may be required to supervise and/or coordinate a small team.

 <b>Course Duration</b>	 <b>Delivery Modes</b>	 <b>Learning Portal</b>
<b>12 - 18 Months</b> (Part-Time)	<b>Face to Face, Blended, Online (Self-Paced - Distance)</b>	<b>All learning resources and assessments are assessable via our eLearning portal</b>



### Career Opportunities

This qualification provides pathways to work in disability or other community service organisations in a role that involves direct client support e.g., Disability Support Worker, Disability Team Leader, Behaviour Support Officer, House Manager, Personal Care Assistant etc.



### Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- **Have previously completed one (1) of the following qualifications;**
  - **CHC33021/CHC33015 Certificate III in Individual Support (Disability); OR**
  - **CHC33021/CHC33015 Certificate III in Individual Support PLUS the CHCSS00130 Individual Support Disability Skill Set; OR**
  - **CHC30408 Certificate III in Disability PLUS the CHCSS00125 Entry to Certificate IV in Disability Support Skill Set.**

You will need to provide a copy to Essential Skills Training and Recruitment on enrolment.

- Have the **Language, Literacy, and Numeracy (LLN) skills** at a **minimum of an ACSF Level 3**, sufficient to complete and maintain documentation, interpret documents, interpret health terminology and communicate effectively with clients, families and colleagues.
- **Be employed in a disability or other community services organisation** in a role that involves direct client support of people with disabilities e.g., *Assistant in Nursing, Community Care Worker, Disability Support Worker, House Manager, Team Leader*, and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. See *Digital Literacy*.



## Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Fee for Service / Existing Worker Traineeship	New Entrant Traineeship	NSW Smart and Skilled		Smart and Skilled Concession
		First Qual	Second Qual	
<b>\$7,000</b>	<b>\$0</b>	<b>\$1,990</b>	<b>\$2,320</b>	<b>\$240</b>

*This training is subsidised by the NSW Government.*

*Subsidised places are limited and therefore a place is not guaranteed*



## Units of Competency

There is a total of **(10) units** to complete this qualification. **(7) Core Units** and **(3) Elective Units**.

### CORE UNITS

**All (7) Core Units must be completed as part of this course.**

CHCCCS044 Follow established person-centred behaviour supports  
 CHCDIS017 Facilitate community participation and social inclusion  
 CHCDIS018 Facilitate ongoing skills development using a person-centred approach  
 CHCDIS019 Provide person-centred services to people with disability with complex needs  
 CHCLEG003 Manage legal and ethical compliance  
 CHCMHS001 Work with people with mental health issues  
 HLTWHS003 Maintain work health and safety

### ELECTIVE UNITS

**(3) Elective Units must be completed as part of this course.**

The electives can be selected from any of the units of competency listed below.

CHCADV001 Facilitate the interests and rights of clients  
 CHCCCS004 Assess co-existing needs  
 CHCCCS006 Facilitate individual service planning and delivery  
 CHCCCS007 Develop and implement service programs  
 CHCCCS019 Recognise and respond to crisis situations  
 CHCCCS036 Support relationships with carer and family  
 CHCCCS042 Prepare meals  
 CHCCCS043 Support positive mealtime experiences  
 CHCCCS037 Visit client residence  
 CHCCOM002 Use communication to build relationships  
 CHCDIS015 Develop and provide person-centred service responses  
 CHCDIS016 Develop and promote positive person-centred behaviour supports  
 HLTHPS006 Assist clients with medication \* Conditions apply. See page 9.



## Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.

- 10951NAT Graduate Certificate in Positive Behaviour Support
- BSB50420 Diploma of Leadership and Management




*Note: This RTO may not offer all qualifications listed above in possible pathways.*



## CHC43315 CERTIFICATE IV IN MENTAL HEALTH

This qualification reflects the role of workers who provide support to people affected by mental illness. Work involves implementing community-based programs and activities focusing on mental health, mental illness, and psychiatric disability. You will gain all the practical skills to provide recovery-oriented mental health services to vulnerable people.

**This qualification requires the completion of at least 80 hours of work in an organisation working with people with mental health, mental illness and/or psychiatric disability.**

 <b>Course Duration</b>	 <b>Delivery Modes</b>	 <b>Learning Portal</b>
<b>12 – 24 Months</b> (Part-Time)	<b>Face to Face, Blended, Online (Self-Paced - Distance)</b>	<b>All learning resources and assessments are assessable via our eLearning portal</b>



### Career Opportunities

**This qualification provides pathways to work as a Mental Health Support Worker, NDIS Support Worker, Welfare Support Worker, Mental Health Rehabilitation Support Worker.**



### Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** at a minimum of an **ACSF Level 3**, sufficient to allow you to read complex text, interpret information, complete forms or records, write and send emails, write reports, and communicate effectively with clients, families and colleagues.
- **Be employed in a community service organisation in a role that involves direct client support to at least (3) people with mental health, mental illness, and/or psychiatric disability**, and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop** with reliable internet, a camera and microphone to interact in the virtual classroom environment, and an active email address.
- **Be proficient** in using a computer and typing *See Digital Literacy*.



### Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Fee for Service / Existing Worker Traineeship	New Entrant Traineeship	NSW Smart and Skilled		Smart and Skilled Concession
		First Qual	Second Qual	
<b>\$7,000</b>	<b>\$0</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>



## Units of Competency

There is a total of **(15) units** to complete this qualification. **(11) Core Units** and **(4) Elective Units**.

### CORE UNITS

**All (11) Core Units must be completed as part of this course.**

CHCDIV001 Work with diverse people  
 CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety  
 CHCLEG001 Work legally and ethically  
 CHCMHS002 Establish self-directed recovery relationships  
 CHCMHS003 Provide recovery oriented mental health services  
 CHCMHS004 Work collaboratively with the care network and other services  
 CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs issues  
 CHCMHS007 Work effectively in trauma informed care  
 CHCMHS008 Promote and facilitate self advocacy  
 CHCMHS011 Assess and promote social, emotional and physical wellbeing  
 HLTWHS001 Participate in workplace health and safety



### ELECTIVE UNITS

**(4) Elective Units must be completed as part of this course.**

The electives can be selected from any of the units of competency listed below.

#### AT RISK ELECTIVES – *At least One (1) must be selected from this group*

CHCCCS003 Increase the safety of individuals at risk of suicide  
 CHCCCS019 Recognise and respond to crisis situations

#### OTHER ELECTIVES

CHCADV001 Facilitate the interests and rights of clients  
 CHCCCS004 Assess co-existing needs  
 CHCCCS007 Develop and implement service programs  
 CHCCOM002 Use communication to build relationships  
 CHCDFV001 Recognise and respond appropriately to domestic and family violence  
 CHCPRP001 Develop and maintain networks and collaborative partnerships  
 CHCPRP003 Reflect on and improve own professional practice  
 HLTWHS006 Manage personal stressors in the work environment

**If you're currently working as a Recovery Coach under the NDIS, or aspiring to step into this role, we offer a Recovery Coach Elective Stream which is designed to strengthen your expertise. See our website for more information.**

<https://essentialskills.com.au/chc43315-certificate-iv-in-mental-health/>



## Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.




- CHC53315 Diploma of Mental Health
- CHC51015 Diploma of Counselling
- CHC52021 Diploma of Community Services

*Note: This RTO may not offer all qualifications listed above in possible pathways.*

## CHC43415 CERTIFICATE IV IN LEISURE AND HEALTH

This qualification reflects the role of workers participating in the design, implementation and evaluation of leisure, health activities and programs for clients in community services. Workers may be in residential facilities and/or in community agencies and day centers, completing specialised tasks and functions in relation to leisure and health.

**This qualification requires the completion of at least 120 hours of work experience/placement in a leisure and health role.**

 <b>Course Duration</b>	 <b>Delivery Modes</b>	 <b>Learning Portal</b>
<b>18 – 24 Months</b> <i>(Part-Time)</i>	<b>Face to Face, Blended, Online (Self-Paced - Distance)</b>	<b>All learning resources and assessments are assessable via our eLearning portal</b>



### Career Opportunities

**This qualification provides pathways to work as a Leisure and Activities Worker, Recreational Activities Officer, Leisure and Health Assistant, Diversional Therapy Assistant, Community Leisure Officer.**



### Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN)** skills at a **minimum of an ACSF Level 3**, sufficient to allow you to complete and maintain documentation, interpret documents, interpret health terminology and communicate effectively with clients, families and colleagues.
- **Be employed in a residential facility, community or disability organisation or day centre** in a role that involves direct client support in relation to leisure and health e.g., Leisure and Health Assistant, Activities Officer and have the support of the workplace supervisor or employer to participate in this training.  
Please note: Other staff working in residential or community-based organisations who are aiming to transition to a leisure and lifestyle role may also be considered for entry into the course as long as they can gain experience in a 'leisure and lifestyle' role for at least 120hrs to meet the performance evidence requirements of this qualification.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*



## Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Fee for Service / Existing Worker Traineeship	New Entrant Traineeship	NSW Smart and Skilled		Smart and Skilled Concession
		First Qual	Second Qual	
<b>\$7,000</b>	<b>\$0</b>	<b>\$1,990</b>	<b>\$2,320</b>	<b>\$240</b>

*This training is subsidised by the NSW Government.*

*Subsidised places are limited and therefore a place is not guaranteed*



## Units of Competency

There is a total of **(17) units** to complete this qualification. **(10) Core Units** and **(7) Elective Units**.

### CORE UNITS

**All (10) Core Units must be completed as part of this course.**

CHCCOM002 Use communication to build relationships  
 CHCDIV001 Work with diverse people  
 CHCLAH001 Work effectively in the leisure and health industries  
 CHCLAH002 Contribute to leisure and health programming  
 CHCLAH003 Participate in the planning, implementation and monitoring of individual leisure and health programs  
 CHCLAH004 Participate in planning leisure and health programs for clients with complex needs  
 CHCLAH005 Incorporate lifespan development and sociological concepts into leisure and health programming  
 CHCPRP003 Reflect on and improve own professional practice  
 HLTAAP002 Confirm physical health status  
 HLTWHS002 Follow safe work practices for direct client care

### ELECTIVE UNITS

**(7) Elective Units must be completed as part of this course.**

The electives can be selected from any of the units of competency listed below.

BSBLDR403 Lead team effectiveness  
 CHCAGE001 Facilitate the empowerment of older people  
 CHCAGE005 Provide support to people living with dementia  
 CHCCCS015 Provide individualised support  
 CHCCCS020 Respond effectively to behaviours of concern  
 CHCCCS025 Support relationships with carers and families  
 CHCDIS002 Follow established person-centered behaviour supports  
 CHCDIS003 Support community participation and social inclusion  
 CHCDIS007 Facilitate the empowerment of people with disability  
 CHCMHS001 Work with people with mental health issues



NATIONALLY RECOGNISED  
TRAINING



## Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.

- CHC53415 Diploma of Leisure and Health




*Note: This RTO may not offer all qualifications listed above in possible pathways.*



## CHC52021 DIPLOMA OF COMMUNITY SERVICES

This qualification reflects the role of community services workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities. At this level community services workers support people to make change in their lives to improve personal and social wellbeing and may also undertake case management and program coordination.

**This qualification requires the completion of at least 200 hours of work within a community service workplace.**

 <b>Course Duration</b>	 <b>Delivery Modes</b>	 <b>Learning Portal</b>
<b>18 – 28 Months</b> (Part-Time)	Face to Face, Blended, Online (Self-Paced - Distance)	All learning resources and assessments are assessable via our eLearning portal



### Career Opportunities

This qualification provides pathways to work as a **Community Services Coordinator or Manager, Community Case Coordinator or Manager, Welfare Support Worker, Community Services Worker.**



### Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN)** skills at a **minimum of an ACSF Level 4**, sufficient to allow you to interpret and analyse documents, prepare written reports and communicate effectively with clients and relevant networks.
- **Be employed in a community services organisation** in a role that involves direct contact with clients *e.g., Case Management Coordinator or Manager, Community Services Coordinator or Manager, Program or Service Coordinator or Manager, Welfare Support Worker, Mental Health Case Manager, House Manager/Leader*, and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*



### Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Fee for Service / Existing Worker Traineeship	New Entrant Traineeship	NSW Smart and Skilled		Smart and Skilled Concession
		First Qual	Second Qual	
<b>\$9,000</b>	<b>\$0</b>	<b>\$4,420</b>	<b>\$4,970</b>	<b>NA</b>

*This training is subsidised by the NSW Government.*

*Subsidised places are limited and therefore a place is not guaranteed*



## Units of Competency

There is a total of **(20) units** to complete this qualification. **(12) Core Units** and **(8) Elective Units**.

### CORE UNITS

**All (12) Core Units must be completed as part of this course.**

CHCCCS004 Assess co-existing needs  
 CHCCCS007 Develop and implement service programs  
 CHCCCS019 Recognise and respond to crisis situations  
 CHCCSM013 Facilitate and review case management  
 CHCDEV005 Analyse impacts of sociological factors on people in community work and services  
 CHCDFV001 Recognise and respond appropriately to domestic and family violence  
 CHCDIV001 Work with diverse people  
 CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety  
 CHCLEG003 Manage legal and ethical compliance  
 CHCMGT005 Facilitate workplace debriefing and support processes  
 CHCPRP003 Reflect on and improve own professional practice  
 HLTWHS003 Maintain work health and safety

### ELECTIVE UNITS

**(8) Elective Units must be completed as part of this course.**

The electives can be selected from any of the units of competency listed below.

For a qualification with a *Case Management specialisation*, all listed (4) Group A Elective Units must be selected, and the remaining (4) Elective Units should be selected from the General Electives List.

### GROUP A – Case Management

CHCCSM009 Facilitate goal-directed planning  
 CHCCSM010 Implement case management practice  
 CHCCSM012 Coordinate complex case requirements  
 CHCCSM014 Provide case management supervision

### GENERAL ELECTIVES

BSBPEF401 Manage personal health and wellbeing  
 CHCCCS009 Facilitate responsible behaviour  
 CHCCOM003 Develop workplace communication strategies  
 CHCDIS017 Facilitate community participation and social inclusion  
 CHCMGT003 Lead the work team  
 CHCMHS001 Work with people with mental health issues  
 CHCMHS007 Work effectively in trauma informed care  
 CHCMHS013 Implement trauma informed care  
 CHCMHS011 Assess and promote social, emotional and physical wellbeing  
 CHCPRP001 Develop and maintain networks and collaborative partnerships  
 CHCPRT025 Identify and report children and young people at risk  
 CHCPRT026 Support the rights and safety of children and young people



NATIONALLY RECOGNISED  
TRAINING



## Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.




- BSB50420 Diploma of Leadership and Management
- CHC53315 Diploma of Mental Health

*Note: This RTO may not offer all qualifications listed above in possible pathways.*

## 10966NAT CERTIFICATE IV IN END OF LIFE DOULA SERVICES

This qualification is delivered in collaboration with Preparing the Way PTW Pty Ltd which is the leading provider of end-of-life doula training across Australia and New Zealand. You will be enrolled with Essential Skills Training and Recruitment; and all training and assessment will be delivered by industry experts from Preparing the Way and Essential Skills Training and Recruitment.

This qualification reflects the role of end of life doulas, who provide non-medical support to those living with life limiting conditions, terminal illness or advanced ageing, as well as to their families and/or those close to them. End of life doulas also qualify to provide or facilitate home (or other facility) based after-death care, vigil, and ceremony while providing grief and bereavement support.

 <b>Course Duration</b>	 <b>Delivery Modes</b>	 <b>Learning Portal</b>
<b>18 Months</b> (Part-Time)	<b>Online</b> (Virtual Classroom - ZOOM)	All learning resources and assessments are assessable via our eLearning portal

### Career Opportunities

This qualification provides pathways to work as an End of Life Doula.

### Who is this course suitable for?

The skills and knowledge necessary to work as an end of life doula include witnessing death, providing physical care of the deceased and emotional support to those who may experience deep grief and possible trauma. This course is suitable for those who:

- want to support others at end of life as part of a world-first accredited course,
- have previously attended end of life training courses and are ready to take the next step in their End of Life Doula career or vocation.
- are actively pursuing ways to deepen and enhance their skills in nursing, healthcare, allied and community service professions or vocations.

If you don't want to commit to the length, cost and demands of the full qualification, we also offer the **End of Life Doula Skills Group**, which is comprised of the 4 nationally accredited, end of life doula specific units. Contact us for further information.



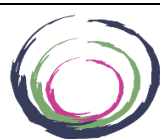
### Course Entry Requirements

- Participants seeking entry into this course will be subject to an **interview process with Preparing the Way** to determine their suitability for providing support services to those living with life limiting conditions.
- **Be over 21 years of age** and have **high level language, literacy and numeracy levels** sufficient to interpret complex documents, prepare written reports and prepare budget spreadsheets.
- Provide a current **Nationally Coordinated Criminal History Check (NCCHC)** and **Working with Children/Working with Vulnerable People Check** (checks relevant to your state/territory).
- **Have the emotional and professional maturity to deal with traumatic and complex situations.**
- Have **Digital Literacy skills** to complete the online course content, such as: be able to participate in and interact with online video conferencing applications (ZOOM), have basic computer skills (e.g., Word, Email, etc.) and access to the technology requirements.



## Course Delivery Information

This course will be delivered over a period of 18 months, online via ZOOM. To achieve this qualification, you will need to commit approximately 15 hours per week to attend online classes, tutorials, forums and complete assessment activities. All required course learning and assessment materials will be provided.



Preparing  
the Way

Preparing the Way PTW Pty Ltd. ABN: 16 729 299 511

P: 1800 368 527

M: PO Box 52, FIVE DOCK NSW 2046

E: student@preparingtheway.com.au

W: www.preparingtheway.com.au



## Units of Competency

There is a total of **(15) units** to complete this qualification.

### CORE UNITS

**(14) Core Units must be completed as part of this course.**

- CHCCCS017 Provide loss and grief support
- CHCCCS025 Support relationships with carers and families
- CHCCOM006 Establish and manage client relationships
- CHCDIV001 Work with diverse people
- CHCINM002 Meet community information needs
- CHCLEG001 Work legally and ethically
- CHCPAL002 Plan for and provide care services using a palliative approach
- CHCPRP003 Reflect on and improve own professional practice
- CHCPRP005 Engage with health professionals and the health system
- HLTWHS002 Follow safe work practices for direct client care
- NAT10966001 Explore end of life care options and the role of the end of life doula
- NAT10966002 Provide holistic support through the active dying stage and at the time of death
- NAT10966003 Undertake holistic after death care
- NAT10966004 Provide holistic funeral and bereavement support



### ELECTIVE UNITS

**(1) Elective Unit must be completed as part of this course**

- BSBESB401 Research and develop business plan
- CHCADV001 Facilitate the interests and rights of clients



## Course Fees

Full Course Cost	New Entrant Traineeship	NSW Smart and Skilled*		NSW Smart and Skilled Concession
		First Qual	Second Qual	
<b>\$12,195**</b>	<b>NA</b>	<b>\$1,980</b>	<b>\$2,310</b>	<b>\$240</b>

*This training is subsidised by the NSW Government.*

*Subsidised places are limited and therefore a place is not guaranteed*

**\*\* The Full Course Cost will be discounted by \$2,200 for eligible participants who have completed the 4-day End of Life Doula Intensive Course with Preparing the Way.**



# 11270NAT COURSE IN DISABILITY FIRST AID

Unlock the power to make a difference with our specialised Disability First Aid course! This course goes beyond traditional first aid training. Designed for everyone eager to equip themselves with essential skills for assisting individuals with disabilities during emergencies, this course fills a crucial gap. While standard first aid training offers valuable skills, it often overlooks the unique challenges faced by people with disabilities.

**Join us to gain the skills and knowledge needed to truly support those with disabilities in emergency situations. Enrol today and be a beacon of help when it matters most!**



## How is Disability First Aid Different?

The standard first aid course provides you with the skills to assist people in an emergency, however it does not teach the skills often required to save the lives of people with disabilities. This course uses the principles of first aid and teaches you to recognise and apply the variants required for a person with a disability. It uses a combination of theory and practical elements, providing critical skills in the following key areas;

- Assist a person in a wheelchair who is having a seizure
- Recognise and assist a person with a disability in a mental health crisis
- Consent and communication in a disability setting
- Apply CPR in a bed
- Assist a person who is choking in a bed or wheelchair
- Recognise and assist with autonomic dysreflexia
- Recognise and assist with infection and pressure sores



Disability First Aid



NATIONALLY RECOGNISED  
TRAINING



### Course Duration

**1 Day Workshop**

(6 hours. 9:30am – 3:30pm)



### Delivery Mode

**Face to Face with an online  
learning component**



### Course Fee

**\$150**

Please see our website for available workshop dates: <https://essentialskills.com.au/disability-first-aid/>

*\*We reserve the right to cancel this course if the minimum numbers are not met. Maximum of 9 per class*



## Course Entry Requirements

- **Be aged 16 years or over.** Students under 18 years must have parent or guardian consent to participate in this program.
- Have a **Unique Student Identifier (USI).**
- Have the ability to **read and write English**
- **Have a current First Aid Certificate** – HLTAID011 Provide first aid. A copy will need to be provided on enrolment.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access to complete the online pre-course theory and knowledge assessment.
- Have the **Digital Literacy Skills** required to complete assessment work online. See *Digital Literacy*.

**Note: You will be required to complete a compulsory self-paced online theory and knowledge quiz in our learning portal prior to attending the Disability First Aid workshop. The online quiz contains multiple choice questions and doesn't need to be done in one sitting. You should allow approximately (2) to (3) hours to complete this part.**



## Cancellation and Refunds Policy




Please refer to our website for our cancellation and refund policy

<https://essentialskills.com.au/disability-first-aid/>

## HLTAID011 PROVIDE FIRST AID

Emergencies can happen anytime—be ready by enrolling in the **HLTAID011 Provide First Aid course**. Learn practical, life-saving techniques that could make all the difference for someone in need until professional help arrives. This training is essential for anyone who wants to be prepared to make a difference when it matters most.

**Enrol today and become a vital first responder.**

 <b>Course Duration</b>	 <b>Delivery Mode</b>	 <b>Course Fee</b>
<b>1 Day Workshop</b> (7 hours. 9:00am – 4:00pm)	<b>Face to Face with an online learning component</b>	<b>\$120</b>

Please see our website for available workshop dates - <https://essentialskills.com.au/provide-first-aid/>

*\*We reserve the right to cancel this course if the minimum numbers are not met.*



### Course Entry Requirements

- **Be aged 16 years or over.** Students under 18 years must have parent or guardian consent to participate in this program.
- Have a **Unique Student Identifier (USI)**.
- Have the ability to **read and write English**
- **Be able to kneel** to perform at least 2 minutes of uninterrupted CPR on a manikin that is placed **on the floor**.  
*If you have any limitations that may affect your ability to perform this, please contact us to discuss prior to booking.*
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access to complete the online pre-course theory and knowledge assessment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*

**Note:** You will be required to complete a compulsory self-paced online theory and knowledge quiz in our learning portal prior to attending the First Aid workshop. The online quiz contains multiple choice questions and doesn't need to be done in one sitting. You should allow approximately (2) to (3) hours to complete this part.



### Units of Competency

HLTAID009 Provide cardiopulmonary resuscitation

HLTAID010 Provide basic emergency life support

HLTAID011 Provide first aid

**This qualification is valid for (3) years.** The Australian Resuscitation Councils recommends the CPR component is renewed annually.



NATIONALLY RECOGNISED  
TRAINING



### Cancellation and Refunds Policy

Please refer to our website for our cancellation and refund policy




<https://essentialskills.com.au/provide-first-aid/>



## HLTAID009 PROVIDE CARDIOPULMONARY RESUSCITATION (REFRESHER)

This course covers the knowledge and skills required to provide CPR, manage and assess an emergency situation, use an automatic external defibrillator (AED), understand DRSABCD and the First Aider's legal responsibilities. Provide CPR is trained and assessed in line with Australian Resuscitation Council (ARC) guidelines.

**Every second matters in an emergency. Be ready to respond with confidence. Make a life-saving decision and enrol now!**

 <b>Course Duration</b>	 <b>Delivery Mode</b>	 <b>Course Fee</b>
<b>3 hours</b> (9:00am – 12:00pm)	<b>Face to Face with an online learning component</b>	<b>\$65</b>

Please see our website for available workshop dates  
<https://essentialskills.com.au/provide-cardiopulmonary-resuscitation-cpr/>

*\*We reserve the right to cancel this course if the minimum numbers are not met.*



### Course Entry Requirements

- **Be aged 16 years or over.** Students under 18 years must have parent or guardian consent to participate in this program.
- Have a **Unique Student Identifier (USI)**.
- Have the ability to **read and write English**
- **Be able to kneel** to perform at least 2 minutes of uninterrupted CPR on a manikin that is placed **on the floor**.  
*If you have any limitations that may affect your ability to perform this, please contact us to discuss prior to booking.*
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access to complete the online pre-course theory and knowledge assessment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*

**Note:** You will be required to complete a compulsory self-paced online theory and knowledge quiz in our learning portal prior to attending the practical workshop. The online quiz contains multiple choice questions and doesn't need to be done in one sitting. You should allow approximately (1.5) hours to complete this part.



### Units of Competency

HLTAID009 Provide cardiopulmonary resuscitation

**This qualification is valid for (1) year.** The Australian Resuscitation Council recommends that CPR is renewed annually.



### Cancellation and Refunds Policy

Please refer to our website for our cancellation and refund policy

<https://essentialskills.com.au/provide-cardiopulmonary-resuscitation-cpr/>





**17 Warabrook Boulevard, Warabrook NSW 2304**





# TRAINING AND MEETING ROOM HIRE

## Looking for a professional space to host your next training session, interviews, or meeting?

Our fully equipped training and meeting rooms are available for hire, providing a comfortable and modern environment to suit your needs. Located in a convenient and accessible location, our spaces are ideal for businesses, community groups, and organisations looking for a high-quality venue.



Our rooms include:

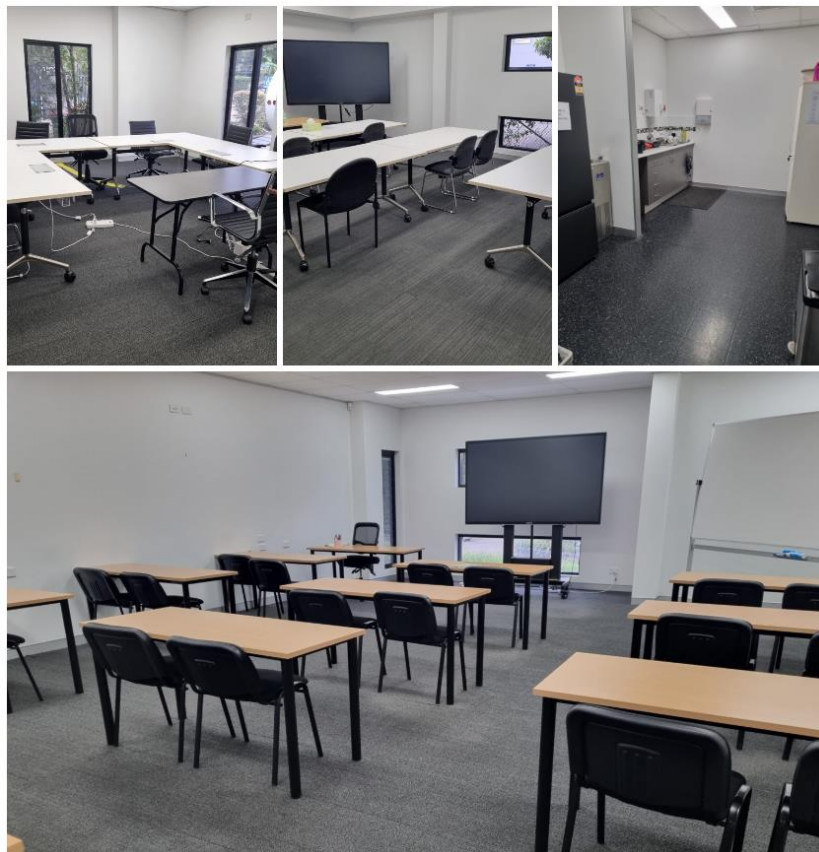
- ✓ Spacious, air-conditioned rooms
- ✓ Flexible seating arrangements
- ✓ Audio-visual equipment
- ✓ High-speed Wi-Fi
- ✓ Kitchenette including tea and coffee facilities
- ✓ Free on-site parking
- ✓ Full disability access

**Whether you need a space for a short meeting or a full-day training session, we've got you covered. We have multiple room options available:**

- ✓ 5 x meeting /training Room options – setting ranges from 8 people up to 40.
- ✓ 1 x fully equipped practical assessment room – includes beds, lifters, mannequins etc.
- ✓ 1 x Office Space – desk and chair supplied.

Please note: Room availability is subject to demand and existing bookings. While we do our best to accommodate your request, we recommend booking in advance to secure your preferred date.

**To book visit: <https://essentialskills.com.au/room-hire/>**



# NON-ACCREDITED COURSES, ONLINE SHORT COURSES

**These non-accredited online programs are suitable for anyone working in the community services sector**

**Staff training is an important part of maintaining quality service delivery but also a key component of your Aged Care or Disability compliance requirements.**

We have a great range of programs available to choose from to suit individual needs. All programs are visually engaging and have voice over from our expert trainers. There is a knowledge quiz to check understanding, and on successful completion, participants will be awarded with a certificate of completion to add to their portfolio.



## Topics Available

Managing Diabetes | Basic Wound Care | Enteral Feeding and Management | Mealtime Management | Catheter Care | Complex Bowel Care | Ventilation Support | Asthma Management | NDIS and Reportable Incidents | Oxygen Management | Tracheostomy Care | Stoma Care | Subcutaneous Injections | Changed Behaviour | Epilepsy and Midazolam | Medication Awareness | Severe Dysphagia Management | Acquired Brain Injury | Mental Health in the Workplace | Mental Health Crisis Support | Supporting the psychological safety of Older people and workers | Dementia | Families and Carers | Sexual Autonomy in Aged Care | Recognising Delirium | Trauma Informed Care | Falls Prevention | End of Life | Workplace Health and Safety including Manual Handling | Infection Control | Food Safety | Discrimination, Bullying and Harassment

Visit <https://essentialskills.learnupon.com/store> for more information

**Group pricing is available for organisations. Call (02) 4961 0016 for a quote**

# WORKSHOPS ON DEMAND

Suitable for organisations, these non-accredited programs support the Aged Care Quality Standards and NDIS practice standards

## Topics Available

### BOWEL CARE

**Optional Skills Assessment:** Administer suppository and enema safely

### EPILEPSY AND SEIZURE EMERGENCIES

**Optional Skills Assessment:** Administer Buccal Midazolam

### ENTERAL FEEDING P.E.G

**Optional Skills Assessment:** Using a feeding pump correctly

### MANAGING DIABETES

**Optional Skills Assessment:** Taking a blood glucose level

### CATHETER CARE

**Optional Skills Assessment:** Emptying a catheter bag & changing a catheter bag

### INFECTION CONTROL & SAFE FOOD HANDLING

**Optional Skills Assessment:** Handwashing

### MEDICATION AWARENESS

**Optional Skills Assessment:** Administer Oral Medications from Webster Pack and Inhalers

### STOMA CARE

**Optional Skills Assessment:** Changing an ostomy bag competency

### SEVERE DYSPHAGIA MANAGEMENT

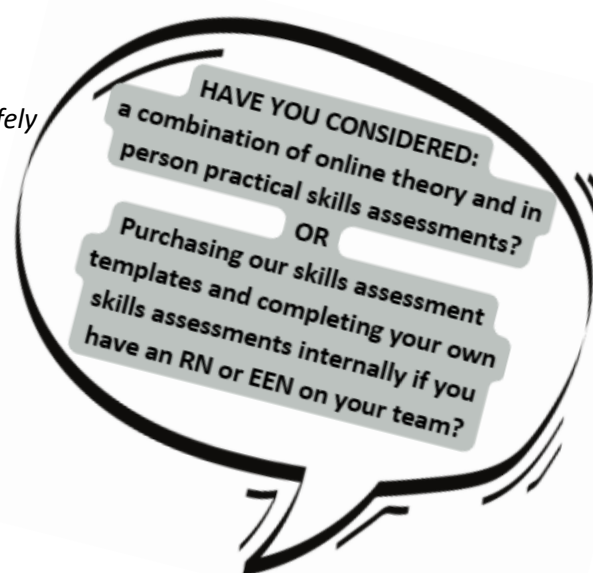
**Optional Skills Assessment:** Safe food prep and testing for Dysphagia competency

### BASIC WOUND CARE

### CHANGED BEHAVIOUR

### PAIN AND CHANGED BEHAVIOUR

### END OF LIFE CARE



Let's look at your options. For general enquiries, quotes or group bookings call us today (02) 4961 0016



Find us on social media



The Community Services Specialists

