



essential skills
training and recruitment

CHANGING LIVES

COURSE BROCHURE

Version 19.0





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.

	Registration Code: 91729		Phone: (02) 4961 0016
	Address: 17 Warabrook Boulevard WARABROOK NSW 2304		
	Email: info@essentialskills.com.au		
	Website: https://www.essentialskills.com.au		

Acknowledgement of Country and Diversity

Essential Skills Training and Recruitment acknowledges Aboriginal and Torres Strait Islander Peoples as the traditional custodians of Australia and pay our respects to Elders past, present and emerging.

As an inclusive organisation, we embrace diversity and create spaces where everyone belongs. We welcome people from all backgrounds, genders, sexualities and abilities, and we are committed to fostering a safe, respectful and supportive environment where everyone feels safe, valued and respected.

Aboriginal and Torres Strait Islander people are advised that this resource may contain images or names of deceased people.



WHY CHOOSE ESSENTIAL SKILLS TRAINING & RECRUITMENT?

At Essential Skills Training and Recruitment (ESTR), we're more than a training provider, we're your partner in building a skilled, confident, and supported workforce. Since opening our doors in 2010, we've been dedicated to Changing Lives through education, support, and community-focused training.

What We Offer

- **Specialists in Community Services:** We focus exclusively on aged care, disability, and community services, delivering training that is relevant, practical, and industry aligned.
- **Tailored Training Solutions:** We take the time to understand your needs and aim to provide flexible training solutions that fit you or your organisation.
- **Nationally Recognised Qualifications:** We deliver nationally accredited certificate to diploma level qualifications across community services and health-related fields.
- **Experienced Trainers:** Our dedicated trainers bring extensive real-world experience from the community services sector, ensuring learning is practical, engaging, and relevant.
- **Recruitment Programs:** We help community service organisations attract and develop caring, compassionate people who are ready to make an impact.
- **Targeted Workforce Training Solutions:** We provide tailored programs to help organisations meet their mandatory training requirements and maintain compliance with industry standards.
- **Student Success Focus:** From enrolment to completion, we are passionate about your success and provide ongoing support and guidance to help you reach your goals.

With ESTR, you get a trusted partner who understands your sector, supports your goals, and helps you make a lasting impact.







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COURSE DELIVERY MODES

We understand that every learner and organisation is different. That's why we offer a range of flexible delivery options designed to meet your needs. These include;

	CLASSROOM Attend fortnightly, interactive trainer-led workshops in person at our Warabrook NSW Training Campus, onsite at your workplace, or at another location arranged with your employer.
	ONLINE - VIRTUAL CLASSROOM Attend fortnightly, interactive trainer-led workshops, delivered online in the virtual classroom. All learning and assessment resources will be available online in your Student Portal. PLEASE NOTE: Your camera and microphone must be turned on during virtual classroom workshops.
	BLENDED Attend fortnightly, interactive trainer-led workshops, delivered as a combination of in-person classroom workshops and online virtual workshops. All learning and assessment resources will be available online in your Student Portal. PLEASE NOTE: Your camera and microphone must be turned on during virtual classroom workshops.
	ONLINE – DISTANCE Complete your course online via distance, with the flexibility to start anytime. You'll receive personalised support from your trainer through a variety of options, including email, phone, and virtual support sessions via Microsoft Teams throughout your learning journey. Minimum monthly contact with your trainer is required to ensure progress and support. All learning resources and assessments are available through your online Student Portal. Students studying online (distance) may be asked to submit videos as evidence of the application of practical skills.



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.

STUDENT SUPPORT SERVICES

Our goal is to ensure that every student is fully supported, not only in achieving their educational goals but also in maintaining well-being throughout their studies.

We offer a wide range of support services, including:

- Training and assessment support
- Digital capability assistance
- Language, literacy and numeracy support
- Career and study guidance
- Well-being support and referrals to local and national networks

For a full overview of the support available, visit our website and download our **Student Support Services Guide**. <https://essentialskills.com.au/individuals/>



ON CAMPUS FACILITIES AND EQUIPMENT

We offer a range of facilities and equipment to make your learning experience easier and more accessible, so you can stay focused and succeed in your training. These include;

- Free Wi-Fi and Laptop Access
- Printing and Photocopying
- Free on site and street parking
- Accessible facilities and access ramp
- Wide doorways and corridors
- Air-conditioned classrooms
- Study spaces
- Practical Simulation Room
- Student kitchen with free tea and coffee making facilities, fridge and microwave

For a full overview of the facilities available, visit our website and download our **Student Support Services Guide**.



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.

Course Content Advisory: Due to the nature of our qualifications and courses, some topics and scenarios may be emotionally sensitive or distressing for some learners, particularly those with lived experience in areas such as dementia, palliative care, mental health, or other sensitive issues within the community services sector. We encourage you to prioritise your well-being and reach out to your Trainer or our Student Support Team if you feel distressed or require support at any time during your course.

International Students

Unfortunately, we are 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

Our enrolment process helps us ensure your chosen course is the right fit, check your eligibility for any available government subsidies, and identify any additional support you may need. The steps are:

- 1) **Complete an Online Enrolment Application:** Submit your personal details and course selection.
- 2) **Complete a Language, Literacy and Numeracy (LLN) Assessment:** An online assessment to help us understand how best to support you.
- 3) **Complete a Pre-Training Interview:** A quick chat with our team to discuss your goals, course suitability, and support needs.
- 4) **Accept Your Course Fee Quote:** Review and accept your personalised course fee quote and pay your administration fee (*if applicable*) to secure your place.

To secure your place in your course, all steps of the enrolment process must be fully completed. We encourage you to complete these steps as soon as possible to avoid delays in starting your training and to help ensure a smooth enrolment experience. If your enrolment is not accepted, we'll contact you to explain the reasons and explore other courses or support options that may be more suitable for you.



Government-subsidised places are limited and not guaranteed. If you don't complete your enrolment application promptly, you may miss out on securing a place.

Enrolments close a week before the course commencement date.

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

DIGITAL CAPABILITY AND TECHNOLOGY REQUIREMENTS

To successfully participate in your training, you'll need access to suitable technology and basic digital skills. 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.

The minimum TECHNOLOGY REQUIREMENTS includes



- **A desktop computer, laptop, or tablet** capable of running modern applications and accessing the internet.
- **Reliable internet connection** so you can access your learning resources, submit assessments and access results online, and study without interruptions.
Note: Please be wary of your data usage within your limits.
- **An email account** to receive course communications.
- **A webcam and microphone to participate in the virtual classroom** (if applicable to your course delivery mode)
- **Microsoft Teams to participate in the virtual classroom** (if applicable).
Free download from <https://www.microsoft.com/en-au/microsoft-teams/download-app> or to a mobile device/iPad from the App Store or Google Play.
- **A mobile device or camera with video recording capability** in case you are required to submit video evidence as part of your assessments (Applicable for Online – Distance delivery)
- It is recommended that you have the **latest version of Google Chrome** and **Adobe PDF Reader** for optimum compatibility with accessing course materials and assessments.

The minimum DIGITAL CAPABILITY REQUIRED includes



- **Internet Skills** such as navigating websites and using search engines (e.g. Google) to find reliable information, logging in to and using online web-based systems, and completing digital forms.
- **Computer Skills** such as using a webcam and microphone, creating, saving, uploading and downloading documents.
- **Email Skills** such as accessing and reading emails, sending and replying to emails, attaching files to emails, and downloading or opening email attachments



GOVERNMENT SUBSIDISED TRAINING OPPORTUNITIES

You may be eligible to access government-funded training support to reduce the cost of your course. Funding availability is subject to eligibility criteria and government guidelines. We'll assess your eligibility during the enrolment application process and provide you with a course fee quote based on your circumstances.

Current opportunities available include:

NSW Smart and Skilled

We are an approved provider of the NSW Government's Smart and Skilled program, which helps NSW residents to access funding which may cover part or all of your course fees, depending on your eligibility.

If you are:

- 15 years old or over
- No longer at secondary school
- living or working in NSW?
- an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen
- the holder of a valid Unique Student Identifier (USI) or an applicant for one

You're eligible to enrol in a NSW Smart and Skilled government-subsidised course with us.

This training is subsidised by the NSW Government.



For more information please call our office, visit our website: <https://essentialskills.com.au/> or the Skills NSW website: www.smartandskilled.nsw.gov.au

NSW Traineeships

Traineeships combine formal study with on-the-job training, playing a vital role in developing local businesses and building the future workforce in NSW.

If you are employed and enrolled through a traineeship arrangement, your training may be fully subsidised under the NSW Government's Smart and Skilled program. In addition, the Australian Government provides financial incentives to eligible employers to help offset the costs of hiring and training trainees.

To be eligible for a Traineeship you must be

- an Australian citizen, Australian permanent resident, or hold a relevant Visa.
- over 18 years old and no longer at secondary school.
- Available for full-time or part-time work
- Not currently enrolled in another traineeship
- Have a drivers licence (*preferred*)

This training is subsidised by the NSW Government.



For more information please call our office, visit our website: <https://essentialskills.com.au/> or the NSW Government website: <https://www.nsw.gov.au/education-and-training/apprentices-and-trainees>

RECRUITMENT PROGRAMS

Finding the right people for the community services sector is just as important as training them. We partner with organisations to deliver tailored recruitment programs that attract caring, skilled, and motivated individuals to the industry.

Our recruitment programs are designed to help employers build a strong, capable workforce while supporting job seekers to develop the skills and confidence needed to succeed in their new roles.

Let us help you with your recruitment needs. Our **Strategic Partnerships Team**, each with over 20 years of experience in the sector, brings extensive industry knowledge and a genuine passion for people, and is ready to support you. Contact us today to discover how we can support your organisation.

Meet Danielle and Dee



Our Strategic Partnerships Team can help you with:

- Attracting and recruiting skilled, caring, and committed staff.
- Tailoring recruitment programs to meet your organisation's needs.
- Navigating traineeship opportunities and funding options.
- Supporting your organisation with customised training solutions to meet your needs.
- Guiding you through accredited and non-accredited training options

Danielle: 0480 264 030

danielle@essentialskills.com.au

Dee: 0427 113 800

dee@essentialskills.com.au

WORK PLACEMENT

Some courses include a mandatory work placement to give you real-world experience and the opportunity to apply the skills and knowledge you've learned in the classroom. If you're not currently employed in the community services industry, we'll help arrange an unpaid work placement with one of our local employer partners.

You will be required to:

- Have a clear criminal history and undergo a Nationally Coordinated Criminal History Check (NCCHC). We will process this check at no cost.
- Obtain a Working with Children's Check/NDIS Workers Check and/or NDIS Workers Screening Check (*if applicable*) prior to commencing your work experience placement. Free volunteer checks are available. It is your responsibility to obtain these checks.
- Be able to perform the physical requirements of the job e.g., manual handling.
- Undertake a set number of industry placement hours before the completion of your course.

Vaccination Policy

While COVID-19 vaccination is no longer a legal requirement for placement in aged care, disability, or home and community care, most organisations have their own policies. Typically, organisations require:

- A minimum of two (2) doses of a COVID-19 vaccine, and
- A current Influenza vaccine

Please Note: You may be asked to provide proof of your vaccination status before being accepted by a host organisation. If you choose not to be vaccinated or are unable to provide evidence, this may prevent you from completing your placement. As placement is a core requirement of your qualification, this may result in inability to complete your course.

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		
Enrolment Fee	Payable on enrolment	\$200 or \$50 (<i>concession</i>)
Administration Fee	Payable on commencement of training	\$300 or \$50 (<i>concession</i>)
Commencement Fee	Payable 3 months after enrolment	50% of remaining course fee
Final Fee	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.		
Enrolment Fee	Payable on enrolment	50% of student fee
Final Fee	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 \$1,500 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 \$107, lasting 5 years.
- 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 our standard payment structure doesn't suit your budget, we offer flexible payment plans to make your training more affordable.

If you'd prefer to pay your course fees in weekly or fortnightly instalments, we can arrange a payment plan through our trusted third-party provider, **Xplor Debit Success Pty Ltd (ABN 32 095 551 581)**.

- Payments are direct debited from your nominated bank account or debit/credit card.
- Payments continue at the agreed frequency until your course fees are fully paid.
- Xplor Debit Success charge a one-off administration fee, as well as a credit/debit card surcharge. This is in addition to your course fee. All costs are clearly outlined before you enter into the agreement.

This option allows you to spread the cost of your course into smaller, more manageable instalments, so you can focus on your training.

Please note fees are subject to change, as Xplor Debit Success is a third-party provider.

REFUND POLICY

We understand that plans can change! Here's our cancellation and refund policy to keep things clear. Please read this carefully to determine if you are able to request a refund.

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

**** The fee retained by Essential Skills Training and Recruitment is required to cover the cost of time and resources which will have already been committed based on your initial intention to undertake the training. As places in our courses are limited, your enrolment secures a spot that may not be able to be filled by another participant at short notice. We're happy to consider special circumstances, such as medical or family emergencies, on a case-by-case basis.**

- 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 classroom/blended students, or your course induction for Online (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.

ACCREDITED QUALIFICATIONS/COURSES




We deliver nationally recognised training that's practical, relevant, and aligned with the latest industry standards, equipping you with the skills, knowledge, and confidence to excel in your chosen field.

This section of the brochure outlines our full range of available courses, along with course-specific entry requirements, duration, fees, and pathways to further study.



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.

 Course Duration	 Delivery Modes	 Learning Portal
12 - 18 Months (Part-Time)	Online (Virtual Classroom), Online (Distance), Traineeship	All learning resources and assessments are assessable via our eLearning portal



Career Opportunities

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

Please note this list is intended as a general guide, as job titles and qualification requirements may differ across organisations and service settings.



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** sufficient to read, complete, maintain, prepare and interpret workplace documents; communicate clearly via emails and reports; present issues and lead discussions in meetings; and use numeracy skills to plan and manage time, resources and budgets at an intermediate level.
- **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 Capability** required to complete assessment work online.



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	
\$5,000	\$0	\$1,580	\$1,850	\$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 **(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
BSBSTTR401 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



NATIONALLY RECOGNISED
TRAINING



Further Study

Completing this qualification may open the door to further study in leadership and management or related areas. Depending on your career goals you may choose to continue your education with:




- 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.

 Course Duration	 Delivery Modes	 Learning Portal
12 - 20 Months (Part-Time)	Online (Virtual Classroom), Online (Distance), Traineeship	All learning resources and assessments are assessable via our eLearning portal



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.

Please note this list is intended as a general guide, as job titles and qualification requirements may differ across organisations and service settings.



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** sufficient to read and interpret workplace policies, procedures, and performance data; write clear and professional documents such as business reports, operational plans and team communications; confidently lead discussions and contribute to meetings; and use intermediate numeracy skills to develop budgets, monitor KPIs, analyse data, and plan team resources, at an advanced level.
- **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 Capability** required to complete assessment work online.



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	
\$7,000	\$0	\$2,530	\$2,850	NA

This training is subsidised by the NSW Government.

Subsidised places are limited and therefore a place is not guarantee.



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
BSBWH521 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
- BSB60420 Advanced Diploma of Leadership and Management

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.

 Course Duration	 Delivery Modes	 Learning Portal
12 - 18 Months (Part-Time)	Classroom, Online (Distance), Traineeship	All learning resources and assessments are assessable via our eLearning portal



Career Opportunities

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

Please note this list is intended as a general guide, as job titles and qualification requirements may differ across organisations and service settings.



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** sufficient to read and interpret workplace documents, complete and maintain documentation, follow plans, communicate effectively with clients, families and colleagues from diverse backgrounds, and basic numeracy skills record and monitor basic data.
- **Be employed in a community services organisation in a role that involves direct contact with people receiving support or assistance** 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.
- **A mobile device or camera with video recording capability** in case you are required to submit video evidence as part of your assessments (*Online - Distance students*)
- Have the **Digital Capability** required to complete assessment work online.
- 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	
\$5,500	\$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 **(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 39*
BSBWOR301 Organise personal work priorities and development



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.

- 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.




Please note this list is intended as a general guide, as job titles and qualification requirements may differ across organisations and service settings.

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.

 Course Duration	 Delivery Modes	 Work Experience Placement
6 Months (Full-Time)	Classroom	135 hours of work placement required. Organised by ESTR.






Full-Time (Jobseeker) Course Entry Requirements

- **Be 17 years of age or older.** Parent or guardian consent required to enrol if under 18 years.
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** sufficient to read and follow care plans, complete workplace documentation such as progress notes and incident reports, communicate clearly with individuals and colleagues, and use basic numeracy to manage time, follow schedules, and carry out simple measurements.
- Undergo a **Nationally Coordinated Criminal History Check (NCCHC)**. ESTR will arrange this.
- 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. *Free volunteer checks are available.*
- **Be able to perform at least 2 minutes of uninterrupted CPR on an adult manikin placed on the floor.** This is a requirement for successful completion of *HLTAID011 Provide First Aid*, which is included in this course.

Note: Some work placement organisations may require a **valid COVID-19 vaccination certificate and/or current influenza vaccination** to undertake placement at their site. We will advise you of any specific requirements prior to the commencement of your work experience placement.

EMPLOYMENT BASED

Suitable for those currently employed and working in the industry.

 Course Duration	 Delivery Modes	 Learning Portal
13 Months (Part-Time)	Classroom, Online (Virtual Classroom), Traineeship	All learning resources and assessments are assessable via our eLearning portal



Employment Based Course Entry Requirements

- **Be 17 years of age or older.** Parent or guardian consent required to enrol if under 18 years.
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** sufficient to read and follow care plans, complete workplace documentation such as progress notes and incident reports, communicate clearly with individuals and colleagues, and use basic numeracy to manage time, follow schedules, and carry out simple measurements.
- **Be employed in an Aged Care, Home and Community Care or Disability Service Organisation, in a role that involves providing direct support to individuals** 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.
- **Physically capable to perform manual handling and other physically demanding tasks.**
- 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.
- **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 (if applicable).



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 39
 HLTHPS006 Assist clients with medication * Conditions apply. See page 43



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



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Registration Code: 91729 | P: (02) 4961 0016
17 Warabrook Boulevard, Warabrook NSW 2304
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.

 Course Duration	 Delivery Modes	 Learning Portal
16 – 24 Months (Part-Time)	Classroom, Blended, Online (Distance), Traineeship.	All learning resources and assessments are assessable via our eLearning portal



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.**

Please note this list is intended as a general guide, as job titles and qualification requirements may differ across organisations and service settings.



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** sufficient to read and interpret documents such as policies, case notes, care plans, and legislation; write case notes, reports, and referrals; communicate clearly with people, families, and colleagues from diverse backgrounds, including advocating, interviewing, and building rapport; and basic numeracy skills to manage time, follow schedules and support budgets.
- **Be employed in a community services organisation in a role that involves direct contact with people receiving support or assistance** 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 (*if applicable*).
- Have the **Digital Capability** required to complete assessment work online.
- 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	
\$7,000	\$0	\$1,990	\$2,320	\$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. **(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 39



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
- CHC53215 Diploma of Alcohol and Other Drugs
- CHC53315 Diploma of Mental Health




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.

 Course Duration	 Delivery Modes	 Learning Portal
18 - 24 Months (Part-Time)	Classroom, Blended, Online (Distance), Traineeship	All learning resources and assessments are assessable via our eLearning portal



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.

Please note this list is intended as a general guide, as job titles and qualification requirements may differ across organisations and service settings.



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 and interpret documents such as individualised care plans, workplace policies, procedures, and other documentation; write case notes, incident reports, and client records; communicate clearly with clients, families, and colleagues from diverse backgrounds; and apply basic numeracy skills for tasks such as measuring vital signs, tracking time, recording fluid intake/output, and managing shift schedules.
- **Be employed in an Aged Care, Home and Community Care or Disability Service Organisation, in a role that involves providing direct support to individuals** 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 (if applicable).
- Have the **Digital Capability** required to complete assessment work online.
- **Physically capable** to perform manual handling and other physically demanding tasks such as personal care.



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
- 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	
\$8,000	\$0	\$1,990	\$2,320	\$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 **(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
 HLTHPS006 Assist clients with medication *Conditions Apply. See Page 43

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.

 Course Duration	 Delivery Modes	 Learning Portal
12 - 18 Months (Part-Time)	Classroom, Blended, Online (Distance), Traineeship	All learning resources and assessments are assessable via our eLearning portal



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, Behaviour Support Officer, NDIS Support Worker, Community Access Worker, Key Worker or Team Leader (in supported accommodation or community settings)

Please note this list is intended as a general guide, as job titles and qualification requirements may differ across organisations and service settings.



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** sufficient to read and interpret documents such as individualised support plans, behaviour support plans, policies, procedures, and other documentation; write case notes, incident reports, progress records, and communication logs; communicate clearly with clients, families, and colleagues from diverse backgrounds; and apply basic numeracy skills for tasks such as managing time, following schedules, recording measurements (e.g. food intake, medication times), and interpreting data from health records.
- **Be employed in a disability or other community services organisation in a role that involves providing direct support to individuals with disability e.g. 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 *(if applicable)*.
- Have the **Digital Capability** required to complete assessment work online.
- **Physically capable** to perform manual handling and other physically demanding tasks such as personal care.



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	
\$7,000	\$0	\$1,990	\$2,320	\$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 **(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 43



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
- CHC52021 Diploma of Community Services

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.

 Course Duration	 Delivery Modes	 Learning Portal
12 – 18 Months (Part-Time)	Traineeship, Classroom, Online (Virtual Classroom), Online (Distance)	All learning resources and assessments are assessable via our eLearning portal



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.

Please note this list is intended as a general guide, as job titles and qualification requirements may differ across organisations and service settings.



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** sufficient to read and interpret documents such as policies, case notes, support plans, risk assessments, and referral documents; write case notes, incident reports, intake forms, and progress updates; communicate clearly with people, families, and colleagues from diverse backgrounds, including de-escalating situations, supporting people in distress, and participating in team discussions or care meetings; and basic numeracy skills to manage scheduling of appointments, interpreting service data, and recording time-based activities or observations.
- **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/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment (*if applicable*).
- Have the **Digital Capability** required to complete assessment work online.



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	
\$7,000	\$0	NA	NA	NA



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 in a leisure and health role; planning, implementing and monitoring group and individual leisure and health programs.

 Course Duration	 Delivery Modes	 Learning Portal
18 – 24 Months (Part-Time)	Classroom, Blended, Online (Distance), Traineeship.	All learning resources and assessments are assessable via our eLearning portal



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.

Please note this list is intended as a general guide, as job titles and qualification requirements may differ across organisations and service settings.



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** sufficient to read and interpret documents such as individualised care plans, activity schedules, workplace policies, procedures, and other documentation; write progress notes, incident reports, risk assessments, activity and feedback reports; communicate effectively with people, families, and colleagues from diverse backgrounds; and apply basic numeracy skills for tasks such as recording time, monitoring attendance, managing resources, and planning within budget limits.
- **Be employed in an Aged Care, Disability or Community Service Organisation, in a role that involves providing direct support to individuals in a leisure and health related role e.g., Leisure and Health Assistant, Activities Officer,** and have the support of the workplace supervisor or employer to participate in this training.
- **Physically capable** of performing a moderate amount of lifting of equipment and resources required for activities.
- **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 (*if applicable*).
- Have the **Digital Capability** required to complete assessment work online.

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 (120) hours to meet the performance evidence requirements of this qualification.



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	
\$7,000	\$0	\$1,990	\$2,320	\$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 **(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.

 Course Duration	 Delivery Modes	 Learning Portal
18 – 28 Months (Part-Time)	Classroom, Blended, Online (Distance), Traineeship	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, Case Coordinator or Manager, Welfare Support Worker, Community Services Worker.

Please note this list is intended as a general guide, as job titles and qualification requirements may differ across organisations and service settings.



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** sufficient to read and understand documents, write clear reports and case notes, communicate well with diverse people, and use basic maths for tasks like budgeting, scheduling, and completing paperwork.
- **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 (*if applicable*).
- Have the **Digital Capability** required to complete assessment work online.



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	
\$9,000	\$0	\$4,420	\$4,970	NA

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



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 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.

 Course Duration	 Delivery Modes	 Learning Portal
18 Months (Part-Time)	Online (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.



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
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** 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 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 Capability** required to complete assessment work online.



Course Delivery Information

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 Preparing the Way and Essential Skills Training and Recruitment.



Preparing
the Way



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	
\$12,195**	NA	\$1,980	\$2,310	\$240

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.

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) end of life doula specific units.

Visit our website for further information.

<https://essentialskills.com.au/end-of-life-doula-services-skills-group/>

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



 Course Duration	 Delivery Mode	 Course Fee
1 Day Workshop (6 hours. 9:30am – 3:30pm)	Classroom with an online learning component	\$150

Please see our website for available workshop dates:

**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 basic English.**
- **Have a current First Aid Certificate** - HLTAID011 Provide first aid. A copy will need to be provided on enrolment.
- **Physically capable** of performing manual handling and other essential first aid tasks, including CPR on a manikin placed on a bed, managing simulated choking and seizure scenarios in a wheelchair or bed, and using first aid equipment safely and effectively.
- **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 Capability** required to complete assessment work online.

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/11270nat-course-in-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.

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

Please see our website for available workshop dates

**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 basic 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 Capability** required to complete assessment work online.

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.



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Cancellation and Refunds Policy

Please refer to our website for our cancellation and refund policy




<https://essentialskills.com.au/hltaid011-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.

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

Please see our website for available workshop dates

**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.



NATIONALLY RECOGNISED
TRAINING



Cancellation and Refunds Policy

Please refer to our website for our cancellation and refund policy

<https://essentialskills.com.au/hltaid009-provide-cardiopulmonary-resuscitation/>





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

Registration Code: 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

Connecting Great People with Great Organisations



People for Positions

Community Services Recruitment Specialists





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

HLTHPS006 ASSIST CLIENTS WITH MEDICATION

In this unit, you will learn how to prepare for and safely provide medication assistance, support clients in self-administering their medication, and accurately complete documentation in accordance with workplace policies and regulatory requirements. The training covers legal and ethical frameworks, safe handling and storage of medication, managing expiry dates, and assisting with a variety of medication types. You will also learn strategies to encourage client independence, recognise and respond to medication errors, follow workplace procedures, and manage medication-related contingencies.

This unit is always facilitated by a current Registered Nurse


 Course Duration	 Delivery Modes	 Learning Portal
2 Day Workshop + Workplace Assessment	Classroom, Blended 	All learning resources and assessments are assessable via our eLearning portal

Course Entry Requirements

- **Be aged 18 years or over.**
- Have a **Unique Student Identifier (USI).**
- Have the **Language, Literacy, and Numeracy (LLN) skills** sufficient to read and accurately interpret client information, medication charts, and dosage instructions; and numeracy skills to calculate and verify dosages, check expiry dates, and confirm client details. This includes basic calculations of ratios and volume.
- **Must be currently employed in the community services sector and have the support of the workplace supervisor or employer to participate in this training.** Access to clients is essential for the workplace observations involved.
- 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 (*if applicable*).
- Have the **Digital Capability** required to complete assessment work online.

Unit of Competency

HLTHPS006 Assist clients with medication

 Course Fee	*Fee includes a workplace assessment conducted by one of our Trainer/Assessor Registered Nurses.
\$675 *	If you are completing this unit as part of your qualification with us, the fee does not apply. It is already included in your course cost.

If you're an employer with a group of team members you'd like to enrol in this training, we may be able to come to you and deliver the course on-site. Contact our office today to discuss your needs and arrange a convenient solution! Note: Minimum participant numbers apply for this course to run off site. Additional travel costs may also apply depending on the training location.

Upcoming Workshops, Cancellation and Refunds Policy

To check dates and availability, contact our office on (02) 4961 0016 or info@essentialskills.com.au

Please refer to our website for our cancellation and refund policy.

<https://essentialskills.com.au/hlthps006-assist-clients-with-medication/>



Course Delivery Information

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

All students must meet ALL entry and study requirements for this unit.

Workshops and Attendance

The unit will be delivered over (2) 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 people 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 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 meet 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.



Providing support and guidance to individuals, families and organisations so they feel informed, prepared and confident on the end of life journey.

HOW WE CAN SUPPORT

- End of Life Care
- Respite
- Advocacy
- Transport
- Education
- End of Life Planning
- Doula Agency

CONTACT US

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Safe space. Real Talk. Lasting Change.

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- Counselling for older people
- Coping with change
- Youth counselling
- Loss & grief
- Workplace EAP



The Grief Nurse

Embracing the shadows, finding the light



Grief support services

- Grief & bereavement counselling
- Support during/after anticipated, complex or traumatic loss
- Emotional care for carers & families
- Guidance through delayed or suppressed grief
- Gentle grief education & self-care support

Referral or collaboration welcome



0400 165 589



admin@appliedmind.com.au



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TRAINING AND MEETING ROOM HIRE

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

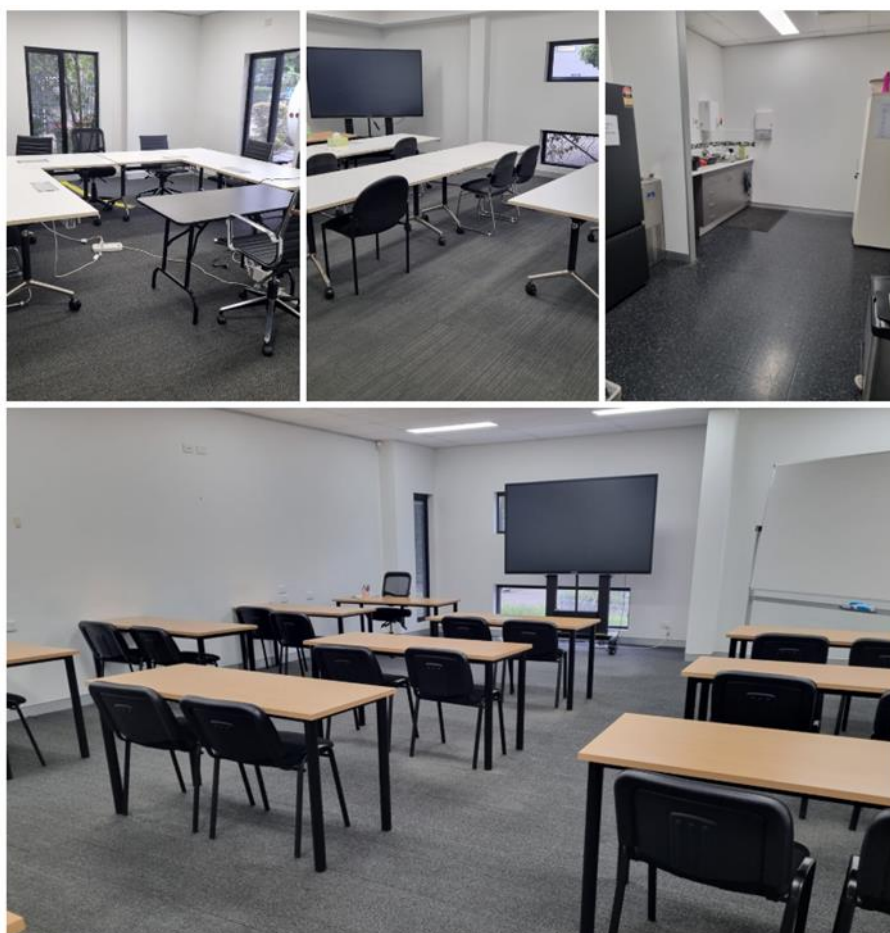
Our fully equipped training and meeting rooms are available for hire, providing a comfortable and modern environment to suit your needs. Located in a convenient and accessible location, our spaces are ideal for businesses, community groups, and organisations looking for a high-quality venue.

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

Room options

- ✓ 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

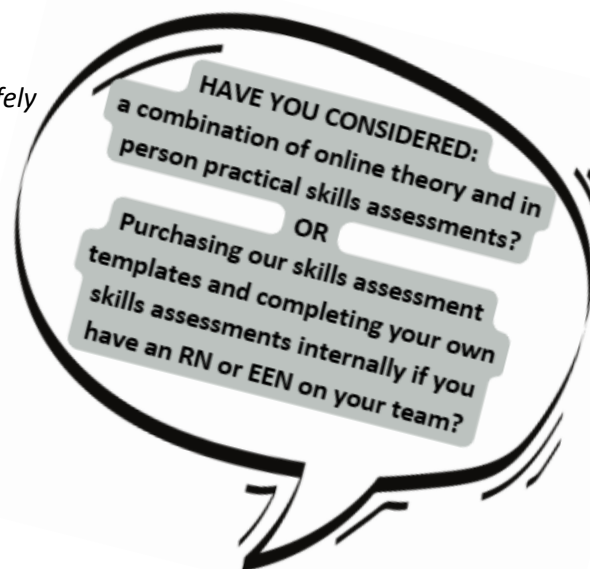
Optional Skills Assessment: *Safe food prep and testing for Dysphagia competency*

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



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The Community Services Specialists

