Certificate III in Care Support

Draft 2 Validation Guide

November 2019

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Introduction

SkillsIQ is a not-for-profit Skills Service Organisation (SSO) supporting industry in developing standards to equip the people-facing workforce with the right skills for jobs now and into the future. SkillsIQ is funded by the Department of Employment, Skills, Small and Family Business to support the Industry Reference Committees (IRCs) responsible for the development and maintenance of training packages in the following sectors:

- Community Services
- Health
- Local Government
- Public Sector
- Floristry
- Hairdressing and Beauty Services
- Funeral Services
- Retail Services
- Sport, Fitness and Recreation
- Tourism, Travel and Hospitality.

IRCs drive the process of training package development and are made up of people with experience, skills and knowledge of their particular industry sector. IRCs are responsible for the provision of strategic input and advice that represents the needs of their workforce and for ensuring training package products reflect these needs.

Project Background

During 2018, the Aged Care Workforce Taskforce, Chaired by Professor John Pollaers, consulted on a broad range of workforce issues relating to the aged care sector. The resulting report, *A Matter of Care – Australia's Aged Care Workforce Strategy*, provided a set of recommendations which were aimed at ensuring the best quality aged care services and outcomes for Australia's elderly.

During this consultation, stakeholder feedback indicated that the current *Certificate III in Individual Support* was not adequately meeting the skills needs of workers and employers in the aged care sector, thereby jeopardising the quality of care. Various reasons were given for this, but one of the most common was that the packaging rules of the generic qualification allowed for poor elective selection, resulting in graduates that did not have the requisite skills.

In response to the recommendations of the report, the Aged Services IRC was formed and tasked with **developing a stand-alone, specialised qualification for entry-level workers in the aged care sector**. This would equip workers with the skills required to work effectively in the sector and provide quality care to their clients.

This project to develop this qualification is taking place in two distinct phases. The initial stage commenced in March 2019 and looked to re-package current Units of Competency from the *Certificate III in Individual Support (Ageing)* into a new Certificate III qualification, to better meet the immediate and critical skills required of the aged care workforce. As part of this process, it was proposed that several Units of Competency, which were previously electives in the current Certificate III, become core Units in this new qualification, to better reflect the current skill needs of

the aged care workforce. Updates to the Units of Competency themselves are to be undertaken in **Phase Two** of the project.

This process has been aimed at ensuring greater alignment with contemporary aged care needs and national consistency in the content of training that is required by industry as a matter of urgency.

Phase Two, which will commence early next year, will encompass a full review and update of the Units of Competency specific to aged care, to ensure they are fit-for-purpose and meet industry's ongoing needs.

Draft 1 Consultation

National consultation on Draft 1 was open from 29 March 2019 to 24 May 2019. It was promoted across SkillsIQ's networks and stakeholders (representing approximately 17,000 contacts on the database) and the Aged Services IRC members' networks.

A Draft 1 of the Certificate III in Ageing Support was published and available via SkillsIQ's Online Feedback Forum. A Consultation Guide was also included on the Feedback Forum for individuals to download and review.

In addition to collecting feedback via the Feedback Forum, consultation activities involved two webinars and eight face-to-face workshops held during April and May in:

- Sydney
- Melbourne
- Perth
- Darwin
- Adelaide
- Brisbane
- Hobart
- Canberra

On completion, IRC members met to analyse and discuss feedback received on Draft 1 and to determine actions for the development of Draft 2.

Draft 2 Validation and Timelines

Feedback reviewed as a result of the Draft 1 consultation has informed the development of Draft 2. Validation of Draft 2 allows stakeholders to review changes made to Draft 1 components and confirm that the resultant Training Package Products will meet industry needs. It provides an opportunity for final input prior to submission for endorsement.

National consultation for Draft 2 will be open from **Monday 18 November 2019** to **Friday 6 December 2019**.

When accessing the Feedback Forum, please first refer to the 'How To' guide located on the page. It will provide directions for leaving and submitting comments.

Following the close of the validation period, feedback received will be collated and evaluated by the IRC. This feedback will inform the development of the final draft for submission to the AISC for consideration.

Webinars

SkillsIQ will host a series of webinars to seek stakeholder input. To register your interest in joining a webinar, please click on one of the links below:

Webinar 1: Tuesday 26 November at 9:00am AEDT

Webinar 2: Wednesday 27 November at 3:00pm AEDT

Webinar 3: Thursday 28 November at 1:30pm AEDT

Online Feedback Forum

Feedback can also be provided online via the SkillsIQ Online Feedback Forum. The Feedback Forum is a tool designed to capture stakeholder feedback on draft Training Package Products. It also provides an opportunity for stakeholders to view feedback left by others.

To access the feedback forum, please click here.

For information on how to use the Feedback Forum, please click here.

About this Consultation Guide

This Guide, which should be read in conjunction with the applicable Draft Training Package Products, provides:

- a summary of the proposed changes from Draft 1 to Draft 2
- a list of Draft 2 Training Package Products (1 Qualification)
- mapping of qualifications
- key consultation questions on which SkillsIQ seeks feedback to provide information to the IRC.

Contact details

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Summary of Changes - Draft 2

Draft 1 feedback revealed mixed views regarding the development of a specialised qualification which focussed on Ageing Support, and the separating out of the existing *Certificate III in Individual Support (Ageing)* qualification.

Whilst approximately **half the responding stakeholders were supportive of a dedicated aged care qualification** as proposed, the other half felt it was not necessary, stating that the *Certificate III in Individual Support (Ageing)* was sufficiently fit-for-purpose in its current form. This polarisation is very similar to the results of similar consultation that took place four years ago during the development of the *Certificate III in Individual Support* where outcomes were split in roughly the same proportion, between stakeholders who favoured a more generic approach and those who wanted a more specialised qualification.

During the consultation, attention was also drawn to the implications that the proposed qualification would have with regards to other workforce streams such as Disability and Home & Community Care, bearing in mind that this very concern was the driver behind the creation of the Individual Support qualification.

Feedback from those in regional and rural areas in particular identified that carers very often looked after **both** people living with disability **and** the elderly, and that workers are therefore not restricted in scope to either the Aged Care or Disability sectors. In short, regional and rural workers are often required to assist people from **both** of these groups in need of support.

Indeed, feedback from all areas suggested that many of those requiring aged care support are often also living with varying forms of disability and that particularly since the advent of the National Disability Insurance Scheme, are selecting home and community care options, which makes it necessary for workers to have skills and knowledge in these areas.

In the wake of the Draft 1 feedback responses, the IRC recommended that Draft 2 of the proposed new qualification be modelled on the current *Certificate III in Individual Support*, with amended packaging rules to make it more broadly applicable across the Ageing, Disability and Home and Community Care sectors. This was in response to the feedback that supported an aged care qualification that included scope for acquisition of skills and knowledge related to disability and home and community care. It was agreed that the revised qualification also be re-titled.

The electives within the qualification will relate to either Ageing specialisation (Group A), Disability specialisation (Group B), Home and Community Care specialisation (Group C), Aged Care electives (Group D) or Other electives (Group E).

In order to acquire the *Certificate III in Care Support (Ageing),* a candidate will be required to complete a total of 13 Units of Competency, comprising 7 core Units plus 6 electives.

Candidates undertaking the *Certificate III in Care Support (Ageing)* must choose their 6 electives as follows:

- three from the Ageing specialisation (Group A); and
- three from the Aged Care electives (Group D).

Group D will comprise the elective list from the Draft 1 qualification previously approved by the IRC, plus the addition of compulsory specialisation electives from the Disability and Home Care groups

(Group B and Group C) in the current *Certificate III in Individual Support*. The revised composition of the packaging rules will address the concerns of having omitted Disability and Home Care from the Aged Care qualification and will ensure that those learners who require skills in disability support and/or home care have access to what are considered the mandatory Units for basic skills in both these areas.

Proposed Care Support Qualification

Qualification Code	Qualification Title
CHC33019	*Certificate III in Care Support*

Qualification Mapping

Existing Qualification Code and Title	Draft 2 Qualification Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent
CHC33015 Certificate III in Individual Support	*CHC33019 Certificate III in Care Support*	E

Questions for Consideration

The following series of questions has been developed to guide feedback for Draft 2 of the *Certificate III in Care Support* **with particular reference to Aged Care workers**. Please note that at this stage the project scope does not include updates or revisions to the Units of Competency. Rather, we are seeking feedback on the **packaging of current Units into a new qualification structure.**

Please consider:

- Does the qualification provide a clear and accurate description of the skills outcome for the qualification?
- Are the core Units appropriate and do they provide the fundamental skills for job roles in the aged care sector?
- Are the electives appropriate to job roles in the aged care sector?
- Is the mix of core and elective Units appropriate?
- Are there any other Units which should be listed? *(**Note:** the content of any imported Units is outside the scope of this project).*

Thank you for your participation in this consultation. To remain up to date with project developments, please subscribe to SkillsIQ at:
http://www.skillsiq.com.au/Subscribetoournewsletter.aspx