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Background

The quality and inconsistency of the delivery of the Certificate III in Aged Care and Certificate III in Home & Community Care continues to be of major concern to our Sector. Over the past three years we have made a start in working with RTO’s to address this issue, although we have had small wins in order to meet current and workforce skills & knowledge requirements our Sector has identified that we need to be in a position where ‘Industry’ is truly driving the training agenda.

In line with the above the ‘New Directions Program’ is an ‘on the job’ Certificate III program based on the ‘traineeship model’ with and added ‘up front training component. The program will be delivered Statewide (on a regional basis). As well as Industry being able to drive what, how, when and who delivers training and development in relation to the qualifications it also provides the opportunity to compare the outcomes achieved through an ‘on the job delivery model’ to that of the ‘pre-employment model’. It is envisaged that we will quickly be able to gain valuable data e.g. the Dementia Unit of Competence – the base skills and underpinning knowledge of a 3 month qualified employee compared to the base skills and knowledge of an employee deemed competent through the proposed program. Meaningful information and data will be gathered through a simple observation/interview process.

The program is based on the framework used for the Aged Care Services Sector’s Graduate Nurse Transition to Practice Program.

Consultation undertaken over the past 6 months indicates that it is becoming increasingly harder to recruit people suitable for the role of carer/support worker. This issue is now getting to the critical stage with, in the South alone, 200 ‘new positions’ coming online early next year. The ‘New Directions Program’ links in with other current and upcoming Industry initiatives and provides an additional avenue to recruitment while at the same time supporting the achievement of quality training outcomes.

In line with the ‘Reform Agenda’ the skills and knowledge required by carers/support workers to enable the provision of quality services to our clients is rapidly changing. Industry needs to both re-skill and up skill our current workforce while at the same time ensure that people entering into the workforce and undertaking their Certificate III in Aged Care or Certificate III in Home and Community Care (either via pre-employment programs or ‘traineeship mode) are trained and assessed in line with the ‘reform agenda’ and practices of the contemporary aged care environment. The ‘New Directions Program’ has been developed through an industry and RTO partnership and ‘imbeds’ knowledge of reform and what it means to the sector, consumer directed care and contemporary aged care practices into the program and training and assessment delivery model.

In a reformed environment emphasis is placed on supporting older people to stay in their homes longer. This means that there is, and will continue to be, a significant increase the number of appropriately qualified home care support workers needed. Recent consultation with workers and organisations in the home & community care sector indicates that the large majority of workforce has a qualification in Certificate III in Aged Care and not Certificate III in Home and Community Care. It was also identified of those that did have the Certificate III in Home and Community Care a large number of the units were delivered in the context of Residential Care e.g Work Health & Safety delivered in the context of working in a facility and not in client’s homes. Industry has worked closely with RTO partners to ensure that all units of competence delivered as part of the Certificate III in Home & Community Care through the ‘New Directions Program’ have been contextualised to the delivery of services in a home and community environment.

Working closely with RTOs on this project is also building the capability and capacity of RTOs to deliver training and assessment aligned closely to both the current and future skills and knowledge needs of the Aged Care Services Sector.

Program at a Glance

- Stakeholders involved in the program include (but are not limited to): – Aged Care Service Providers, RTOs, Skills Tasmania, AACs, JSAs, Peak Body,
- Program is funded through sources that are available on a recurrent basis and therefore enables the program to be sustainable on an ongoing basis.
• Program is ‘driven’ by steering groups in each region.
• Based on selection criteria developed to reflect the needs of our Sector regional steering groups interviews RTOs who have placed an EOI to deliver the program and select the RTO they would like to work with in their region (does not have to be the same RTO could be a different RTO for each qualification.
• RTOs work together with ‘Industry’ to develop program structure and content using a consistent framework Statewide.
• The 4 RTO’s selected for the first 12 months have agreed to all work in partnership e.g. use same ‘learning resource’, co deliver off the job training components, bring together the Aged Care and Home & Community Care groups’ where the same content is being delivered.
• Participants in the program are either commencing employment in line with the commencement of the program or currently employed in the Sector.
• Entry into the program comes through various avenues including Recruitment through:
  o the employment register
  o organisations normal recruitment processes
  o existing workers currently working in the sector who don’t have the required qualification and nominated by their organisation
  o existing workers transitioning to care/support roles and nominated by their organisations
• There are two streams to the program ‘upfront’ and ‘inservice’.
• The training program has been developed to provide participants with the required skills and knowledge to work in a ‘Reform Environment’, and ‘Imbeds’ Consumer Directed Care and Contemporary Aged Care Practices.
• In line with the focus on quality the ‘upfront training’ provides the underpinning skills and knowledge. The depth of knowledge and skills is built on over the 12 month process. Assessment of competence requires participants to have applied the required skills and knowledge in a consistent manner over a period of time in their workplace and have validation of competence from the workplace representative.
• All participants are allocated a ‘workplace mentor’. Mentors will be provided with professional development in line with this role.
• Focuses on building the capacity & capability of RTOs to meet Industry needs.
• In order to support quality outcomes:
  o Industry will provide ‘technical expertise’ where required.
  o Industry will provide training rooms and equipment where required.
• Program is co ordinated at a Statewide and Regional level. Participating organisation’s normal employment conditions apply
• There is no additional cost for the upfront training as it provides the underpinning skills and knowledge required for all units of competence and is therefore funded as part the qualification.
• Links to other Sector programs/initiatives include: (but are not limited to) –Employment Register, Regional Information Sessions, Foundation Skills Program, RTO & Industry Consultation and Validation, Graduate Nurse Transition to Practice Program, Employer Pledge Program
• All stakeholders are required to participate in an ongoing continuous improvement and review process
• There will be two rounds’ of the program 2013/14 one commencing in July 13 and one commencing in March 14

**Funding**

Funding sources include:

- User Choice (recurring)
- Skills Fund - whole qualification & skill set (recurring)
Experience +(recurrent for the term of the project)
Entitlement Funding (recurrent)
Aged Care Workforce Vocational Education & Training (recurrent)
Commonwealth Incentives (recurrent)
JSA funding (recurrent)
Aged Care Education and Incentive Program (to July 2014)
TCEN
Tas Medicare Local

Sustainability

The program has been developed to support sustainability on an ongoing basis. It is envisaged that over the period of time the key elements of program will become part of stakeholder day to day activity. This is supported by:

- Use of funding that is available on a recurrent basis
- Cost of ‘up front training’ funded as part of the relevant qualification
- Regional steering groups driving the process
- Creating ‘stakeholder ownership’
- Stakeholders having a clear understanding of their roles and responsibilities
- Fostering and supporting ‘stakeholder partnerships’
- The program providing quality outcomes with participants having the skills and knowledge to provide quality services to our clients
- Building stakeholder capability and capacity
- Linking into other Sector initiatives that support the objectives of the program e.g. RTO & Industry Consultation and Collaboration Project, Industry Information Sessions, Employment Register, Industry Reference Group, RTO Round Table etc.
- Effective communication and promotion of the program
- Working with more than RTO therefore imbedding the program into ‘RTO’ culture. It is anticipated that this will have a flow on effect into ‘pre-employment’ programs offered by RTOs in our State

Summary

There are two streams to the program, the ‘Upfront Stream’ and the ‘Inservice Stream’.

The ‘Upfront Stream’ is for participants who are commencing their employment in the Sector as part of this program or those who are currently working in the Sector and are transitioning to care and/or support roles.

The ‘Inservice Stream’ is for participants who are currently working in care or support roles in the sector but do not have the required qualifications or for those individuals who have been identified through a ‘recognition process’ as having the skills and knowledge related to the ‘upfront training component’ (this must be agreed upon by both the organisation & RTO)

Duration

The program is nominally 12 months in duration.
Overview

Consultation

- Promote program to stakeholders (eg. aged care service providers, RTOs, JSA, State Training Authority, AAC etc)
- Consult, create ownership and get input from all stakeholder groups
- Identify aged care service providers for all regions who wish to participate
- Call for EOI for RTOs interested in delivering the program

Planning & Development

- Convene steering groups in each region
- Develop criteria for selecting RTOs
- Representatives from regional steering groups interview and select RTO for their region
- Selected RTOs and Steering Groups work together to develop a training program that meets current, and emerging Industry skills and knowledge requirements

Recruitment

- Regional Information Sessions conducted
- Working to the program framework organisations recruit new employees.
- Organisations identify existing employees to nominate for participation in the program
- Appropriate ‘funding source(s)’ are identified for all individuals nominated to participate
- Organisations, in partnership with RTOs, identify the relevant stream (‘upfront training’ or ‘inservice’ for all individuals nominated to participate

‘Upfront Stream’

- Upfront Training
  (4 days per week for 3 weeks)
- Initial RTO Site Visit

‘Inservice Stream’

- Information Session
- Initial RTO Site Visit

Delivery

- Foundation Training
  (1 day per week for 3 weeks)
- RTO Site Visits

- Consolidation Training
  (monthly workshops)
  - RTO Site Visits
  - Assessment
  - Continuous Improvement and Review
General Information

Key Stakeholders – Roles & Responsibilities

The Aged Care Services Sector recognises that all ‘stakeholders’ have an active role to play if we are to achieve quality outcomes from the delivery of qualifications to employees of our Sector. The stakeholders’ and associated roles and responsibilities’ involved in the delivery of the ‘New Directions Program’ are:

Aged Care Service Providers

- Nominate a representative to be part of the regional steering group.
- As a ‘regional group’ interview RTOs and select the preferred provider, in your region, for each of the qualification.
- Provide ‘technical expertise’ to RTOs when needed and identified (by all stakeholders) as appropriate.
- Work with all stakeholders to develop and continuously improve the program.
- Recruit new or identify employees to participate in the program.
- As part of the recruitment process require applicants to complete the ‘Aged Care Services Sector LLN Screening Tool’. Notify Lead Agent (ACST) if LLN support is required.
- Identify a ‘Workplace Mentor’. Ensure that Mentor is available to participate in training relevant to the role and program (there is no cost to the organisation for the training).
- Provide access to the full range of facilities/equipment/work opportunities required to complete the qualification.
- Work with the RTO to ensure that all parties have a clear understanding of the training and assessment process.
- Ensure participants are allocated time to attend training opportunities.
- Monitor participant’s progress at work.
- Meet with the participant (formally) on monthly basis and provide structured feedback.
- Meet with RTO representative when they make their site visit.
- Work with RTO to confirm workplace competency.
- Read the ‘Program Overview’ to ensure that they have a clear understanding of the program.
- Provide a supportive ‘work environment’ for participants.
- Provide mentoring support in the workplace.
- Actively participate in the continuous improvement of the program.

Participant

- Be open to learn new things and enjoy the learning journey.
- Accept lawful instruction given in regard to work, training and instruction in the workplace.
- Attend/participate in the formal training process, be it face to face sessions, workplace, printed materials or online activities.
- Complete all tasks, assessments, assignments, etc. that are set in a timely manner.
- Take an active approach to developing their skills and knowledge.
- Attend ‘formal’ monthly meetings with your Mentor.
- Actively participate in the continuous improvement of the program.
Registered Training Organisation (RTO)

- Work in partnership with the Aged Care Services Sector to develop a training and assessment program (for the relevant qualifications) designed to meet the current and emerging skills and knowledge needs of our workforce.
- Work in partnership with the Aged Care Services Sector to facilitate the delivery of qualifications related to the ‘New Directions Program’.
- Provide the formal training and assessment related to the qualification.
- Where participants haven’t already done so, as part of the enrolment process ask participants to complete the ‘Aged Care Services Sector LLN Screening Tool’. Notify Lead Agent (ACST) if LLN support is required.
- Support participants and organisations to ensure that the required skill & knowledge outcomes are achieved.
- Schedule and participate in regular ‘site visits’.
- Liaise with the employer to confirm workplace competence.
- On successful completion issue the Qualification.
- Actively participate in the continuous improvement of the program.

Aged & Community Services Tasmania (ACST) – Lead Agent

As the ‘lead agent’, representing the Aged Care Services Sector in this project, ACST is responsible for:

- The overall coordination and ongoing development of the program.
- Identify and facilitate the access to relevant funding sources.
- Engaging key stakeholders.
- Promotion of the program.
- Provide support to participants, organisations & RTOs on an as need basis.
- Facilitating continuous improvement and implementing identified opportunities for improvement.
- Imbedding strategies to ensure sustainability of the program on an ongoing basis
Qualifications
As a participant in the ‘New Directions Program’ participants will be undertaking either a Certificate III in Aged Care or a Certificate III in Home & Community Care. Some organisations may choose for their employees to undertake a ‘dual qualification’ e.g. Certificate III in Aged Care & Certificate III in Home & Community Care.

CHC30212 Certificate III in Aged Care
To successfully complete the Certificate III in Aged Care you must be assessed as competent in 14 units, 10 core and 4 electives.

Units selected for this program are:

Core

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCAC317A</td>
<td>Support older people to maintain their independence</td>
</tr>
<tr>
<td>CHCAC318B</td>
<td>Work effectively with older people</td>
</tr>
<tr>
<td>CHCAC319A</td>
<td>Provide support to people living with dementia</td>
</tr>
<tr>
<td>CHCCS411C</td>
<td>Work effectively in the community sector</td>
</tr>
<tr>
<td>CHCICS301B</td>
<td>Provide support to meet personal care needs</td>
</tr>
<tr>
<td>CHCICS302B</td>
<td>Participate in the implementation of individualised plans</td>
</tr>
<tr>
<td>CHCICS303A</td>
<td>Support individual health and emotional well being</td>
</tr>
<tr>
<td>CHCWHS312A</td>
<td>Follow WHS safety procedures for direct care work</td>
</tr>
<tr>
<td>CHCPA301B</td>
<td>Deliver care services using a palliative approach</td>
</tr>
<tr>
<td>HLTAP301B</td>
<td>Recognise healthy body systems in a health care context</td>
</tr>
</tbody>
</table>

Electives* to be selected from:

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCCS311D</td>
<td>Deliver and monitor services to clients</td>
</tr>
<tr>
<td>CHCICS306B</td>
<td>Provide basic foot skin and nail care</td>
</tr>
<tr>
<td>HLTIN301C</td>
<td>Comply with infection control</td>
</tr>
<tr>
<td>HLTFA311A</td>
<td>Provide first aid</td>
</tr>
<tr>
<td>CHCS311C</td>
<td>Work effectively in home and community care</td>
</tr>
<tr>
<td>CHCDIS301C</td>
<td>Work effectively with people with a disability</td>
</tr>
<tr>
<td>CHCDIS313A</td>
<td>Support people with a disability who are ageing</td>
</tr>
<tr>
<td>CHCOM302D</td>
<td>Communicate appropriately with clients and colleagues</td>
</tr>
<tr>
<td>HLTFS207C</td>
<td>Follow basic food safety practices</td>
</tr>
<tr>
<td>CHCICS304B</td>
<td>Work effectively with carers</td>
</tr>
<tr>
<td>HLTHIR403C</td>
<td>Work effectively with culturally diverse clients and co-workers</td>
</tr>
</tbody>
</table>

*Please note the scope of electives offered provides opportunity for participants to get a dual qualification eg. Certificate III in Aged Care and Certificate III in Home & Community Care
CHC30312 Certificate III in Home & Community Care
To successfully complete the Certificate III in Home & Community Care you must be assessed as competent in 14 units, 9 core and 5 electives.

Units selected for this program are:

Core

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCAC318B</td>
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<td>CHCAC319A</td>
<td>Provide support to people living with dementia</td>
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<td>CHCDIS301C</td>
<td>Work effectively with people with a disability</td>
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<td>CHCHC311C</td>
<td>Work effectively in home and community care</td>
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<td>Follow safety procedures for direct care work</td>
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Electives* to be selected from:

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<tr>
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<td>Support people with a disability who are ageing</td>
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<td>CHCOM302D</td>
<td>Communicate appropriately with clients and colleagues</td>
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<tr>
<td>HLTFS207C</td>
<td>Follow basic food safety practices</td>
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<td>CHAC317A</td>
<td>Support older people to maintain their independence</td>
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<td>Support individual health and emotional well being</td>
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<td>Work effectively with culturally diverse clients and co-workers</td>
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*Please note the scope of electives offered provides opportunity for participants to get a dual qualification eg. Certificate III in Home & Community Care and Certificate III in Aged Care.
How will the program be delivered?

There are two streams to the program. The ‘Upfront Stream’ and the ‘Inservice Stream’.

The ‘Upfront Stream’ is for participants who are commencing their employment in the Sector as part of this program or those who are currently working in the Sector and are transitioning to care and/or support roles.

The ‘Inservice Stream’ is for participants who are currently working in care or support roles in the sector but do not have the required qualifications or for those individuals who have been identified, through a ‘recognition process’, as having the skills and knowledge related to the ‘upfront training component’ (this must be agreed upon by both the organisation & RTO).

Duration
The program is nominally 12 months in duration.

Delivery Overview

<table>
<thead>
<tr>
<th>‘Upfront Stream’</th>
<th>‘Inservice Stream’</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upfront Training</td>
<td>Information Session</td>
</tr>
<tr>
<td>(4 days per week for 3 weeks)</td>
<td>Initial RTO Site Visit</td>
</tr>
<tr>
<td>Foundation Training</td>
<td></td>
</tr>
<tr>
<td>(1 day per week for 3 weeks)</td>
<td></td>
</tr>
<tr>
<td>RTO Site Visits</td>
<td></td>
</tr>
<tr>
<td>Consolidation Training</td>
<td></td>
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<tr>
<td>(monthly workshops)</td>
<td></td>
</tr>
<tr>
<td>RTO Site Visits</td>
<td>Assessment</td>
</tr>
<tr>
<td>Assessment</td>
<td>Continuous Improvement and Review</td>
</tr>
</tbody>
</table>
### Indicative Program Schedule

**‘Upfront Training’**

<table>
<thead>
<tr>
<th>Week 1</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0900-1200</td>
<td>House Keeping Assessment Overview</td>
<td>WHS</td>
<td>Infection Control</td>
<td>Manual handling</td>
</tr>
<tr>
<td>1230-1430</td>
<td>Overview of Community Sector</td>
<td>Legislation</td>
<td>Duty of Care (elder abuse)</td>
<td>Values &amp; Attitudes/Issues &amp; Myths</td>
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<tr>
<td></td>
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<td>Charter of rights</td>
<td>Privacy, dignity confidentiality</td>
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<td></td>
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<td>Community Care Standards</td>
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</table>

<table>
<thead>
<tr>
<th>Week 2</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0900-1200</td>
<td>Manual Handling</td>
<td>Personal Care</td>
<td>Communication plus Giving &amp; Following Direction</td>
<td>Dementia</td>
</tr>
<tr>
<td>1230-1430</td>
<td>Bed Making</td>
<td>Continence</td>
<td>Community Packages/Consumer Directed Care</td>
<td>Behaviours of Concern</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Week 3</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
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<tbody>
<tr>
<td>Date</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0900-1200</td>
<td>Manual Handling</td>
<td>Skin Integrity</td>
<td>Oral Health</td>
<td></td>
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<tr>
<td>1230-1430</td>
<td>Time Management</td>
<td>Maintaining Independence</td>
<td>Advocacy (elder abuse)</td>
<td>Death &amp; Dying (grief and loss)</td>
</tr>
</tbody>
</table>

### ‘Foundation Training’ –

<table>
<thead>
<tr>
<th>Week</th>
<th>Week 1</th>
<th>Week 2</th>
<th>Week 3</th>
<th>Week 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0900 - 1230</td>
<td>Workplace Debrief Participant Feedback</td>
<td>Workplace Debrief Participant Feedback</td>
<td>Workplace Debrief</td>
<td>Workplace Debrief</td>
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<tr>
<td></td>
<td>Learning &amp; Technology - how will this training benefit me and what else can I do?</td>
<td>Employability Skills: Planning &amp; Organising/Self-Management - how does time management work in Aged Care?</td>
<td>Employability Skills: Problem Solving Skills &amp; Communication skills (quizzes)</td>
<td>Employability Skills: Initiative in the workplace – what is my role?</td>
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<td>1300 - 1430</td>
<td>Legals Diversity</td>
<td>Self Care</td>
<td>Meal Management</td>
<td>Restraint Dementia</td>
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<tr>
<td>Workshop No</td>
<td>Workshop Date</td>
<td>Workshop</td>
<td>Target Group</td>
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<tr>
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<td>--------------</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>July/August</td>
<td>Program Introduction</td>
<td>Aged &amp; Home and Community Care ‘Inservice’</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>September</td>
<td>Campbell Health Centre – Overview of the Aged Care Services Sector, Reform, Understanding of Functional Decline</td>
<td>Aged &amp; Home and Community Care ‘Upfront’ &amp; ‘Inservice’</td>
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<td>3</td>
<td>October</td>
<td>Top to Toe Assessment/Clinical Reasoning</td>
<td>Aged &amp; Home and Community Care ‘Upfront’ &amp; ‘Inservice’</td>
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<td>4</td>
<td>November</td>
<td>Dementia</td>
<td>Aged &amp; Home and Community Care ‘Upfront’ &amp; ‘Inservice’</td>
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<tr>
<td>5</td>
<td>December</td>
<td>Sexuality/Cultural Awareness</td>
<td>Aged &amp; Home and Community Care ‘Upfront’ &amp; ‘Inservice’</td>
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<tr>
<td>6</td>
<td>January</td>
<td>Team Approach</td>
<td>Aged &amp; Home and Community Care ‘Upfront’ &amp; ‘Inservice’</td>
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<tr>
<td>7</td>
<td>February</td>
<td>Palliative Approach</td>
<td>Aged &amp; Home and Community Care ‘Upfront’ &amp; ‘Inservice’</td>
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<tr>
<td>8</td>
<td>March</td>
<td>Consumer Directed Care</td>
<td>Aged &amp; Home and Community Care ‘Upfront’ &amp; ‘Inservice’</td>
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<tr>
<td>9</td>
<td>1April</td>
<td>Continuous Quality Improvement/Accreditation</td>
<td>Aged &amp; Home and Community Care ‘Upfront’ &amp; ‘Inservice’</td>
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<td>10</td>
<td>May</td>
<td>Quality Customer Service</td>
<td>Aged &amp; Home and Community Care ‘Upfront’ &amp; ‘Inservice’</td>
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<td>11</td>
<td>June</td>
<td>Promote Wellness</td>
<td>Aged &amp; Home and Community Care ‘Upfront’ &amp; ‘Inservice’</td>
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<td>July</td>
<td>Graduation</td>
<td>Aged &amp; Home and Community Care ‘Upfront’ &amp; ‘Inservice’</td>
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**Assessment**

The aim of this program, and the associated qualification, is to provide you with the skills and knowledge to undertake your job role in the workplace and provide quality services to clients of the Aged Care Services Sector. Inline with this there is a ‘robust’ assessment process associated with you gaining your qualification. Your RTO will provide you with detailed information of the assessment process.
Mentors

It has been identified that the provision of a structured ‘support network’ is a critical component of ensuring that quality outcomes are achieved, for all stakeholders, both in relation to the delivery of qualifications and transitioning into care/support roles within our workplaces.

Inline with these organisations are asked to identify a ‘workplace mentor’ to work with program participants. It is also requested that organisations ensure that Mentor are available to participate in training relevant to the role and program (there is no cost to the organisation for the training).

Feedback

Timely feedback is a valuable strategy to assist participants of the program in both gaining the required skills and knowledge to perform the tasks required of their job role and to successfully complete their qualification.

Participants should be provided with ‘informal feedback’ on a day to day basis. However given the busy environment it is important for the participant and the Mentor to schedule opportunities for ‘formal feedback’ meetings. These meetings should occur on a monthly basis.

Where required additional ‘formal feedback’ meetings may be initiated by the participant, the mentor or the Director of Care. A record from these meetings is important for the participants ongoing professional development and may also be used as evidence of competence for your RTOs to use in the assessment process.

The formal meeting is attended by the participant, the mentor and in some cases the Director of Care or other organisation representative.

Prior to the meeting participants should:

- reviews their progress in relation to their qualification
- reflect on the past month in the workplace and identify where you would value further on the job training, general questions or concerns you may have and would like to bring up as part of ‘formal feedback’ meeting.

Prior to the meeting the Mentor:

- should consult with colleagues to ensure that they are confident in feedback to be provided.

The meeting structure will enable participants to collaboratively discuss, detail and document:

- identified strengths
- identified areas where further development is required
- objectives to be achieved over the next month
- reference to the qualification being undertaken and the associated progress

On the following page is a template that can be used to record meeting content and outcomes. This template will also be provided to organisations as a ‘standalone’ document.
## Record of Feedback Meeting

| Name: | 
| Meeting Number: | Date: |
| Attendees: | 

### General Progress

| Goals Achieved site/organisation specific & training) | 
| Goals for next month site/organisation specific & training) | 

### Feedback on Progress in the Workplace

| Strengths: | 
| Opportunities for Improvement | 

### Provide Feedback on:

- Knowledge
- Attitude
- Qualification (progress)

### General Comments (both parties):

Next meeting scheduled for:

| Signatures | 
| Name: | Name: |
| Participant in Training | Mentor |
| Date: | Date: |
Schedule for/Record of Feedback Meetings

To allow for rostering and coordination with ‘training sessions’ it is recommended that of dates for feedback meetings for the whole period of the program is made on commencement of the program. We understand that in some instances, due to workplace demands, dates may need to be altered. The following ‘template’ will be provided separately and is also included in the ‘Participant Information’ document.

<table>
<thead>
<tr>
<th>Meeting</th>
<th>Date</th>
<th>Meeting Attended (Participant Signature)</th>
<th>Meeting Attended (Mentor signature)</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Orientation</td>
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<td>Month 2</td>
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**LLN Support**

For a large number of people participating in the program it will have been a long time since they have participated in any study/formal training and assessment. We recognise that in the early stages of the program that this may be quite challenging. If you (either organisation or RTOs representative) identify any participant that would benefit from assistance with LLN and return to study support please let the ACST representative know and they will arrange for one an Adult Literacy Support Officers to work with identified people on a one to one basis.
Aged Care Education and Training Incentive Program
Participant in the program may be eligible to receive incentives through the Aged Care Education and Training Incentive Program. If they wish to receive these funds it is their responsibility to follow this up and facilitate the application process. To assist with this please find following information.

What is the Aged Care Education and Training Incentive (ACETI) Program?
Aged care workers provide an invaluable service in the care of older Australians. The presence of an appropriately skilled and motivated workforce in aged care is a key part of providing the high quality of aged care that older Australians deserve.

The ACETI Program provides incentive payments to eligible aged care workers who undertake specified education and training programs.

This incentive is provided by the Commonwealth as financial assistance to aged care workers who undertake training to develop their skills. The incentive payments are paid directly into your nominated bank account and can be used at your discretion.

Who is eligible?
To be eligible to receive an incentive payment, you must meet all the following criteria:

- Be an Australian citizen or permanent resident; and
- Be employed on a full time, part time or casual basis providing some direct care in and by an eligible aged care service*:
  - at the commencement of your training (in order to receive the commencement payment);
  - at the completion of your training and during your training (in order to receive the completion training); and
- Have a commitment to working in the aged care sector; and
- Commence an eligible training course on or after 1 July 2010.

How much will I be paid?
If you are eligible and successfully complete a course, you will receive two incentive payments—a commencement payment and a completion payment.

Incentive payments are dependent on your level of study.

Vocational Education and Training Courses
$500 after commencement of the course and $500 on successful completion of the course.

Note: Applications for the commencement payment must be made within six months of commencement of training in an eligible course.

Which courses are eligible?
Vocational Education and Training courses

- CHC30212/Cert III Aged Care
- CHC30312/Cert III Home & Community Care
- CHC40108/Cert IV Aged Care
- CHC40208/Cert IV Home & Community Care
- CHC40608/Cert IV Leisure & Health
- BSB40807/Cert IV Frontline Management
- CHC52208/Dip Community Services Coordination

* Please refer to the Guidelines for Applicants for more information about eligible aged care services.
How do I apply?
Application forms and Guidelines for Applicants are available to download from the Department of Health and Ageing’s website at: www.health.gov.au/aceti

For more information about the ACETI Program:
Visit www.health.gov.au/aceti or telephone the Medicare Australia Aged Care Enquiries Line on 1800 195 206

Travel and Accommodation Allowance

Some participants in the program may be eligible to receive a travel and accommodation allowance. Unfortunately this will not apply to everyone and only applies to those who have a ‘Registered Training Contract (eligibility criteria apply). If you are not sure if this applies to participants from your organisation please contact the Industry Sector Representative.

The following information is from Skills Tasmania’s Travel and Accommodation Allowance Policy Statement and Guidelines:

‘Travel and accommodation allowances are payable to apprentices and trainees who have a training contract registered with Skills Tasmania and who are required to travel either within Tasmania or interstate to attend training at their nominated registered training organisation. These allowances are paid to the apprentice or trainee and contribute to the cost of travel, accommodation and meals.

All apprentices and trainees who have an active registered training contract in Tasmania, who are required to travel more than 21 km and up to 60km one way from their place of residence to the closest applicable RTO for off-the-job training, are eligible to claim travel where the distance is more than 60km, eligible apprentices will be paid a daily accommodation allowance.

Eligible apprentices and trainees may receive financial assistance for accommodation where the calculated distance is more than 40km one-way from their residence to the RTO.

The apprentice or trainee will only be entitled to accommodation allowances equivalent to attend the closest training provider to their home base that provides the qualification as stated on the training contract, unless otherwise approved by Skills Tasmania.

Eligibility

An apprentice or trainee must have an active registered Training Contract in line with the Vocational Education and Training Act 1994 to be eligible to claim travel and accommodation allowances.

For more information about travel and accommodation allowances go to: