

# CHC33021 Certificate III In Individual Support

## Coffs Harbour In-Industry

## Course Information

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.

## Course Requirements



### Enrolment

- Enrolment form
- USI Transcript
- ID
- LLNDE Assessment



### Assessment

- Assessment event must be completed satisfactorily for you to be deemed competent in each unit.
- Workplace Suitability assessment prior to Workplacement
- Assessments for this course will include written questions, multiple-choice and short-answer questions, practical portfolios, roleplays and 120 hours of workplacement provided by your current workplace.



### Dress Code

- Enclosed shoes with non-slip soles
- Clothing such as long pants, or knee length skirt or shorts, polo shirt or T-shirt



### Pre - Requisite

ESL students must have a completed level 2 English to enrol into this course

## Licensing / Regulatory Requirements

- No licensing, legislative or certification requirements apply to this unit at the time.

## Course Details

### Course

- Course Dates: \_\_/\_\_/20\_\_
- Location: Coffs Coast Community College
- Duration: 52 weeks / 1 day per week
- Time | Days: 9:00 am - 3:00 pm | Monday
- Price: \$8880\*

For eligible students \*This training is subsidised by the NSW Government

### Unit Codes

- [HLTWH002](#) Follow safe work practices for direct client care
- [CHCCOM005](#) Communicate and work in health or community services
- [CHCLEG001](#) Work legally and ethically
- [CHCDIV001](#) Work with diverse people
- [CHCCCS041](#) Recognise healthy body systems
- [CHCCCS031](#) Provide individualised support
- [CHCCCS038](#) Facilitate the empowerment of people receiving support
- [CHCCCS040](#) Support independence and wellbeing
- [HLTINF006](#) Comply with infection prevention and control policies and procedures
- [CHCAGE013](#) Work effectively in aged care
- [CHCPAL003](#) Deliver care services using a palliative approach
- [CHCAGE011](#) Provide support to people living with dementia
- [CHCDIS012](#) Support community participation and social inclusion
- [CHCDIS020](#) Work effectively in disability support
- [CHCDIS011](#) Contribute to ongoing skills development using a strengths-based approach



NATIONALLY RECOGNISED  
TRAINING

## Contact Us

Contact our friendly team for more information or to enrol  
Coffs Coast Community College [reception@coffscollege.nsw.edu.au](mailto:reception@coffscollege.nsw.edu.au)  
or 6652 5378 | ABN: 21 004 738 403 | RTO 90834

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## What to expect

Trainers are industry-current professionals with real-world experience in aged care, disability support, and community services, providing practical insights and up-to-date knowledge. In the classroom, learning is a mix of theory, group discussions, and hands-on training, covering personal care, communication, and safety procedures. Trainers use case studies, role-plays, and practical demonstrations to prepare you for real-world care situations, ensuring you gain the skills needed for the workforce.

You are expected to complete a minimum of 15-20 hours of at home guided learning. This is in addition to your class time.

## Access Student Support

- The Student Support Officer is located next to reception in the Coffs Harbour office.
- Support may include: Enrolment support, Emotional Support, Learning Support and Assessment support.
- You may also bring your own support to your course
- For complex support need please contact the college on 6652 5378 to discuss options.

## Feedback, Complaints & Appeals

The College welcomes feedback from students as part of its commitment to providing quality service. We strive to respond to all student complaints, enquiries, and problems promptly and courteously. If you have a complaint or problem regarding your course, please speak initially with your trainer. If this is not appropriate or the problem remains unresolved, please put your complaint in writing and forward it to the College. Receipt will be acknowledged in writing to [manager@coffscollege.nsw.edu.au](mailto:manager@coffscollege.nsw.edu.au)

## Foundation Skills

Students must be able to use below foundation skills to participate in this training.

The Foundation Skills describe those required skills (such as language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.



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