

## **CHC43015 Certificate IV in Ageing Support Frequently Asked Questions**

### **Is this course for me?**

Like choosing any area of study the choice is a personal one for you to make. Aged Care is a rapidly expanding industry where demand for workers will increase as the Australian population increases. The knowledge and skills required by an experienced and more senior Aged Care worker are increasingly being respected by the population as a whole. This is reflected in the qualification where you will be assessed against a wide range of criteria.

### **How long is my course?**

Your course is conducted 1 day per fortnight up to a 12 month period and includes both virtual and face to face classes and 120 hours of work placement in an aged care centre.

### **Where are the courses held?**

Our virtual classes are conducted through Webex and face to face classes may be scheduled in Wollongong, Milton, Sydney and other IRT locations in NSW and ACT.

### **Who arranges my work placement?**

IRT Academy will assist in organising work placement but can't guarantee work placement in areas where IRT does not have an aged care centre.

### **What are the study requirements?**

For those studying in a classroom environment you will be expected to devote approximately 8 hours of home study per week in addition to your classroom hours and 120 hours of work placement. A textbook will be provided and pre-reading is essential before attending classes.

### **What are the assessment methods?**

You will be assessed a number of ways. These methods may include:

- Written questions / research exercises
- Role-plays
- Observation in the classroom in a simulated environment
- Observation in the workplace

### **Am I guaranteed a job at the completion of the course?**

Unfortunately not. Whilst IRT Academy may organise for a representative of the IRT Group's Human Resources department to address the class about employment opportunities, employment is not guaranteed and all students seeking work will have to follow the normal procedures in regards to applying and interviewing for a position.

### **What are my rights and responsibilities as a student?**

As a student of IRT Academy you have the right to:

- expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and any contract requirements of state funding bodies

- be informed about personal information that is collected about you and the right to review and correct that information
- access to IRT Academy's feedback and complaints handling process.

At IRT Academy your student responsibilities include:

- providing accurate and complete information to IRT Academy
- behaving in a responsible and ethical manner.

For more details on your rights and responsibilities please view the IRT Academy student handbook located under the Student Resources section of the IRT Academy website at; <https://www.irt.org.au/careers-study/irt-academy/resources/> or contact us to request a copy.

### What are the payment terms and conditions?

Fees must be paid in full/or as per arranged and agreed to payment plan prior to course commencement IRT Academy. We will refuse entry to a course if the fee is not paid as required. Evidence of payment is required to be produced by the student for sighting by the IRT Academy authorised staff member.

The payment terms and conditions are found in our Fees and Charges Schedule. This can be found at <https://www.irt.org.au/careers-study/irt-academy/resources/> or contact us to request a copy.

### What is the refund policy?

Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.

Please see the Student Handbook for full refund details at; <https://www.irt.org.au/careers-study/irt-academy/resources/>

### What support services are available to me?

- **Digital literacy support** – Support will be provided within the course and outside course hours for students requiring additional support using a computer and the internet
- **Educator and specialist LLN support** – Students requiring additional support will be offered one-on-one support with the Educator and where required, referral to specialist LLN support
- **Access to content in several delivery modes to suit different learning styles** – All students are given access to learning resources, PowerPoint and list of relevant websites for each unit of competency.
- **Additional self-paced learning activities** – The principles of flipped learning are applied where students get the opportunity to research interest areas from home.
- **Additional Educator time** – Students will be given the opportunity to meet with the educator one-on-one outside the course hours for additional support.
- **Additional Educator and Student support** – Students are given the opportunity to stay after class for further support or log a support request.
- **Study skills** – Practical tips on what to expect during the course, how to study and researching answers for the assessments.