CHC30212 Certificate III in Aged Care

CHCCS411C Work effectively in the community sector

CHCCS400C Work within a relevant legal and ethical framework

Study Guide

Module 2 – Industry knowledge

Open Colleges Stock Code: 30032A
Introduction

This Study Guide is to be used alongside the textbook specifically written for the Certificate III in Aged Care. The textbook information is:


Learning: The Study Guide provides information about how to learn knowledge and develop skills on the topics that are being covered in this course. In summary, students can learn knowledge through:

- Discussion Forums – on OpenSpace that any student can start
- News Forums – News listed by the Course Coordinator as the course progresses
- Videos - Youtube links to videos that relate to the topics
- Reading additional materials
- Links to web pages that are related to the course
- Toolbox – an online interactive aged care facility
- Workbooks – which cover information on the topics individually
- Healnet - a website that provides in depth information on specific topics to do with aged care, nursing, disability, and mental health. You can do these small individual courses and receive certificates after completion.

Activities: There are activities and other tasks to complete within the resources provided. The following resources have activities that assist you to practice your skills and knowledge. These activities are not compulsory however they will allow you the opportunity to develop your knowledge and skills as you go.

- Textbook - has activities throughout the chapters and at the end of the chapters for you to do
- Toolbox – allows you to practice things such as completing forms for an aged care facility
- Discussion forums – allows you to discuss your thoughts with other students to expand your understanding of the topics
- Workbooks – have activities such as doing research on topics, speaking to experienced professionals, completing observations
- Healnet – provides the opportunity to develop skills indepth and complete activities on these topics, which result in the students being awarded a certificate of completion.

Doing these activities will provide a guide as to whether you are ready to complete the assessments. If you do not understand the answers to the activities, or if you have difficulty completing any, you should contact your trainer for assistance.
Remember, only the assessments need to be submitted to your assessor for marking.

This Study Guide may contain many new, and sometimes difficult, terms to understand. It can be like learning another language! It takes practice and visual examples to gain a true understanding of the material required to become a successful Aged Care Support Worker.

You may choose to watch the YouTube videos several times, and then perhaps take notes during one of these times. You may choose to read the readings several times over.

Feel free to browse the internet, watch other YouTube videos, or do your own research to find out more about topics that are of interest to you. The resources provided in this guide are by no means exhaustive, and you will find good resources in other places. In addition you may ask questions of your Trainer/Assessor for this Study Period.

**Learning objectives/outcomes**

By the end of this study period, you should:

- Know what it means to work ethically
- Have an understanding of legislation related to the sector
- Recognise and respond when client rights and interests are not being protected
- Have a good understanding of the community services sector in general
- Have a good understanding specifically of the aged care sector; it's structure and profile
- Know how to develop one's own skills
- Maintain good work standards
Units being studied

The units of this study period are assessed in a holistic manner in this course. Some of the training tools however are separate. The two units covered are listed below.

**CHCCS411C Work effectively in the community sector**

This unit of competency describes the skills and knowledge required to work effectively in a community work or service delivery setting with communities, clients, carers, staff, visitors, suppliers and others to meet established work requirements. Some of the topics within this unit are:

- Work ethically
- Communicate effectively in a community work or service delivery setting
- Work effectively within the community services system
- Demonstrate commitment to relevant underpinning values and philosophy
- Maintain work standards
- Take responsibility for personal skill development
- Reflect on own practice

**CHCCS400C Work within a relevant legal and ethical framework**

This unit describes the knowledge and skills required to work within a legal and ethical framework that supports duty of care requirements. Some of the topics covered in this unit are:

- Demonstrate an understanding of legislation and common law relevant to work role
- Follow identified policies and practices
- Work ethically
- Recognise and respond when client rights and interests are not being protected

If you would like more information on these units of competency, you may find it at the website below: Refer to the Training website ([www.training.gov.au](http://www.training.gov.au)) for unit of competency descriptors.

The following sections of this course provide you with information on resources that will help you to learn the material that is covered in the two units.
Video Resources

The following videos give some general information on the different topics related to this study period.

- Careers in Aged Care - Reviews the variety of different roles that can be done within the aged care industry. [http://youtu.be/13o8Po2SP11](http://youtu.be/13o8Po2SP11)
- Duty of care. What is it, how does it relate to aged care, what are some examples? [http://youtu.be/7_rVZk0HJzw](http://youtu/be/7_rVZk0HJzw)
- Recording information, when and how should you do it? [http://youtu.be/Sv4cJNdOSS8](http://youtu.be/Sv4cJNdOSS8)

Web Resources

The following websites will give you a starting point into places to look that provide useful information that relates to this study period.

- Australian Community Workers Association – possibly an association to join for workers within the community services sector. They provide regular email updates and information about changes in the sector on their website. [http://www.acwa.org.au/](http://www.acwa.org.au/)
- Australasian Legal Information Institute (AustLII); Provides information on the law in Australia. [www.austlii.edu.au](http://www.austlii.edu.au)
- National Disability Abuse and Neglect Hotline; information on the hotline which allows people to ring and report abuse to older people or people with a disability [www.disabilityhotline.org](http://www.disabilityhotline.org)
• Elder Abuse Prevention Association; provides ideas on ways to prevent elder abuse [www.eapa.asn.au]
• St James Ethics Centre; provides guidance and examples on what are good ethical standards [www.ethics.org.au]

**Toolbox**

In the Grange Care Toolbox, choose Grange House, then Monday, and review the resources here. They cover the topics listed below. The resources found in Monday are good generic topics that give you an introduction to working in aged care.

<table>
<thead>
<tr>
<th>Time</th>
<th>Duty</th>
</tr>
</thead>
<tbody>
<tr>
<td>0700</td>
<td>Handover</td>
</tr>
<tr>
<td>0800</td>
<td>Bus trip to shopping centre</td>
</tr>
<tr>
<td>1000</td>
<td>Check storeroom</td>
</tr>
<tr>
<td>1100</td>
<td>Work in reception</td>
</tr>
<tr>
<td>1300</td>
<td>Agnes MacDonald case conference</td>
</tr>
<tr>
<td>1430</td>
<td>Meeting with Leanne Greene</td>
</tr>
</tbody>
</table>

**Text Book**

The Aged Care in Australia textbook that has been posted to you covers this unit on the pages listed below.

- Work within a relevant legal and ethical framework, pages 44-91.
- Work effectively in the community sector, pages 98-128.

**Workbooks**

The workbooks related to the units being studied in this Study Period are listed below. Each book relates directly to the unit titles and covers them in full.

- Work within a relevant legal and ethical framework
- Work effectively in the community sector
Healnet

Healnet is a website that provides in depth information on specific topics to do with aged care, nursing, disability, and mental health. You can do these small individual courses and receive certificates after completion. To gain access to Healnet, you will need to first register as a user, and then use the Open Colleges voucher / promotional code (ocsub12). You can then begin accessing the courses you desire. The website for Healnet is:

www.healnet.edu.au

Specific instructions for logging in are provided in a separate document titled: Healnet Login Instructions.

Healnet offers over 100 different courses, conference papers, newsletters and library resources. For the topics being covered in this Study Period, the following are the most relevant:

- ACFI - Aged Care Funding Instrument
- Elder Abuse
- Computer Skills - Basic 1
- Computer Skills - Basic 2
- Computer Skills - Basic 3
- Documentation
- Issues of Consent
- Understanding ethics
- Legal Aspects of Care
How to study this module

Read the text book on the pages selected

Watch the videos

Browse through the web pages

Look through the Simulated Aged Care Facility and attempt the activities

If you are still wanting more information on the topics:

Look through the Healnet resources for topics in which you would like to know more in depth information.

Read through the Workbooks and attempt the activities within them.

Once you feel that you have a good understanding of the topics in this Module, it is time to start doing the assessments. The assessments need to be done in the following order.

Complete your online assessment tasks.

Complete your written assessment tasks.

You will then be given feedback regarding your assessments from your Assessor for this Study Period.