Before You Enrol: Certificate III in Individual Support (CHC33021)

Melbourne Tech Institute (MTI), RTO 45799

Why you are reading this

Before you pay anything or sign anything, we have to tell you clearly what this course involves, what it costs and what you have to do to finish it. Please read this page before you enrol, not after. If anything is unclear, ask us before you pay: 1300 931 628 or support@melbtech.edu.au.

1. What this course is

- **Certificate III in Individual Support (Ageing and Disability)**, a nationally recognised qualification, code CHC33021. It covers both aged care and disability support work in one qualification, not two separate courses.
- It gets you ready to work in **aged care** (helping older people with daily living, personal care and support) and in **disability support** (helping people with disability live independently and take part in their community).
- It has **15 units**. Nine are compulsory. The other six are electives, and because this is the combined award they are fixed for you: three aged care electives and three disability electives. There are no elective choices to make.
- The study part is **online and self-paced**. There is no classroom and no fixed start date. You move through it at your own speed. But the course also includes **work placement in person** (see the next two sections), so it is not an online-only course.
- This course is **not available to international students on a student visa**.
- MTI cannot guarantee a job or any particular outcome from this course.

2. The 120 hours of work placement are compulsory

To get this qualification you must complete **at least 120 hours of real work**. This comes from the qualification itself. Every provider of this course in Australia has to include it. It is not something MTI added, and it cannot be skipped.

There are three ways to do your 120 hours:

- **You already work in aged care.** Your own workplace can usually be your placement, and your normal shifts count.
- **You already work in disability support.** The same idea: your own workplace can usually be your placement for the disability side of the course.
- **You do not currently work in either.** This is normal, and many students are in this position. **You find your own placement host**, usually a residential aged care facility or a disability service. MTI checks the place you find is suitable and approves it, and we help you if you get stuck, but the approaching and asking is yours to do. See the next section.

For most of the disability-focused parts of the course, MTI runs its own simulated disability service (see section 5). One part of the course needs a genuine, real-world interaction with a person who has a disability. If you do not already work in disability support, your assessor will work out with you how that is covered, usually as part of your placement.

3. Finding your placement host is your job. Please read this part twice.

- **You find your own host.** You approach aged care homes or disability services yourself and ask them to take you as a student, the same way you would apply for a job.
- **MTI has no placement company, and we do not find or guarantee placements.** Anyone who tells you otherwise about this course is wrong.
- **What MTI does:** we check that the place you find is suitable for your assessments and approve it, we give your host the paperwork they need, we deal with your supervisor directly, and if you are genuinely stuck we help you think through what to try next. We cannot make a facility say yes.
- **We must approve your host before you start.** Not every workplace can provide the evidence this qualification needs. Tell us where you are hoping to go before you commit, so we can tell you whether it works.
- **A placement is never guaranteed.** It depends on which aged care homes and disability services have room for a student when you need it.
- **Placement takes longer to arrange than anything else in the course.** Start as soon as you enrol. The more flexible you can be about days and locations, the faster it tends to move. You keep studying the whole time.
- If your placement falls through part-way, the hours and work you have already done still count. Tell MTI straight away so we can work out the next step with you.
- If you cannot find a host at all, see the refund rules in section 7.
- If you already work in aged care or disability support, there is usually nothing to find. Your own job can be your placement, once we have checked it.

4. Checks you will need

You do **not** need these checks to enrol. They belong to your placement, and you can get them after you enrol. Start them straight away.

Most hosts will ask for some or all of these. You arrange and pay for them yourself, and they are **not included in the course fee**. **Costs vary by state and by check, and you pay the issuing body directly, not MTI.**

- A **National Police Check**.
- An **NDIS Worker Screening Check**, for disability placements (and for hosts registered with the NDIS).
- A **Working with Children check or Working with Vulnerable People check**, depending on your state and your host.
- Some hosts also ask for **vaccination records**, such as a flu vaccination.

Checks can take weeks, not days, so start them the day you enrol, not the week before your placement. Processing times vary by state and by check. Your assessor will tell you which checks you need and when to start them. Exactly which ones apply depends on your state and your host.

5. How you will be assessed

This course checks that you can actually do the work, not only that you can pick the right answer on a screen.

- Most of your knowledge is tested with simple tap-and-choose questions online. **These knowledge checks are marked automatically.** There are no long essays.
- For a handful of units you fill in a real workplace form (such as a care note or a safety checklist) as part of your normal placement duties.
- Your workplace supervisor watches you day to day and fills in short reports. **The supervisor only reports what they saw. They do not mark you and they do not decide whether you pass.**
- **A qualified MTI assessor, a real person, makes every competency decision.** For most units this includes a short recorded conversation with you (about 10 to 15 minutes) where they ask you to explain what you did and why. For some units the assessor also watches a short video of you doing a practical task, such as an infection-control routine, recorded with a colleague standing in for a client, never a real resident.
- **For the disability side, most of your practical work is done through a simulated shift.** MTI runs its own fictional disability support service for this. You take part in scenarios run and recorded by your assessor, with nobody's real personal information involved. Two of the three disability units can be fully covered this way. The third needs one genuine, real-world moment with a person who has a disability, which your assessor will work out with you.

6. How long it takes

Study is self-paced, so the time it takes depends on you: how much time you can give each week, and how long it takes to find a host and complete your placement hours. Finding a host is usually the slowest part. If your own workplace is your placement, it depends on your normal roster. We cannot promise a finish date.

7. Fees and how you pay

- **Course price: $2,499.** The price is the same everywhere in Australia. This is a fee-for-service course, which means there is no government funding for this enrolment.
- **There is no placement fee.** You find your own host, so there is nothing for MTI to charge you to find one.
- **Payment plan:** $499 to start, then four monthly payments of $500 (total $2,499).
- **MTI never asks you to pay more than $1,500 ahead of the training you have received.** This is a national rule for training providers (Compliance Standards for RTOs, section 18), and our payment plan is set up to stay within it.
- **Refunds:**
  - If you cancel within your **first 30 days**, you get a **full refund**.

    - After the first 30 days, you get a refund for the **units you have not started**. Units you have already started are not refunded.
    - The same rule applies if you **cannot find a host at all** and decide not to continue.
- The checks in section 4 and any equipment you personally need are on top of the course fee, and you pay the issuing body or supplier directly.

8. Who runs this course

- **Melbourne Tech Institute (MTI)**, a Registered Training Organisation, RTO number **45799**.
- This qualification is part of MTI's official scope, so we are approved to teach and certify it.
- Wherever your placement happens, your training and every assessment decision stays with MTI. Your host supervises you and reports what they saw. MTI has no placement partner, agent or third party involved in your enrolment or your assessment.

9. Your rights and how to complain

- You can ask us any question about the course, your progress or your fees at any time.
- If you are unhappy with anything, tell us. We handle complaints and appeals fairly, and you can ask for a copy of our complaints and appeals process. If you are not satisfied with how we deal with it, you can take it to the national regulator, the Australian Skills Quality Authority (ASQA).
- Our policies, including fees and refunds, are on our website at melbtech.edu.au.

10. Questions before you enrol

If anything above is not clear, ask us before you pay. That is what this page is for.

Call 1300 931 628 or email support@melbtech.edu.au.
