Before You Enrol: Certificate IV in Ageing Support (CHC43015)

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 IV in Ageing Support**, a nationally recognised qualification, code CHC43015 (Release 4, the current release). It is for people who support older people in aged care, home care and community settings and want to take on more responsibility, such as planning, coordinating and improving services.
- It has **18 units**: 15 core units and 3 electives. The electives are fixed for you, so there are no elective choices to make.

  Core units:

  - CHCADV001 Facilitate the interests and rights of clients
  - CHCAGE001 Facilitate the empowerment of older people
  - CHCAGE003 Coordinate services for older people
  - CHCAGE004 Implement interventions with older people at risk
  - CHCAGE005 Provide support to people living with dementia
  - CHCCCS006 Facilitate individual service planning and delivery
  - CHCCCS011 Meet personal support needs
  - CHCCCS023 Support independence and wellbeing
  - CHCCCS025 Support relationships with carers and families
  - CHCDIV001 Work with diverse people
  - CHCLEG003 Manage legal and ethical compliance
  - CHCPAL001 Deliver care services using a palliative approach
  - CHCPRP001 Develop and maintain networks and collaborative partnerships
  - HLTAAP001 Recognise healthy body systems
  - HLTWHS002 Follow safe work practices for direct client care

  Electives:

  - CHCCCS001 Address the needs of people with chronic disease
  - CHCCCS038 Facilitate the empowerment of people receiving support
  - CHCMGT001 Develop, implement and review quality framework
- **There are no entry requirements** in the qualification. You do not need a Certificate III first. If you are not sure the course suits you, call or email us before you enrol (see section 6).

- The study part is **online and self-paced**. There is no classroom and no fixed start date. But the course also includes **120 hours of work placement in person** (see the next two sections), so it is not an online-only course.
- You must be an adult (18 or over) living in Australia. This course is **not available to international students on a student visa**.
- The qualification does not give you a licence to work in any job. 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** with older people. 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 two 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 from the day MTI approves your workplace and your supervisor. Shifts before that day do not count.
- **You do not currently work in aged care.** This is normal. **You find your own placement host**, usually a residential aged care home, a home care provider or a community 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.

Your hours are counted only when your supervisor confirms them. Hours from an earlier qualification do not count. One 120-hour placement covers all the units at once. You do not do 120 hours for each unit.

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

- **You find your own host.** You approach aged care homes or 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 host say yes.
- **We must approve your host before you start.** Not every workplace can provide the evidence this qualification needs. For example, one unit needs you to support two real people living with dementia, so your host must have people living with dementia. 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 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, and aim to have your host and supervisor approved in your first month. 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 already confirmed 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.

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.

Your host decides what it will ask of you. You arrange and pay for the checks 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** or an **NDIS Worker Screening clearance**. Most aged care hosts ask for one of these. Ask your host which one before you apply.
- An **NDIS Worker Screening Check**, if your host is also a registered NDIS provider and your role has hands-on contact. The rules differ by state.
- A **Working with Children check or Working with Vulnerable People check**, only if your host asks.
- **Vaccinations**, such as a flu vaccination, if your host or your state requires them. MTI does not set these, and the rules are not the same everywhere. Ask your host.

Checks can take weeks, not days, so start them the day you enrol, not the week before your placement.

First aid: this course does not make you complete a first aid certificate, and none of its 18 units requires a practical first aid demonstration. Some hosts may ask for a current first aid certificate themselves. If yours does, that is between you and your host, and not part of the course fee.

5. How you will be assessed

This course checks that you can actually do the work, not only that you know the facts.

- Your knowledge is tested with tap-and-choose quizzes online. **These are marked automatically.** You can retry as many times as you need, at no cost.
- Practice tasks include short role-plays that you record on your phone with an adult role-player (your voice must be clear, showing your face is optional), short written answers, plans and records. Some units ask for a little more writing, such as plans or short policies. The practice tasks use made-up services and made-up people.
- Your workplace supervisor watches you at work and fills in short forms. Ten of the 18 units have a supervisor form. **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.** Many units end with a phone or video call with your assessor, about 10 to 20 minutes, where they ask you to explain what you did and why. Some of these calls are recorded.
- Our learning platform may use a computer tool (artificial intelligence) to read your typed answers and tell you what may be missing. It is only a draft. The assessor decides. By enrolling you agree in writing to your answers being read by this tool.
- You need a computer or tablet, internet, a smartphone that can record sound and video, an email address you check, a quiet place to record, and an adult who can play a role. You do not need to buy software or books.
- If you disagree with a result, you can appeal (see section 9).

6. How long it takes, and checking it suits you

- Study is self-paced. You have up to **24 months** from enrolment to finish. If you need longer, email us before it ends.
- How long it really 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.
- You can start the day you enrol online.
- You enrol and pay the start payment online; there is no interview. You will need to read short lessons, write short answers, do simple maths and use a phone or computer. If you are not sure that suits you, call 1300 931 628 or email support@melbtech.edu.au before you enrol and we will tell you honestly whether it suits you now or whether another course would be a better start. If something is hard to read or do once you start, tell us and we arrange help or adjustments.
- If you have a disability, a learning difference or a health condition, or English is not your first language, tell us. You can ask for reasonable adjustments.
- You will need a **Unique Student Identifier (USI)**. It is free and you create it once at usi.gov.au. We cannot issue your qualification without a verified USI.

7. Fees and how you pay

- **Course price: $2,799.** This is our national fee-for-service price: no government funding is attached to it. South Australia is the one exception (see below).
- **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 $575 (total $2,799). There is no option to pay the whole fee up front. A monthly payment waits if you are behind in your course.
- **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.
- **South Australia only:** if you are eligible for a subsidised place, you pay a Participant Course Fee of **$682.50** instead. Concession card holders pay the same $682.50. Participant Eligibility Criteria apply (www.skills.sa.gov.au), places are limited, you must be 18 or over, and we check your eligibility with you before you enrol (Skills SA requires an Upfront Assessment of Need). Supported by the Government of South Australia.
- **Recognition of prior learning (RPL)** is available Australia-wide if you already work in aged care. We confirm your fee in writing before you enrol.
- **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.
- Our full Fee Administration and Refund Policy is at https://melbtech.edu.au/policies-and-procedures/. Please read it before you pay.
- The checks in section 4, travel to your placement, and any uniform or closed shoes you 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 https://melbtech.edu.au/policies-and-procedures/.

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.

Version 1.3, 5 November 2026 (enrol and pay the start payment online; no pre-enrolment chat. v1.2: payment plan only, to stay within the $1,500 prepaid limit). Melbourne Tech Institute, RTO 45799, 1300 931 628, support@melbtech.edu.au