



**Gallipoli
Education**

*Upskill your ability to innovate
the world with kindness*



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Gallipoli Education



Course Handbook V1 2023

CHC43015 Certificate IV in Ageing Support

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**NATIONALLY RECOGNISED
TRAINING**



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Introduction

CHC43015 Certificate IV in Ageing Support is designed to provide learners with the skills and knowledge to gain employment in ageing support services – either in residential home or community-based environments.

During the course, learners will develop the skills and knowledge to work one to one with clients to maximise and maintain independence and wellbeing. Gallipoli Education delivers this qualification fully online distance basis with regular support available from an industry skilled trainer. The course has been designed with the workplace in mind, therefore access to a real workplace is essential to ensure learners have an opportunity to practice the learning outcomes at their workplace.

By enrolling into a Gallipoli Education program, please be assured that you will receive ongoing support of an industry expert relevant to your course of study with personalized attention. As our courses are delivered by industry experts with current industry skills and knowledge complemented by relevant vocational competency or qualification, we can assure you that your learning will only reflect current industry practice, rather than the obsolete ones.

Gallipoli Education only uses industry's leading learning and assessment resources that come with learning activities to check your progress and confirm your derived knowledge and skills before you make a move to attempt the assessments. The course is delivered fully online, meaning you are not limited to any specific time of a day to attend the course sessions, rather you can manage your own study by using our delivery guidelines (plan).



*Study at your
own time & pace*

Qualification Overview

CHC43015 Certificate IV in Ageing Support is intended for workers who complete specialized tasks and functions in aged services in the community and/or residential setting. Workers in a support role are required to take responsibility for their development, facilitation and review of individualized service planning and delivery. They are also required to take responsibility for own outputs. Workers may be required to demonstrate leadership and have limited responsibility for the organization and the quantity and quality of outputs of others within limited parameters.

Course Details

Qualification code and title	CHC43015 Certificate IV in Ageing Support
Duration of the course	Up to 12 months
Delivery mode	Online distance basis
Work placement	120 hours
Entry requirements	No entry requirement, however, learners must demonstrate strong language, literacy, and numeracy skills as well as basic computer skills. The course requires virtual conference, therefore, ability to use a video conference platform e.g. Zoom, Google Meet, or MS Teams is a requirement. This course is suitable for those who may be working in ageing services or any other industry but intending to switch to ageing support services. Learners at Gallipoli Education usually hold pre-existing qualifications.
Pre-requisite	There is no pre-requisite to this qualification

Whilst learners are expected to complete the full qualification in 12 months, the actual duration may vary due to their existing skills and knowledge either within the community services sector or another industry and their prior qualification and life skills.



Course Structure

18 units of competency are required for this qualification, including:

- 15 core units
- 3 elective units

Code	Unit of Competency	Core	Elective
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 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 partnership	✓	
HLTAAP001	Recognise healthy body systems	✓	
HLTWHS002	Follow safe work practices for direct client care	✓	
CHCAGE002	Implement Falls Prevention Strategies		✓
HLTHPS006	Assist Clients with Medication		✓
HLTHPS007	Administer and Monitor Medication		✓

Possible Job Outcome

According to Aged Care Insite, the entire health care and social assistance industry saw the largest growth in employment, rising 5.9% over the year to June 2023, recruiting 119,000 people to meet its 2.1 million workforces. This industry has experienced 11 consecutive quarters of employment growth.

Upon completion of CHC43015, you may expect to seek employment as:

- Personal Care Worker/Assistant
- Residential Care Officer
- Care Team Leader
- Care Supervisor
- Accommodation Support Worker
- In-home Respite Care Worker
- Support Worker (Community Services)

It is important to understand that SSI does not guarantee employment outcome at the completion of this qualification. SSI also does not guarantee successful completion of the qualification.

Requirements for online study

In order to complete the course online distance basis, you must have access to the following:

- Computer: Laptop or desktop computer with sufficient hardware capacity to handle multiple files at a time
- Internet: High-speed internet such as Broadband, NBN or ADSL, fibre optic etc.
- Operating System – Windows 8 or above or Mac OS
- Internet Browser: Google Chrome preferred
- Software: Adobe Acrobat Reader, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, MS Teams, Google Meet, Zoom etc.
- Printer: A working printer (colour printer preferred)

Pre-requisite to enroll into CHC43015

This qualification does not require any pre-qualification or course or specific skills or knowledge to enrol into the course; however, for successful completion of all the required units, candidates must have sufficient language, literacy and numeracy skills. Gallipoli Education can offer you an LLN test before you enrol into the course to make sure you have sufficient level of LLN skills. If the LLN test reveals any LLN skills gap/s, Gallipoli Education can refer you to an institution or RTO to help you attain address those LLN skills gaps.

Besides the LLN skills, we expect that you basic computer skills such as ability to open and shut down a computer, work with files and folders, basic knowledge of MS Word, MS Excel, and MS PowerPoint, using internet, email and search engines to complete learning and research activities. To meet virtual meeting requirements to attend any required support session, learners must be able to independently use video conferencing system e.g. Zoom or Google Meet.

Applicants are required to be 18 years old.

In addition, you must meet the following requirements for Work Placement:

- A satisfactory National Police Clearance / Australian Federal Police Clearance Certificate (AFP).
- Gallipoli Education recommends learners to complete any required or recommended immunization process before commencing their Work Placement as some facilities will only offer placement those who have completed the immunization process.

Reasonable Adjustment

Gallipoli Education will make sure you gain the same learning experience and outcome as your fellow learners. If you have any physical or mental conditions that you believe may require an adjustment to your study or assessment, we will strongly encourage to discuss those issues with the RTO. This way, we can come up with suitable adjustments to help you complete your

study without stress.

Reasonable adjustment will be made to the assessment process when needed and may include but is not restricted to:

- The use of adaptive/assistive technology (equipment and software designed for use by people with a disability)
- Educational support
- Alternative assessment methods
- Learning and assessment aids such as papers in large print or the use of scribes or interpreters
- Extra time to complete a course or assessment.

Physical Requirements

When working in the ageing service settings, certain physical requirements are necessary to function safely. Therefore, reasonable adjustments may not be possible during Work Placement and doing so may jeopardise the course objectives. Learners are required to be physically fit to manage tasks.

Skills and abilities that are needed to perform client care to pass the course objectives and requirements are:

- **Strength:** Sufficient to assist with lifting and transferring a client, and perform CPR
- **Mobility:** Sufficient mobility to bend, stoop, and bend down to the floor; ability to move around rapidly; and to move in small, confined areas.
- **Hearing:** Sufficient to hear through the stethoscope to discriminate sounds; to hear cries for help; to hear alarms on equipment and emergency signals; and various overhead pages.
- **Vision:** Sufficient to make physical assessments of client and equipment.
- **Communication:** Able to communicate in both verbal and written formats; and interact with clients, staff, and faculty supervisors.

If you have a disability or disorder or on any longer medications that will require reasonable adjustments to fulfil these requirements, then please declare in your course application.

Work Placement

120 hours of Professional Work Placement is a compulsory component of this course. Learners must complete this work placement in a registered aged care facility – either residential or community environments, to perform the work activities as detailed in the Assessment Requirements of the units of competency of the course. You will need to source your own placements; however, SSI will provide necessary support in case you are unable to find a suitable workplace.

There is no specific format to complete this work placement and it totally depends on the workplace needs and their rostering system. You may be required to attend the workplace 2

days a week with AM or PM shifts. You will need to negotiate the shifts with your work placement provider.

100% attendance in work placement is essential for meeting the learning objectives in this course. Therefore, you will need to complete a work placement attendance log in addition to the regular workplace staff attendance record system. For each day of attendance, you will need to record in and out time, briefly list your daily activities related to the course and obtain your supervisor's signature. Please note that your work placement provider may not agree to make any special arrangements or adjustments to your shifts, therefore, we will recommend you to attend your workplace as per schedule unless you are ill or there is a compassionate or other compelling grounds.

To help you complete the work placement professionally, Gallipoli Education has developed the following the documents:

- Work Experience Employer Package (you will provide a copy of this document to your workplace supervisor)
- Work Experience Learner Package (This is for you to under the work placement process)
- Work Placement Attendance Record (This is your work placement attendance log where you and your workplace supervisor will sign after every day's shift)
- Information for Workplace Supervisor (This document is specifically for your nominated workplace supervisor as we want them to understand how they can help achieve your required learning objectives through this work placement)

Learners will need to obtain a:

- A satisfactory National Police Clearance / Australian Federal Police Clearance Certificate (AFP)/Any other state specific criminal history check – A clean record on the Police Check is essential to attend the work placement for this course. Learners with a compromised record on their Police Check may be refused entry to the workplace and if so, this will affect their work placement and therefore, their enrolment in the course.
- Gallipoli Education ensures that all information provided to us by the learners for their Police check record is kept secure and protected as required by the Commonwealth Privacy Act.
- **Vaccination/Immunization Certificate and Proof of Immunity** (e.g. serology test results) – Your work placement provider may require you to produce evidence of your immunization record. Some workplaces may require you to complete COVID-19 vaccination before you commence your work placement in accordance with their infection control procedure.

Things to remember during work placement

- 100% attendance is compulsory during work placement. You will attend your workplace according to your roster as determined by the workplace supervisor. If a shift is not suitable for you, we recommend you discuss it with your workplace



supervisor as would be required for any other employees well before the shift date so the workplace supervisor can make an alternative arrangement.

- If you are unable to attend work placement due to illness, which does not exceed more than one day, you may not be required to produce a medical certificate, but it is a normal work etiquette that you inform your workplace about your absence.
- If you are unable to attend the workplace due to fever, accompanied by cough or only fever, your workplace may require you to complete a COVID test and produce a COVID negative result when you attend the next shift.
- You will bear the travel and other related expenses for your work placement e.g. transport fare, workplace uniform and any other work related equipment such as PPE or PPC.
- Learning progress when attending the work placement is essential for successful completion of the course. At any stage, if you believe you are falling behind your planned study or you are having learning difficulty, please contact our office by emailing to info@sydneyskillsinstitute.com.au.

Attitude

The right attitude is very important. You will need to:

- be willing to learn and take initiative:
- complete the tasks assigned by Gallipoli Education.
- complete the tasks assigned by the workplace supervisor (in so far as they are in keeping with your course and your level of skill).
- listen to instructions and ask questions.
- be polite, courteous, and well-mannered.
- dress appropriately; and
- follow workplace policies and procedures.

Punctuality

Work placement providers expect you to be punctual. You will be required to:

- start your placement on time each day.
- take only the allocated time for lunch and tea breaks; and
- contact your workplace supervisor and your Course Coordinator/ Clinical Placement Coordinator immediately if you are unable to attend your placement.
- You may be required to make up any lost time caused by absences and provide a medical certificate to your placement trainer.

Lateness for shifts:

- If you are running late for the shift, you will require to notify the workplace supervisor as soon as possible.
- Learners who present late for work placement may be marked absent. It is the responsibility of the supervisor/assessor to assess the situation and make a professional decision regarding action to be taken.
- Repeated lateness will result in learners being sent home. Learner progress in the course will then be reviewed by the assigned trainer/assessor.

Making up for missed work placement days

Hours should be compensated for by undertaking additional days to meet the work placement hour requirement. If supplementary days are offered, learners should note this may not be at their convenience. It will depend upon the availability of workplace assessors and the aged care facility placements. Learners who have had unexplained absences will not be eligible for supplementary consideration.

Days of work

Regular days of work are Monday, Tuesday, Wednesday, Thursday, and Friday. Learners may do work Placement on Saturday and Sunday or public holidays if the facility allows and if the work placement Supervisor or assessor is available.

Time of the placement:

Learners are allowed to do only morning shift or afternoon shift. Learners may be allocated morning (AM) or afternoon (PM) shifts. Morning shifts usually start at 7 am and evening shifts can finish at 10.30pm. Each shift is 8 hours long (including 30 mins meal break). Learners must not do night shift during Professional Experience Placement. Some work placement providers allow part time day shifts.

Safety

Your personal safety in the workplace is of utmost importance. You must comply with any occupational health and safety requirements of the work placement venue, including:

- wearing protective clothing and safety equipment;
- working in a safe manner;
- reporting any hazards or unsafe practices that you observe; and
- reporting any accidents to your workplace supervisor and work place assessor immediately.

In the event of any risk (accident, injury, damage, bullying, harassment, sudden illness) while undertaking work placement, learner must

- advise the workplace supervisor
- contact the Gallipoli Education office
- complete the incident report as soon as possible following the incident

The learners are advised not to compromise their personal safety at any cost. They should call for Emergency Assistance (000) in any emergency.

Disability and Medical Conditions:

It is your responsibility to inform Gallipoli Education if you have a disability or medical condition that may impact on your placement. Talk to your assessor about any requirements or adjustments that might need to be made.

Information about your disability will only be shared with your workplace supervisor with your approval.

What if there is a problem?

It is important that you should feel safe and well supported during the placement, and are provided with opportunities to undertake the required tasks.

If you feel unsafe, unsupported, harassed, or that you are not provided with opportunities to learn, contact your assessor immediately. Any problems with your placement should be resolved as early as possible.

What if I'm injured?

If you are injured during placement you must inform your workplace supervisor and Gallipoli Education, as soon as possible. Learners will be treated on the basis of healthcare and/or workplace insurance they have. For further insurance cover details please refer to the PEP agreement. The learners and placement facility should comply with the associated reporting requirements (e.g. Complete the incident report as soon as possible following the incident).

Monitoring learner's progress on work placement

- Learners are expected to follow the Delivery Plan provided at the commencement of their course.
- Learners identified as not making satisfactory progress or at risk of not making satisfactory progress with the placement component of the course will be contacted within one working day of identification being made.
- Depending on the nature of risk, specific Learning Objectives will be designed by the Assessor/Workplace Supervisor to help the learner back on track
- Learning Objectives are to be achieved by the learner within agreed timeframe, usually 2 weeks.
- Failure to achieve the learning objectives will result in the learner failing the Work placement component of the course, which will eventually affect the learner's completion.
- A copy of the Learning outcomes will be recorded in the learner's profile as a permanent record of any reason for poor performance or lack of participation.

Role of Gallipoli Education Assessor

A suitably qualified Gallipoli Education assessor will be appointed to monitor, guide, and assess the competencies of learners according to the requirements of the course.

The Assessor is required to observe the learner's performance in the workplace environment using an observation instrument for unit of competency being assessed. During the observation, the Assessor will make a judgment as to whether the learner has met the required skill level for the qualification, or if further evidence is required and will report their findings to the Institute.

Role of the Supervisor:

In addition to the Gallipoli Education Assessor, a Placement Supervisor will be assigned for the learner. The Supervisor is a person working at the same business who will be appointed by the placement venue and will supervise and assist the learner during work placement. The Supervisors will provide an orientation to learners prior to commencement of work placement including such information, instructions and training as necessary to enable the learners to perform the work placement activities. The workplace supervisor will also -



- Provide facilities to enable Gallipoli Education staff to conduct workplace discussions and assessments with the learners.
- Allow access to relevant information about the clients in accordance with the learning objectives of learners who will be advised of and abide by the laws relating to confidentiality, privacy and relevant rules, regulations, protocols, by-laws and policies of the healthcare/community care facility.
- Complete the required learner documents as per the instructions if required, e.g. attendance log book and information provided.
- Notify Gallipoli Education if it is felt that the learner is not complying with the general rules of the placement venue, or not making satisfactory progress.
- Treat learner information, in particular medical information, in confidence.
- Explain the expectations of the facility regarding performance of tasks, standards of work, hours of work, Workplace Health and Safety requirements and any other relevant details, prior to commencement.
- Ensure that the learner is adequately briefed on facility policy and procedures.
- Treat the learner as a supernumerary, and not a paid member of staff.
- Inform clients and their staff as to the role of the learner while undertaking placement.
- Support the learner's work on a day to day basis.
- Take responsibility for the general supervision and educational development of the learner while in the workplace so that placement objectives are achieved.

Details of roles and responsibilities of the work placement provider, workplace supervisor and work placement learners can be found in the following documents –

- Work Experience Employer Package
- Work Experience Learner Package
- Information for Workplace Supervisor



Is this course right for me?

This is a simple question but needs to be taken seriously before you make a commitment to the course. Gallipoli Education strongly suggest you to first assess your current and potential commitments, your career objectives and your current knowledge and skills.

Current and potential commitments:

We all have a life full of responsibilities – both in our family and at work. Engaging in 12 months learning journey can have a significant effect on your current commitments, which may eventually cause mental agony. Therefore, assessing your current and potential commitments (let's say in the next 6 to 12 months) is vital to your success. Any significant commitment can cause a gap in your study and if it occurs, getting back on track may difficult. If you see any commitments that you believe may impact your study, we will strongly suggest you reconsider your plan to enroll in this course.

Your career objectives

Setting a clear career objective is vital to achieving your learning outcomes, which will help you land a job that you are longing for. Some learners enroll into a course just out of impulse or influenced by their friends or relatives. We want you to make a decision that best addresses your career objectives. Therefore, ask yourself whether you genuinely want to work as an ageing support worker. Working in the ageing service sector is certainly a rewarding experience but it will be equally rewarding if you make an informed and thoughtful choice.

Your current knowledge and skills

You may be working in another industry and have gained significant experience and skills that may make it easier for you to complete CHC43015 successfully and within your planned duration. Some of the skills may even earn your credit or RPL against a unit of competency in this qualification. A self-assessment can help you assess your current capabilities. Please note this course requires strong language, literacy and numeracy skills, therefore we strongly advise you to assess your LLN skills. If you have any doubt that there may be some gaps in your language, literacy and numeracy skills, Gallipoli Education can offer you an LLN assessment. If any LLN gaps identified, we can refer you to an appropriate provider to first address those LLN gaps and return to Gallipoli Education to enroll into the course.

Apart from the above, you may consider the following questions to help make the right choice:

- Do I have any long- or short-term commitments that may occupy most of my weeks?
- Do I have between 10 – 15 hours to engage to study online?
- Can I effectively manage my study commitments?
- Am I a self-motivated learner?
- Am I comfortable learning online or I am more of a face-to-face learner? (Some learners are more successful in a face-to-face classroom environment)
- If I am okay with online or self-paced learning, do I have appropriate devices e.g., a computer or laptop, fast internet, a printer etc.?
- Still unsure if this is the right course for you? Send an email to info@gallipolieducation.edu.au.

Mode of delivery

Guided Learning

Learners need to allocate certain hours of study time per unit of competence to complete activities and enhance their understanding. Whilst the course is delivered on a distance basis, learners will be provided with a delivery schedule or plan to guide them throughout the duration of the course and to help them complete specific units including relevant assessments at certain duration. Failure to follow the delivery schedule may result in a backlog and in such a circumstance, the learner may not be able to complete the full qualification within the expected 12 months duration.

Time for consultation with Trainer/assessors may be allocated to allow learners to revise their learning or understanding, perform any required tasks, practice their skills, reinforce their knowledge and prepare themselves for the assessments.

All learners have access to their trainer via phone or email during business hours or as arranged by an individual with a guarantee of a reply contact within 48 hours.

Assessment

Gallipoli Education uses a range of assessment methods to ensure that assessments are fair, valid, reliable and reasonable while ensuring that the RTO meets the requirements of the relevant Training Package and the rules of evidence. The assessment process will include the gathering of evidence to demonstrate the learner's competence. Learners will be advised of the assessment requirements at the beginning of each unit and provided in the timetable.

To determine the learner's skills and knowledge in a unit of competency, a qualified trainer and assessor will conduct assessments. Trainers will be provided with a Trainer's marking guide which will provide clear instructions and guidance to the assessment process and the criteria to base judgment of competence.

These assessment methods and strategies are consistent with the Training Package. All assessment tools are mapped to the current version of the unit of competency including all elements, performance criteria, knowledge evidence, performance evidence and assessment conditions.

Assessment strategies used are:

1. Knowledge based Assessment e.g. Written questions and answers
2. Performance based assessments e.g. projects, observation etc. in your workplace

Knowledge Based Assessment (KBA):

These could include scenario-based questions, short response questions, and case studies. The KBA aims to re-reinforce your theory learning. To achieve satisfactory outcome for this assessment task, the learner should attempt and answer all questions in the assessment satisfactorily.

Performance Based Assessments:

Performance assessments including observations are those that you will complete in a real workplace situation. Learners are encouraged to attempt the performance assessments only when they believe they have attained the relevant knowledge and skills and are ready to start their assessments. Your learning materials include scenarios of fictitious workplaces but as Gallipoli Education conducts the assessments in a real workplace, you will not attempt the scenarios for the purpose of assessment.

Studying the learner resources is essential for the preparation of the assessments. If you have any doubt or confusion about your progress, please contact the RTO by sending an email to info@gallipolieducation.edu.au

Assessment Task Submission

You are encouraged to complete and submit the assessments within the timeframe provided in the delivery schedule. Slight variation in assessment submission dates should not cause major effect on your completion but if you expect significant delay in the submission of assessments, please contact your assessor immediately by sending an email either to the RTO or your assessor.

Complaints and Appeals Process

Gallipoli Education has a Learner Complaints and Appeals Policy which can be found in our Learner Handbook or you may ask for a copy of this policy by sending an email to info@gallipolieducation.edu.au Any complaints or appeals from the learners will be managed based on this policy.

Course fee

The full course fee for CHC43015 Certificate IV in Ageing Support is \$2350, payable in two equal instalments. At the time of publishing this handbook, the RTO was not registered for any type of State or Commonwealth funding; however, it is imperative that you contact the institute for any government funding available. Alternatively, depending on the funding availability, further information should be available on the RTO website.

Tuition Fees includes access to online learning resources but excludes any additional books, uniforms, equipment, printing, travel to work placement etc.

Refund of Fees

Fees will be refunded in full or part when Gallipoli Education:

- Fails to deliver the course during the delivery
- Cancels the course prior to the commencement
- approves credit transfer for one or more units of competency from a previous qualification

Fees will not be refunded:

- When a learner intends to withdraw from the study due to personal commitments
- A credit note may be issued in case of illness when a medical certificate is submitted

Please refer to the Refund Policy for more details.

Trainer and Assessor Requirements

Gallipoli Education trainers and assessors will hold the following qualifications:

- TAE40122 or TAE40116 Certificate IV in Training and Assessment OR
- TAE40110 Certificate IV in Training and Assessment with TAELLN411 and TAEASS502 OR
- A qualification in adult and vocational education at a diploma or higher level.

In addition, this course is delivered only by persons who have:

- Vocational competencies at least to the level being delivered and assessed.
- Current industry skills directly relevant to the training and assessment being provided; and
- Current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry Engagement

All Trainers/Assessors maintain their knowledge and skills in the industry on a regular basis through attendance and participation at regular workshops/training as well as work release to re-enter industry to maintain currency and experience. Regular industry contact with facilities for learners is maintained and trainers remain current with up-to-date training regarding legislation/requirements through ongoing workshops.

In addition to the above, Gallipoli Education maintains regular contact with the industry and engages in systematic consultation with industry representatives to understand the changing industry benchmarks and expectations, which help the RTO deliver programs that best conform to the industry requirements, thereby producing graduates who are ready to join the workforce with full competence.

Unique Learner Identifier (USI)

From 1st January 2015 learners enrolling in nationally recognised training in Australia will need a Unique Learner Identifier (USI).

The USI is a form of file number that will link learners to their training records which are held in the national training collection. Learners will be able to access their records online, download them and share them with future training organisations electronically. With the learner's permission, training organisations will be able to see their learners' entire nationally recognising training record commencing with records collected in 2015. Training organisations will find it easier to assess pre-requisites and credit transfers and assess learners' eligibility for government-funded training places.

The USI will improve the VET sector's transparency and responsiveness, enable more evidence based policy intervention by Governments and support the management of government funded learner subsidy programs.

Learners who need a USI include:

- Learners who are enrolling in nationally recognised training for the first time;
- School learners completing nationally recognised training; and

Once a learner creates their USI they will be able to:

- Give their USI to each training organisation they study with;
- Give their training organisation permission to view and/or update their USI account;
- Give their training organisation view access to their transcript;
- View and update their details in their USI account; and
- View online and download their training records and results in the form of a transcript from 2016.
- Control access to their transcript from 2016.

To create your USI, please visit www.usi.gov.au. Alternatively, you may ask Gallipoli Education to apply for USI on your behalf. If you choose this option, you will need to fill in the USI Request Form provided with the RTO Enrolment Form. You will also need to provide a copy of your identification e.g. your Driver Licence, Australian Passport, Medicare Card, Australian Citizenship certificate, Birth Certificate etc. Non-Australian passport can be used provided it comes with a valid visa.

Gallipoli Education Support Services

Gallipoli Education offers support services to help learners to make steady and expected progress in their study. If you require support to help with your study, please contact the Institute by sending an email to info@gallipolieducation.edu.au to discuss the type of support you require. You will be asked to fill out a form to record the support services sought and offered. Your assigned trainer will contact you to arrange a virtual meeting to commence the support.

Training and assessment and the issuance of AQF certification

Gallipoli Education is responsible for the quality of training and assessment delivered within its scope of registration with the Australian Skills Quality Authority (ASQA) and in compliance with the Standards for Registered Training Organisations 2015.

Gallipoli Education is also responsible for the issuance of AQF certification when a learner completes all or part of the qualification. For successful completion of all required units, a Qualification in CHC43015 Certificate IV in Ageing Support will be issued. For successful completion of one or more units of competency, a Statement of Attainment for the units completed will be issued.



Contact details of external support services

The Following is a list of specialised support available to learners outside Gallipoli Education:

Police/Fire Department/Ambulance	000	http://www.triplezero.gov.au
Lifeline (24 Hour Counselling)	13 11 14	
Suicide Line (Statewide helpline)	1300 651 251	
Salvation Army Crisis Line		https://salvos.org.au/
Kids Help Line	1800 551 800	www.kidshelpline.com.au
Domestic Violence and Incest Resource Centre	9486 9866	http://www.dvrcv.org.au
Beyond Blue – National Depression Initiative	1300 224 636	www.beyondblue.org.au
Life Line - 24-hour telephone counselling	131 114	www.lifeline.org.au
Money & Credit Centrelink Youth & Learners Line	132 490	https://www.humanservices.gov.au/customer/services/centrelink/youth-allowance