

## Skill Set: Skills for Support Workers



## Program Overview

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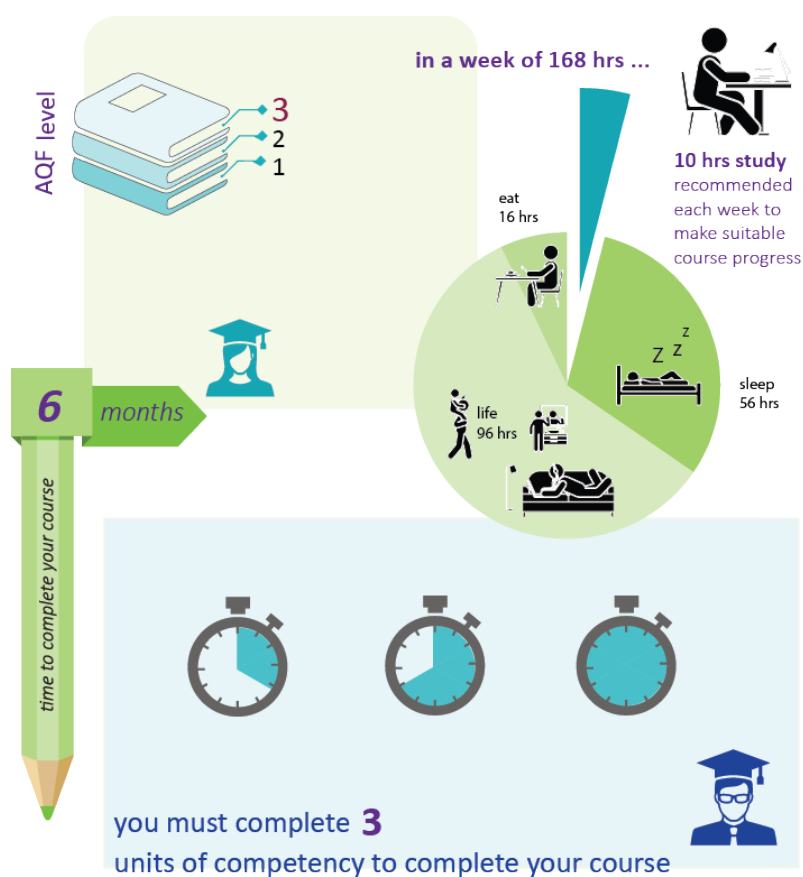
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## Contents

Overview .....	4
Welcome.....	4
Contact points.....	4
<i>Skills for Support Workers Skillset</i> .....	5
Aim of the program .....	5
Structure of the program.....	5
Accreditation and recognition .....	6
Study workload .....	6
Third party arrangements.....	6



## Overview

### Welcome

Welcome to the *Skills for Support Workers* skillset. This is a nationally recognised and accredited program presented by UNE Partnerships Pty Ltd, the Education and Training Company of the University of New England.

We are delighted that you have joined this program. This Skillset provides the skills and knowledge for your role as a support worker, including working respectfully with people from diverse cultural and social groups and situations, working within legal and ethical frameworks and participating in safe work practices.

### Contact points

As experienced distance education providers, we understand how important communication is. We have used our online site to take advantage of current technology and make sure that information and contact points are up to date and go to the right people, while also giving you the opportunity to use the forms of contact that suit you.

### Administration

If you have any questions of an administrative nature, please contact the student support team via the online site, or alternatively through:

Telephone: 02 6773 0000  
Email: [enquiries@unep.edu.au](mailto:enquiries@unep.edu.au)  
Mail: UNE Partnerships Pty Ltd  
PO Box U199  
University of New England NSW 2351

### Learning and Assessment

If you would like to discuss program content or assessment requirements, please contact your allocated assessor. You can message them on the online site.

### Customer protection officer

The customer protection officer is responsible for handling any complaints, grievances and appeals to ensure compliance with consumer protection legislation and contractual obligations. The Director of Education is the designated customer protection officer. Contact details are below.

Meg Michell Director of Education  
Telephone: 02 6773 0000  
Email: [meg.michell@unep.edu.au](mailto:meg.michell@unep.edu.au)

## Skills for Support Workers Skillset

### Aim of the program

This qualification aims to equip participants with the skills and knowledge to work respectfully with people from diverse cultural and social groups and situations, including Aboriginal and/or Torres Strait Islander people, working within legal and ethical frameworks that apply to an individual job role and participating in safe work practices to ensure the health and safety of themselves and others as they care for clients.

### Learning outcomes

On completion of the program you will have studied the skills and knowledge to support health professionals with patient care, help create a safe and efficient work environment displaying knowledge of health and safety practices, follow ethical and legal guidelines and respect diversity and cultural awareness.

### Structure of the program

There are three units of competency in this skillset and a Statement of Attainment will be issued on the completion of these units.

The program is offered through online study, and an outline of the structure for delivery and assessment is provided below. Details of the units of competency in which you are enrolled are available by clicking the links below.

Table 1: Overview or course structure

Unit/s of competency	Assessment tasks
<a href="#">CHCDIV001 Work with diverse people</a>	Task 1: Knowledge quiz Task 2: Knowledge quiz Task 3: Self-reflection Task 4: Respond to diverse social and cultural backgrounds
<a href="#">CHCLEG001 Work legally and ethically</a>	Task 1: Short answer questions Task 2: Long answer questions Task 3: Workplace observation report
<a href="#">HLTWHS002 Follow safe work practices for direct client care</a>	Task 1: Follow safe work practices for direct client care Task 2: Follow safe work practices for manual handling Task 3: Follow safe work practices for infection control Task 4: Respond to an emergency Task 5: Contribute to safe work practices in the workplace Task 6: Reflect on own safe work practices

Units of competency are achieved as assessment tasks are successfully completed, you will receive a Statement of Attainment for those competencies you have successfully completed.

Information on how to submit your work for assessment is provided in the Assessment section of each Course online. Suggestions for managing your study and assessment tasks is also available in the additional support document '[Studying with UNE Partnerships](#)'. It is recommended you access and read that resource in addition to this Program Overview. Should you be unsure of what is required of you, contact your student support team.

## Accreditation and recognition

The Skills for Support Work Skillset in which you are enrolled is a nationally recognised and accredited program, listed on the national register of programs.

The competencies gained through successfully completing this program are cross-industry and nationally recognised. You may exit from this qualification at any time with a Statement of Attainment for any units of competency successfully completed to that point.

Furthermore, depending on circumstances related to the type and degree of credit sought, should you go on to enrol in and successfully complete either the Certificate III in Allied Health Assistance HLT33021, Certificate III in Individual Support CHC33021 or Certificate IV Medical Practice Assisting HLT47715, you may receive advanced standing into awards at the University of New England (UNE), subject to eligibility.

## Study workload

The nominal duration of your enrolment in the Skills for Support Workers Skillset is six months. The time it takes you to achieve the competencies required will depend on the amount of relevant learning and experience you have. Students with a moderate level of relevant learning and experience should be able to complete the program requirements in about 10 hours a week a week of self-directed workplace and individual study over the six month period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to six months from enrolment to complete the Skills for Support Workers Skillset. If you fall behind in your schedule, you should contact UNE Partnerships to discuss your progress. An extension to the study period may be available, however additional fees may apply.

## Third party arrangements

UNE Partnerships has not entered into any subcontracting arrangements for the delivery of training and assessment in this qualification.