a career in aged care

Using your language skills at work
Text
Centre for Culture, Ethnicity & Health

Design
Octagon Creative

Photography
Shivanjani Lal, Eva Collado, Louis Porter

Funded by the Victorian Multicultural Commission.
Considering a career in aged care?

Aged care is a growing industry that offers many career opportunities.

Australia’s population is getting older, and a career in aged care is a great chance to make a difference to the lives of older people. As many older Australians now speak languages other than English at home, your language skills will be very useful in this career.

Employment opportunities in aged care will greatly increase if you complete some formal training. Certificate III and Certificate IV courses in Aged Care are open to anyone over the age of 18. Some training providers offer extra support to students whose first language is not English.

Purpose of this booklet

This booklet can help you decide whether a career in aged care is right for you. It covers the qualifications you will need, and provides basic information about courses that can qualify you to work in aged and disability care.
What does aged care mean?

Aged care services are vital for supporting the needs of older Australians.

As an aged care worker, you will help older people with their day-to-day activities and provide companionship and emotional support.

There are three types of aged care services:

**Community care:** assisting older people to continue living in their own homes

**Respite care:** short-term support for older people whose care is primarily provided by family or other carers

**Residential care:** supporting older people in special aged care homes

Working in aged care can be physically and emotionally challenging. Challenges can include caring for people who can no longer manage basic tasks such as showering or toileting, and who sometimes have difficult behaviours. Shift work is also involved.

If you can meet these demands and enjoy working with older people, you will find that the work can be very rewarding. The ongoing demand for aged care workers and the opportunity to work flexible hours makes this a good choice of career for people with family commitments and other responsibilities.

What do you need to work in aged care?

You will need a caring and supportive attitude, respect for the rights of others, and be able to perform domestic duties efficiently.

You will also need some qualifications in aged care, basic knowledge of first aid and good English language proficiency. See page 10 for a guide to obtaining relevant qualifications.
Jobs in aged care

There are many kinds of aged care workplaces and many different jobs in the field.

An aged care worker is someone who is paid to look after older persons who may need support. Duties may include helping people with cleaning, shopping, transport, bathing and dressing, cooking, and taking their medicines.

Aged care workers are also sometimes called support workers, personal care assistants, home care assistants, community care workers and respite workers.

Who employs aged care workers?

Local councils, hospitals, nursing homes and multicultural services all employ aged care workers. Depending on where you are employed, you may visit clients in their homes or work with clients at a nursing home, hospital or care facility.

Once you have developed skills and experience in aged care work, you could also consider professions such as disability services, allied health and nursing.
I was born in Lebanon from an Assyrian – Iraqi background and came to Australia in 1988. In those days, people from one community preferred to work in their own community but today a carer from one background can go and work in a different community.

I work with people from any nationality. I speak Assyrian and English and sometimes that makes things easier. For example, one day I was asked to visit a Lebanese client. This lady previously had a carer who didn’t speak her language and therefore she was always upset. When I started to look after her, she met someone who not only understood her language but also her needs, so she started to open up and trust aged care workers again.

After two years as a carer I decided to take it further and study for a Certificate IV in Disability. With four children, finding the time to study and work hasn’t always been that easy but the course helps me to understand my clients’ needs, and therefore to help them physically and mentally.

The reason I became a carer is funny. Three years ago, a friend of mine told me that the council was running an aged care course and she asked me to enrol with her. We both did a six – month Certificate III course in Aged Care. I did my placement hours with Spectrum and I have been working with them since then.

When the client smiles at the end of my shift, it means I have done something good and that makes me happy.
With four children, finding the time to study and work hasn’t always been that easy but the course helps me to understand my clients’ needs, and help them physically and mentally. – Jacquelline –
Why are bilingual and bicultural workers needed in aged care?

**Bilingual workers** are people who communicate in English and another language, as required by their occupation.

**Bicultural workers** are people whose cultural backgrounds and understanding are useful in their occupation.

The aged care workforce needs more bilingual and bicultural workers. This is because people from migrant backgrounds now make up a significant proportion of older persons.

Some of these people may have low English skills, and other may lose their English skills as they get older. They may find it difficult to communicate with their carers or express their needs.

Being able to speak your clients’ preferred language can be very useful. Clients may be able to talk with you more easily, and you can help them to understand information provided in English or to access other services that they need.

Even if you cannot speak your client’s preferred language, coming from a similar cultural background can help you to understand their needs.
Working with elderly people from Chinese backgrounds gives me more satisfaction because I can give something back to my community.

– Stella –
my career in aged care

– Stella, Chinese Community Social Services Centre

I moved from Hong Kong to Australia 10 years ago. Apart from my family, I don’t have any relatives here and I thought that working would expand my social network.

At first I worked with Australian aged care agencies but I soon realised that I could use my bilingual skills more if I worked for a Chinese agency. I then started to work with Chinese Community Social Services Centre.

Working with elderly people from Chinese backgrounds gives me more satisfaction because we can communicate very easily and I also feel I can give something back to my community.

As I see my clients up to three times a week, the relationship can become very close. They trust me and we become good friends. In the Chinese culture, older people can’t always talk with their kids or doctors about the issues they face daily, but they feel they can talk to me instead. That’s why I like my job so much: I can make good friends, support them emotionally and in return they can support me as well. Every elder has their own story. When they talk about their life, they show me the history of my country. Their special stories make my days beautiful.

I like the variety and flexibility of my work – I have two kids and the aged care working hours can match my needs. I also like the ongoing personal enrichment. My daily duties involve going to different homes and bringing my clients to different places for medical appointments. I see different clients, places and professionals and in this way I expand my social experience.
Qualifications needed to work in aged care

A Certificate III in Aged Care is a popular way to enter into a career in aged care.

Once you have completed a Certificate III, you may want to complete a Certificate IV to build on your knowledge and skills in working with people who have complex needs.

If you would like to improve your English prior to undertaking these courses, you could do a Certificate III in English as a Second Language (ESL).

Some courses and aged care employers also require you to have a First Aid Certificate and a Police Records Check.

The following pages contain more information on each of these courses.

Certificates III in Aged Care

What is Certificate III?
This Certificate will give you the knowledge to provide physical, social and psychological support for the elderly as well as people with intellectual disabilities. You will carry out activities related to an individualised plan; report directly to a supervisor; and you won’t be responsible for other workers. Certificate III is usually undertaken through a TAFE course. This may be done full or part time, and then may be followed by a Certificate IV in Aged care work.
Entry Requirements
There are no minimum educational requirements for any of the Certificates III listed in this booklet. People of mature age (18 years and over) are encouraged to apply.

The selection process may include all or some of the following: attendance at an information session; aptitude test; literacy/numeracy assessment; group or individual interview where you are asked to show your interest in aged care and demonstrate appropriate interpersonal skills. You may also be asked to complete a Level 2 First Aid Certificate and produce a satisfactory Police Records Check prior to enrolment.

Employment opportunities
You can find employment in a range of aged care and disability services including residential aged care facilities, private homes and adult day care centres. You may also find work in hospital. Your primary role will be to provide personal care to older people or people with a disability.

Pathways to further study
Once you have finished any of the Certificate III courses you will be eligible to study for many of the Certificate IV courses that may include Certificate IV in Aged Care Work, Certificate IV in Disability Work, Certificate IV in Health Service Assistance – Allied Health Assistant, Certificate IV in Community Services (Lifestyle and Leisure), Certificate IV in Service Coordination (Aging and Disability), Certificate IV in Home and Community Care, and Certificate IV in Nursing – Enrolled/Division2 Nursing Certificate.

You may also wish to consider applying to do a Certificate IV in Nursing (Enrolled/Division 2 nursing). Previous experience or qualifications related to nursing (eg aged care) may support your application. Applicants must also meet certain literacy and numeracy standards in order to be considered. Those who do not have the required level of literacy and numeracy may have to do a program that helps them meet these standards.
Contact hours
You can study part-time or full-time over a 6-12 month period, although contact hours vary between each Certificate and training providers. Some of these hours will be placement hours. You will need to contact individual training providers for more detailed information.

Placement hours
These hours give you hands-on experience and are mandatory to Certificate III qualifications. During placement hours you will be able to apply the skills and knowledge you have learned during the course hours. Placements are usually organised for you by the training provider in a nearby area. You are advised to compare the number of placement hours between providers. If unpaid placement hours are much greater than contact hours, you should consider finding another training provider.

List of Certificate III courses

Certificate III in Aged Care Work
Certificate III in Aged Care Work qualifies you to work in residential aged care facilities such as nursing homes and hostels. Duties can include caring for the frail aged in our community by helping them with personal care such as showering, toileting and other activities. The course will also give you the basic skills to assist people with their emotional and psychosocial needs. Workers in this occupational group report directly to a supervisor and are not responsible for other workers.

Certificate III in Community Services (Aged Care Work)
Certificate III in Aged Care Work provides you with the practical skills and knowledge to work effectively with individuals and groups, in both residential and community settings; identify their needs; and plan and develop appropriate services to meet those needs. You can either obtain a broad – based qualification or focus on either community services or community development work.
Certificate III in Home and Community Care (HACC)
Certificate III in Home and Community Care (HACC) qualifies you to work in the community, often in clients’ homes, and residential care facilities such as hostels and nursing homes. The Home and Community Care component is designed to give you the skills and knowledge in a broad range of services that support individuals, families, groups and community.

Please note: a number of providers offer Certificate III in aged Care Work and Certificate III in HACC as a dual qualification. This means you can study for these two Certificates at the same time.

Certificate III in Health Service Assistance – Allied Health Assistant
Certificate III in Health Service Assistance qualifies you to assist allied health professionals (such as physiotherapists, speech pathologists and occupational therapists) in the treatment and rehabilitation of patients and residents. Duties can include assisting with therapy and treatment, conducting group and individual programs and maintaining equipment and aids. This Certificate enables you to work in health care facilities including hospitals and supported residential services.

Certificate III in Disability/Disability Work
This course is known as either Disability or Disability Work. Certificate III in Disability Work provides you with the practical skills and knowledge to enhance lifestyle, promote independence and empowerment, and encourage people with disabilities to participate in community activities. You will develop an understanding of the nature and provision of disability services and you will work with people with a disability in the community or residential facilities.
Certificates IV in Aged Care

A Certificate IV qualification will enable you to provide services to individuals with complex needs, and work with groups of older people. Work may include training and support to promote independence and community participation. This may be provided in a variety of settings including residential and centre-based programs. Workers report to service managers and liaise with professionals and other service providers. They may also be required to supervise and/or coordinate a limited number of other workers.

Entry Requirements
There are no minimum educational requirements for Certificate IV. People of mature age (18 and over) are encouraged to apply.

Ideally students will have a Certificate III in Aged Care or paid/unpaid experience in supporting the lifestyle and leisure needs of older people and/or people with disabilities. The selection process may include all or some of the following: attendance at an information session; aptitude test; literacy/numeracy assessment; group or individual interview where you are asked to show your interest in aged care and demonstrate appropriate interpersonal skills. You may also be asked to complete a Level 2 First Aid Certificate and produce a satisfactory Police Records Check prior to enrolment.

Pathways to further study
When you have completed any Certificate IV course, you will be eligible to apply for other courses such as Certificate IV in Aged Care Work, Certificate IV in Disability Work, Certificate IV in Health Service Assistance – Allied Health Assistant, Certificate IV in Community Services (Lifestyle and Leisure), Certificate IV in Service Coordination (Aging and Disability), Certificate IV in Home and Community Care, Certificate IV in Nursing – Enrolled/Division 2 Nursing.
Please note: apart from Certificate IV in Nursing, these certificates will only provide you with more specialised knowledge. They are not higher-level qualifications.

Contact hours
You can study part-time or full-time, usually over a 12–month to two–year period, although contact hours vary between each training provider. Some of these hours will be placement hours. You will need to contact individual training providers for more detailed information.

Placement hours
These hours give you hands–on experience and are usually organised for you by the provider in a nearby area. You are advised to compare the number of placement hours between training providers if unpaid placement hours are much greater than contact hours you should consider finding another training provider.

List of Certificate IV courses

Certificate IV in Aged Care Work
Certificate IV in Aged Care Work qualifies you to carry out activities related to maintaining of the wellbeing of older people with complex needs, supporting them to meet their emotional and psychosocial needs. This may be provided in a variety of settings including residential and centre – based programs. You may be required to supervise and/or co–ordinate a limited number of other workers.

Employment opportunities
You can find employment in a range of aged care and disability services including nursing homes and hostels, rehabilitation centres, private homes and adult day care centres. You may also find work in hospitals. You may pursue a career as a home care worker, personal care worker or community worker.
Certificate IV in Health Service Assistance – Allied Health Assistant
Certificate IV in Allied Health Assistance qualifies you to assist allied health professionals (such as physiotherapists, speech pathologists and occupational therapists) in the treatment and rehabilitation of patients and residents of nursing homes and hostels. Duties may include assisting with therapy and treatment, conducting group and individual programs and maintaining equipment and aids.

Employment opportunities
You can find employment in a range of aged care and disability services including nursing homes, hostels, rehabilitation centres, private homes and hospitals. You may pursue a career as an allied health assistant, therapy assistant, physiotherapy assistant or occupational therapy assistant.

Certificate IV in Community Services (Lifestyle and Leisure)
Certificate IV in Leisure and Health
These courses are designed for people who wish to gain employment in the aged care sector or disability field, with a particular emphasis on providing recreation and leisure program. Workers usually work in residential facilities or in community agencies and day centres.

Employment opportunities
On successful completion of the course, you will be eligible for positions in the aged care and disability sectors, working as a lifestyle and leisure coordinator or activities coordinator. You may pursue a career as an activities coordinator, diversional therapist, community worker or recreational officer.

Certificate IV in Service Coordination – Ageing and Disability
This course enables participants to develop the skills and knowledge needed to coordinate projects and to supervise staff and volunteers in residential or community care services for older people with a disability. These include supervision and management skills, consultation skills and understanding how to work with local communities in the provision of services.
Employment opportunities
On successfully completion of the course, you will be eligible for positions in the aged care and disability sectors as an assistant care co-ordinator, assistant respite co-ordinator, assistant house coordinator, aged care worker or community care worker.

Certificate IV in Disability Work
The Certificate IV in Disability Work teaches the skills required to provide training and support to people with disabilities, to enhance their ability to achieve greater levels of independence, self reliance and community participation. The course prepares students to work as a support worker in the areas of physical disability, sensory impairment and intellectual disability in both residential and community based settings.

Employment opportunities
On successful completion of the course, you will be eligible for positions in the aged care and disability sectors as a lifestyle and leisure coordinator, activities coordinator, disability officer day support, aged care worker or social educator.

Certificate IV in Home and Community Care (HACC)
This course is for people who want to provide care to clients or groups of clients in their homes or in other community setting. You may provide personal care services to elderly clients, clients with a disability, or clients with complex needs. You may also supervise and coordinate a small group of other workers.

Employment opportunities
You can find employment in a range of aged care and disability services including residential aged care facilities, private homes and in adult day care centres. You may also find work in hospitals. Your primary role will be to provide personal care to older people or people with a disability. You may pursue a career as a senior community care worker, personal care worker, day activity worker or support worker.
Certificate IV in Nursing – Enrolled/Division 2 Nursing
This course provides participants with the skills required to qualify as a Division 2 Registered Nurse. You will work with people in a range of health settings to provide general patient care including showering, toileting, feeding and wound dressing under the supervision of a Division 1 Registered Nurse. This course now includes the administration of enteral, topical, subcutaneous and intramuscular medications.

Entry Requirements
Training providers may have different entry requirements, but Year 12 (VCE) or mature age entry (18 years and over) is expected (please check with individual training providers). You will be required to attend an interview and to pass an entrance exam often administered through VETASSESS (a $45 fee applies). VETASSESS tests students for literacy in English and Maths equivalent to Year 9 level. For more information visit www.vetassesstest.com.au.

Please note that some training providers might do their own literacy assessments. Some training providers also require applicants to successfully complete an approved short course in medical terminology.

The applicant should also demonstrate an interest in aged care. It is a requirement of the Certificate IV in Health that you have a Level 2 First Aid Certificate.

Vaccinations
Students must meet vaccination requirements prior to undertaking a clinical placement. These include evidence of childhood and other vaccinations such as Measles, Mumps, Rubella and so on. You will also need to be immunised against Hepatitis B and Tetanus. You will be asked to take a Mantoux test to ensure you have immunity to Tuberculosis (TB). Students are advised to go to their local doctor for vaccinations. The cost of vaccinations is wholly borne by the students. Ask your training provider for more information.
Employment opportunities
Division 2 nurses can seek employment in a variety of health care settings such as aged care, mental health, community health and rehabilitation, either in hospitals, nursing homes or community centres.

Pathways to further study
Division 2 nurses can complete post-basic qualifications or go on to complete a university degree in the Bachelor of Nursing that qualifies you to work as a Division1 Registered Nurse.

Contact hours
The length of this course is approximately twelve months fulltime or two years part-time. Please make inquiries with providers as not all offer part-time enrolment. Contact individual providers for more information.

Clinical placement hours
Clinical placement hours vary widely across training providers.

Registration
Registration is compulsory. Upon successful completion of Certificate IV, students must register as a Division2 nurse with the Nurses Board of Victoria. For more information go to www.ahpra.gov.au.

Registration Fee
The cost of first-time registration is 145.00. Registration must be renewed each year for a fee of $95.
Other qualifications you may need

English Language Certificate
If you lack confidence with your English language skills and would like to improve, you can also do a Certificate III in English as a Second Language (ESL).

The ESL Certificate provides you with the knowledge and English language skills needed to gain employment and work effectively in Australia. The Northern Melbourne Institute of TAFE (NMIT) offers a course specifically designed for students who want to work in the aged care industry and need some extra help with their English skills. The course is run with the Certificate III in Aged Care Work.

Certificate III/IV in ESL (Employment), Certificate III in Aged Care Work and Certificate III in Home and Community Care gives you a triple qualification. It is suited to people who speak English as a second language and is available through the Centre for Adult Education (CAE).

First aid requirements
In order to be eligible for the Certificate III or IV in Aged Care, you must also complete a Senior First Aid certificate.

Police Records Check
You will have to undergo a Police Records Check to be accepted into any of the Certificates listed in this booklet. This is a requirement for anyone working in a direct care role in services funded by the Department of Human Services. The Police Records Check is to confirm that you have not been convicted of committing a serious crime in the past ten years. It is organised by the training provider, involves filling out a simple form, and will cost you approximately $14.50.
Useful information

Recognition of prior learning (RPL)
If you have some previous work experience or a qualification that you think relates to aged care, you can apply for recognition of prior learning. This may shorten your course. Recognition of prior learning could provide you with a full or part qualification, and avoid duplication of training. It could be used to identify what training you need to complete a qualification, or provide a pathway to higher qualifications. The websites below provide useful information about recognition of prior learning and recognition of skills competencies for candidates.

• Only a Registered Training Organisation (RTO) can recognise your skills and issue you with a qualification or Statement of Attainment. You can find an RTO by going to the National Training Information Service (NTIS) website at www.ntis.gov.au.

• Australian Skills Recognition Information is part of the Department of Immigration and Citizenship. Skills Recognition is the recognition of skills/qualifications migrants have gained overseas. Statements of educational comparison for qualifications obtained overseas may allow a person to practise their occupation in Australia (www.immi.gov.au).

• Visit a Skills Store to receive advice about how your current work skills and experience can count towards a new qualification. For a full list of Skills Store visit www.skills.vic.gov.au.
Online study
Some providers may offer you the option to study online. Think about whether this way of studying is right for you. Studying by correspondence means you study on your terms, at a time and place that suits you. This option is not suitable for everyone. If you are not comfortable with computers or learning on your own, you may feel isolated from students and teachers.

Youth Allowance Scheme
Youth Allowance can assist you if you are a young person who is studying, undertaking training or an Australian Apprenticeship, looking for work, or sick. In 2010 important changes occurred to Youth Allowance and other student payments. For more information visit www.centrelink.gov.au.

Student Travel concessions
Student concession cards are available for approved tertiary students. They entitle the cardholder to purchase tickets at a reduced rate for public transport within Victoria. Application forms are available from 74 stations in metropolitan Victoria, the Met shop and on the Metlink website. For more information, visit www.metlinkmelbourne.com.au.
Jorge’s wife had been working as a carer and recommended that he attend the Home and Community Care course provided by Greater Dandenong Council.

“When I started the course I was the only man in class,” says Jorge. “My opinion is that men have the wrong idea of what this job is about – they think that they have to do everything for their clients. The reality is very different though.

“Most of my clients are mainly independent but they need a little help to live at home. For example, you might vacuum or dust to prevent the client getting injured while doing some work in the house. Some of the clients might have illnesses or have physical conditions that impair them from doing some work, so we do it together. Part of our job is to encourage clients to exercise in order to regain their balance or mobility.

“Other daily activities in my job can include providing respite to the family members, taking the clients to do some shopping or to go and buy medicine for them. You never get bored, and you usually work locally – which means that you don’t have to sit for hours in the traffic to go to work!

“We do work but at the same time we also help people. Our clients wait for us, and if we don’t go they are lonely. In every job there are goals to achieve. In this job you see if you have reached your goal straight away: if the client is happy you have done a good job. This, at the end of the day, is what matters. The clients are also very grateful and their words of encouragement fill your heart.

“The Council looks after us workers. We feel safe and protected. If someone feels uncomfortable there is always someone to talk with and they can fix the problem. Last but not least, there is always the opportunity to be promoted!”

Jorge came to Australia more than 20 years ago, from El Salvador. He worked as a technician with a telecommunications company for ten years but was retrenched in 2000. He tried casual work for a few years but the instability of the work made him decide to try for a career in aged care.
In this job you see if you have reached your goal straight away: if the client is happy you have done a good job.

– Jorge –
Contact and placement hours for training courses

Placement and contact hours differ between training providers. If your training provider is only offering a small number of course hours in the classroom, you may wish to question the quality of the training and look for another training provider.

You will also be less likely to find a job if your training provider offers you a course that is only a few weeks in length. As a guide, you could expect full-time training to take at least one semester, or around 12 weeks.

For more information, visit www.skills.vic.gov.au or call 1300 722 603.

Apprenticeship opportunities

You should ask your training provider if they offer apprenticeships and traineeships. These are often referred to as Australian Apprenticeships, which are available to anyone over the age of 16.

Australian Apprenticeships offer:

• combined paid work and structured training that can be on-the-job, off-the-job, or both
• competency-based training, which means you can complete your training faster if you reach the required skills level
• recognition of existing skills and prior experience that may reduce training time
• full-time or part-time training, and
• nationally recognised qualifications and skills which provide the basis for further education and training

As an apprentice you will receive wages and other employee benefits. Qualifications are nationally recognised. For more information visit www.australianapprenticeships.gov.au.
Training providers

TAFE Institutions
These organisations are Victoria’s largest providers of post-compulsory education and training.

Private Registered Training Organisations
These are private organisations that provide government-funded training and fee-for-service training.

You can obtain a copy of all courses and training providers by contacting Information Victoria (www.vic.gov.au) on 1300 366 356 or Skills Victoria at www.skills.vic.gov.au. You can also contact the Department of Education and Early Childhood Development (DEECD) on 131 823 or email tafe.courseline@diird.vic.gov.au. This service can refer you to courses offered by TAFE Institutes, private providers, Adult Community Education (ACE) organisations, and universities.

You should make enquiries through your provider regarding the number of intakes per year, as these can differ between providers. TAFEs usually have two intakes: one in February and one in July, but applications must be made well in advance.
Fees

Compare costs charged by private providers as they vary considerably. TAFE fees are fixed and are often the most competitive. They also offer heavily-reduced fees if you have a Health Care Card.

<table>
<thead>
<tr>
<th>TAFE Fees</th>
<th>2010 rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate per student contact hour</td>
<td>$1.62</td>
</tr>
<tr>
<td>Minimum fee</td>
<td>$120</td>
</tr>
<tr>
<td>Maximum fee (full year enrolment)</td>
<td>$1,000</td>
</tr>
</tbody>
</table>

Some providers offer an apprenticeship or traineeship that is fully or partly funded. This can significantly reduce your course costs. You should ask your training provider if this is available. Some private training providers offer a reduced fee if you have a health care card but this differs widely between providers. Please note that many training providers charge a materials and amenities fee. This cost varies between courses and training providers.
Victorian metropolitan providers

Certificate III and IV
Below is a brief list of training providers. More information on training providers is available from www.tafe.vic.gov.au.

Adult Multicultural Education Services (AMES)
Locations: Dandenong, Box Hill, Footscray, Oakleigh
Courses Offered:
Certificate III in Aged Care Work
Phone: 03 9926 4708
Email: www.ames.net.au

Aged and Community Care Victoria (ACCV)
Locations: Malvern
Courses Offered:
Certificate III in Aged Care Work
Certificate III in Home and Community Care
Certificate IV in Aged Care Work
Certificate IV in Leisure and Health
Certificate IV in Disability Work
Phone: 03 98059400
Email: serenag@accv.com.au
www.accv.com.au

Australian Institute of Workplace Learning
Locations: Melbourne
Courses Offered:
Certificate III in Aged Care Work
Certificate III in Disability Work
Certificate III in Health Service Assistance
Certificate III in Home and Community Care
Certificate IV in Aged Care Work
Phone: 1300 422 422
Email: info@aiwl.com.au
www.aiwl.com.au
CAE Access Education and Training
Locations: Melbourne
Courses Offered:
Certificate III in Aged Care Certificate III in aged Care and Certificate III in Home and Community Care (dual qualification)
Certificate III in Community Services Work
Certificate IV in Disability Work
Phone: 03 9652 0611
Email: enquiries@cae.edu.au
www.cae.edu.au

Chisholm Institute of TAFE
Locations: Bass Coast, Berwick, Frankston, Dandenong, Mornington Peninsula
Courses Offered:
Certificate III in Aged Care
Certificate III in Community Services (Aged Care Work)
Certificate III in Home and Community Care
Certificate III in Aged Care / Certificate III in Home and Community Care (Dual Qualification)
Certificate III in Health Service Assistance
Certificate IV in Aged Care
Certificate IV in Community Services (Aged Care Work)
Certificate IV in Home and Community Care
Certificate IV in Leisure and Health
Certificate IV in Disability
Phone: 1300 244 746
Email: enquiries@chisholm.edu.au
www.chisholm.edu.au
Holmesglen Institute of TAFE
Locations: Chadstone and Moorabbin
Courses Offered:
Certificate III in Aged Care
Certificate III in Home and Community Care
Certificate IV in Disability
Certificate IV in ESL – English for Health Professionals
Certificate IV in Nursing – Enrolled/Division 2 Nursing
Phone: 03 9564 2624
Email: info@holmesglen.edu.au
www.holmesglen.edu.au

Kangan Institute TAFE
Locations: Broadmeadows, Moreland
Courses Offered:
Certificate III in Aged Care,
Certificate III in Home and Community Care
Certificate III in Health Services Assistance
Certificate IV in Aged Care
Certificate IV in Nursing – Enrolled/Division 2 Nursing
Phone: 1313 8233
Email: enquiries@kangan.edu.au
www.kangan.edu.au

Northern Melbourne Institute of TAFE
Locations: Preston, Collingwood
Courses Offered:
Certificate III in Aged Care
Certificate III in Home and Community Care
Certificate III in Health Service Assistance
Phone: 03 9269 8438
Email: healthac@nmit.vic.edu.au
www.nmit.edu.au
RMIT University
Locations: Melbourne
Courses Offered:
Certificate III in Aged Care
Certificate III in Home and Community Care
Certificate IV in Disability Work
Phone: 03 9925 4226
Email: study@rmit.edu.au
www.rmit.edu.au

Spectrum Education & Training
Locations: Broadmeadows
Courses Offered:
Certificate III in Aged Care
Certificate III in Home and Community Care
Certificate III in Health Services Assistance
Certificate IV in Disability Work
Phone: 03 93301 7400
Email: set@spectrumvic.org.au
www.spectrumvic.org.au

Skills Plus
Locations: Frankston, Dandenong
Courses Offered:
Certificate III in Aged Care
Certificate IV in Aged Care
Phone: 03 9784 0400
Email: enquiries@skillsplus.com.au
www.skillsplus.com.au
Swinburne University of Technology  
Locations: Croydon, Prahan  
Courses Offered:  
Certificate III in Aged Care  
Certificate III in Home and Community Care  
Certificate III in Health Service Assistance  
Certificate IV in Disability Work  
Certificate IV in Home and Community Care  
Certificate IV in Leisure and Health  
Certificate IV in Allied Health Assistance  
Phone: 1300 275 794  
Email: study@swinburne.edu.au  
www.swinburne.edu.au

Victoria University  
Locations: Footscray, Werribee, St Albians  
Courses Offered:  
Certificate III in Aged Care  
Certificate III in Community Services  
Certificate III in Disability Work  
Certificate III in Home and Community Care  
Certificate III in Health Service Assistance  
Certificate IV in Aged Care  
Certificate IV in Disability Work  
Certificate IV in Leisure and Health  
Certificate IV in Home and Community Care  
Certificate IV in Service Coordination – Aging and Disability  
Phone: 03 9919 8294  
Email: agedcare@vu.edu.au  
www.vu.edu.au
Victorian regional providers
Certificates III and IV

**Bendigo Regional Institute of TAFE**
**Locations:** Bendigo, Echuca
**Courses Offered:**
Certificate III in Aged Care
Certificate III in Home and Community Care
Certificate IV in Leisure and Health
Certificate IV in Disability Work
Certificate IV in Nursing – Enrolled/Division 2 Nursing
**Phone:** 1300 554 248
**Email:** info@britafe.vic.edu.au
www.britafe.vic.edu.au

**Best Community Development**
**Locations:** Ballarat, Bendigo, Ararat, Maryborough
**Courses Offered:**
Certificate III in Aged Care
Certificate III in Home and Community Care
Certificate IV in Disability Work
**Phone:** 03 5329 1530
**Email:** training@bestcd.org.au
www.bestcd.org.au

**Diversitat**
**Locations:** Geelong
**Courses Offered:**
Certificate III in Disability Work
Certificate IV in Aged Care
Certificate IV in Community Services
**Phone:** 03 5224 2329
**Email:** training@diversitat.org.au
www.diversitat.org.au
East Gippsland Institute of TAFE

Locations: Bairnsdale, Sale, Fulham

Courses Offered:
Certificate III in Aged Care
Certificate III in Disability Work
Certificate III in Home and Community Care
Certificate IV in Aged Care
Certificate IV in Disability Work
Certificate IV in Home and Community Care
Certificate IV in Leisure and Health
Certificate IV in Nursing – Enrolled/ Division 2 Nursing

Phone: 1300 133 717
Email: email@egtafe.vic.edu.au
www.egtafe.vic.edu.au

GippsTAFE

Locations: Leongatha, Warragul, Yallourn,

Courses Offered:
Certificate III in Aged Care
Certificate III in Home and Community Care
Certificate IV in Community Services – Lifestyle and Leisure
Certificate IV in Disability Work
Certificate IV in Community Services Work

Phone: each campus has got their specific number. Check the website for more information
Email: records@gippstafe.vic.edu.au
www.gippstafe.vic.edu.au
Goulburn Ovens Institute of TAFE
Locations: Benalla, Wangaratta, Shepparton, Seymour
Courses Offered:
Certificate III in Aged Care
Certificate III in Community Services
Certificate III in Disability Work
Certificate III in Home and Community Care
Certificate IV in Aged Care
Certificate IV in Community Services Work
Certificate IV in Disability Work
Certificate IV in Nursing – Enrolled/Division 2 Nursing
Phone: 1300 468 233
Email: General course enquiry form at http://www.gotafe.vic.edu.au/courses/course_enquiry.cfm#
http://www.gotafe.vic.edu.au

South West Institute of TAFE
Locations: Warrnambool, Hamilton
Courses Offered:
Certificate III in Aged Care
Certificate III in Community Services Work
Certificate III in Disability Work
Certificate III in Home and Community Care
Certificate III in Health Service Assistance
Certificate IV in Community Services – Lifestyle and Leisure
Certificate IV in Disability Work
Certificate IV in Nursing – Enrolled/Division 2 Nursing
Phone: 03 5564 8911
Email: info@swtafe.vic.edu.au
www.swtafe.vic.edu.au
Sunraysia Institute of TAFE
Locations: Mildura, Swan Hill
Courses Offered:
Certificate III in Aged Care
Certificate III in Community Services
Certificate III in Home and Community Care
Certificate III in Disability Work
Certificate IV in Disability Work
Certificate IV in Nursing – Enrolled/Division2 Nursing
Phone: 03 5022 3666
Email: mildura@sunitafe.edu.au (General and Mildura enquiries)
www.sunitafe.edu.au

Wodonga TAFE
Locations: Wodonga
Courses Offered:
Certificate III in Aged Care
Certificate III in Disability Work
Certificate IV in Aged Care
Certificate IV in Disability Work
Certificate IV in Nursing – Enrolled/Division2 Nursing
Phone: 13 8233
Email: courseinfo@wodongatafe.edu.au
www.wodongatafe.edu.au
Where to get a First Aid Certificate

Ask your training provider if you need a Level 2 Aid Certificate and whether the Certificate should be completed before, during or at the end of the course.

The nationally – recognised course code is HLTFA301B Apply first aid, but it is more commonly known as Level 2 or Senior First Aid.

Here are some providers of first aid courses:

**Accidents Happen! First Aid Services**  
Location: Langwarrin  
Phone: 1300 178 243  
www.accidentshappen.com.au

**Australian First Aid**  
Location: Parkville, Ferntree Gully, Mulgrave, Mornington Peninsula, Warragul, Footscray, Narre Warren South, Hampton Park  
Phone: 1300 975 889  
www.australianfirstaid.com.au

**Australian Red Cross**  
Location: Several metropolitan and rural locations  
Phone: 1300 367 428  
www.redcross.org.au

**Emergency First Aid P/L**  
Location: Box Hill, Brunswick, Dandenong, Melbourne CBD  
Phone: 1300 30 11 93  
www.emergency.com.au
First Aid Management Training Centre
Location: Essendon, Blackburn, Cheltenham, Mornington, Healesville, Morwell and Geelong
Phone: 03 9894 1013
www.firstaidmanagement.com.au

H2O Pro
Location: Bendigo, Mulgrave, Wantirna, Wyndham
Phone: 03 9548 4244
www.h2opro.com.au

Life Aid Pty Ltd
Location: Forest Hill
Phone: 1300 5433 243
www.lifeaid.com.au

Life Saving Victoria
Location: Several locations in Melbourne and Regional Victoria
Phone: 03 9676 6900
www.lifesavingvictoria.com.au

Melbourne Health Training Services
Location: Bentleigh East
Phone: 03 9563 7222
www.mhts.com.au

Melbourne First Aid
Location: Melbourne CBD
Phone: 1300 305 606
www.melbournefirstaid.com

NMIT
Location: Preston
Phone: 03 9269 1299
www.nmit.edu.au/shortcourses
Premium Health
Location: Several locations in Melbourne and Regional Victoria
Phone: 1300 72 12 92
www.premiumhealth.com.au

Sports Medicine Australia
Location: Albert Park, South Melbourne, Mordiallic,
Phone: 03 9674 8777
www.vic.sma.org.au

St John Ambulance Australia
Location: Ballarat, Bendigo, MelbourneCBD, Croydon, Dandenong,
Essendon, Geelong, Traralgon, Mt Waverley, Werribee
Phone: 03 8588 8588
www.stjohnvic.com.au

Victorian First Aid
Location: Bairnsdale, Pakenham, Traralgon, Cranbourne,
Ringwood, Warragul, Dandenong, Wonthaggi
Phone: 03 5623 1192 or 0488 405 605
www.victorianfirstaid.com.au
Questions to ask training providers

To make sure that you find the right course, here are some questions you may want to ask training providers.

Entry requirements and assessment
• What are the entry requirements?
• Am I entitled to recognition of prior learning? If so, how does this affect my fees and the length of my course?
• How am I assessed during the course?

Contact and placement hours
• How many contact hours are there?
• How many placement hours are there?
• Is my placement organised by the training provider?
• Is my placement organised in my local area?
• Is the course offered on a full-time and part-time basis?
• Over how many weeks is the course delivered?

Fees
• What is the cost of the course?
• Is there a reduced fee if I have a Health Care Card? If so, how much?
• Are there subsidies/funding available to reduce the cost of my study?
• What is the cost of fees and amenities?
• Are there costs associated with the awarding of the Certificate?
• Are there any additional costs?
Apprenticeship and traineeship
• Do you offer apprenticeships/traineeships?
• Do I earn an income when I do an apprenticeship/traineeship?

Support for students
• What support is offered to students from a non–English speaking background?
• Do you assist students to find employment?