



National Qualification Code: CHC43015
Course Duration: 24 months (18 months for students already having the CHC33015/21 (Ageing))
Target students: New Entrant Trainees
Delivery Mode: Workplace anywhere in NSW

Your Role

This qualification reflects the role of support workers who complete specialised tasks and functions in aged services; either in residential, home or community-based Environments. You will take responsibility for your own outputs within defined organisation guidelines and maintain quality service delivery through the development, facilitation and review of individualised service planning and delivery.

You may be required to demonstrate leadership and have limited responsibility for the organisation and the quantity and quality of outputs of others within limited parameters.

To achieve this qualification, you must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

Entry Requirements

- English proficiency level: You must pass the Language, Literacy, and Numeracy (LLN) Test.
- Academic: Successful completion of Year 10 in a 12-year school system with at least 6-month work experience in an ageing services environment.
- Minimum Age: 18 years or older.

Exemption: The above requirements will be waived if you have successfully completed an Australian High School Leaving Certificate or an AQF Certificate III or above teaching in English.

Credit Transfer & Recognition of Prior Learning

Credit Transfer (CT) and Recognition of Prior Learning (RPL) are available for students who have studied Ageing Support courses or have work experience in an ageing support environment. If RPL and/or CT is granted, your study period will be shortened.

Course Outcomes

Occupational titles suited to this qualification include:

- Community Program Coordinator,
- Residential Care Worker,
- Support Worker (Community,
- Care supervisor,
- Accommodation Support Worker,
- Personal care worker,
- Personal care giver,
- Assistant Hostel Supervisor,
- Personal care assistant,
- Residential care officer,
- Day Activity Worker,
- Care Team Leader, etc.

Course Structure

Our course has been designed to meet the requirements for the CHC43015 Certificate IV in Ageing Support. It contains 18 units of competency as follows:

- Fifteen core units and
- Three elective units.

Unit code	Unit title
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
CHCMGT003	Lead the work team
HLTFSE001	Follow basic food safety practices
HLTWHS003	Maintain work health and safety

* Elective units of competency may be changed during the training program without prior notice.

**Fully subsidised course
under the NSW Government-funded
Smart & Skilled Program**

Fee-free for enrolments made before 30 June 2025
Contact: 02 9791 6020 or info@upc.edu.au

Delivery Mode and Assessment Method

We offer a combined distance and workplace delivery mode with a training period ranging from 24 months (or 18 months if you hold either the CHC33015 or CHC33021 in Ageing) until all relevant units are successfully completed. For part-time employees, the training period will be extended to double the standard duration. However, the course may be completed earlier with increased effort and commitment.

When developing your training plan, we will take into account the terms specified in your training contract as well as the relevant Vocational Training Order (VTO).

For the theoretical component of the course, our trainer will conduct online sessions via MS Teams, guiding you through a structured self-study program. You will then complete the knowledge assessments through our eLearning system. For the practical component, you will gain hands-on experience at your workplace with support from your supervisor and submit the skills assessments through the same eLearning platform

Course Completion

Upon successful completion of all 18 units of competency, you will be awarded the CHC43015 Certificate IV in Ageing Support. This qualification includes two documents: the Testamur and the Record of Results. If you do not complete all 18 required units, you will receive a Statement of Attainment listing the units of competency you have successfully completed.

Pathways

The CHC43015 is a Level 4 qualification under the Australian Qualifications Framework (AQF). The next level of study after this is the CHC52021 Diploma of Community Services.

Contact Details

University Preparation College

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SMART AND SKILLED

NSW Government
Subsidised Training Now Available

Smart and Skilled Program (SSP) is a reform of the NSW Vocational Education and Training (VET) System. It's helping you get the skills you need to find a job or advance your careers.

Training under Smart & Skilled Program is subsidised by the NSW Government. Subsidised tuition fees are the same whether you study at NSW TAFE or a government-selected college such as UPC College since your qualification is nationally recognised.

SSP Traineeship Enrolment Conditions

You must satisfy the following conditions:

- living or working in NSW and
- an Australian or NZ citizen, an Australian permanent resident, a humanitarian visa holder or an asylum seeker ([25 temporary visa types](#) are now eligible – Conditions apply) and
- starting employment within the first 3 months (full time) or 12 months (part time).

Available courses under S&S Program

UPC has six (6) subsidised courses under the Smart and Skilled Entitlement Traineeship Program:

- CHC30121 Certificate III in Early Childhood Education and Care.
- CHC50121 Diploma of Early Childhood Education and Care.
- **CHC43015 Certificate IV in Ageing Support.**
- CHC43121 Certificate IV in Disability Support.
- BSB40120 Certificate IV in Business.
- BSB50420 Diploma of Leadership and Management.

Enrolment Procedure

- Contact UPC for a pre-enrolment assessment.
- A consultant from an Apprentice Connect Australia Provider will visit you at your workplace to assess your eligibility and help you to sign a Training Contract with your employer.
- A training plan will be worked out based on your commitment to the course.
- Commence the training with a UPC trainer.

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