Module Name: Active Listening and Motivational Interviewing

Expected Learning outcomes:
- Build rapport and trust quickly by adjusting own communication style and type of language
- Confirm own understanding of an older person's details/situation
- Use empathy and questioning skills to identify areas of concern and obtain personal and/or sensitive information

Course Name: Ageing and the Concept of Positive Ageing

Expected Learning outcomes:
- Recognise the normal signs of ageing and why they occur
- Examine the effects of biased, stereotypical attitudes to ageing
- Describe the common medical conditions experienced during ageing
- Explain and encourage the concept of positive, active healthy ageing
- Identify and utilise assistive technology to promote independence in the older person

Course Name: Communication

Expected Learning outcomes:
- Build rapport and trust quickly by adjusting own communication style and type of language.
- Confirm own understanding of an older person's details/situation.
- Use empathy and questioning skills to identify areas of concern and obtain personal and/or sensitive information.
- Manage complex, difficult and/or life-changing conversations in a calm manner.
- Apply appropriate conflict resolution strategies to manage client frustration.

Course Name: Cultural Competency: Aboriginal and Torres Strait Islander people

Expected Learning outcomes:
- Apply an understanding of the historical context and potential health, wellbeing and service access issues related to cultural and linguistic diversity
- Access cultural/linguistic support services according to organisation policy and processes
- Recognise the effects of stereotypical attitudes and unconscious bias in relation to others' differences

Course Name: Cultural Competency: Culturally and Linguistically Diverse (CALD) People

Expected Learning outcomes:
- Apply an understanding of the historical context and potential health, wellbeing and service access issues related to cultural and linguistic diversity.
- Access cultural/linguistic support services according to organisation policy and processes.
Course Name: Cultural Competency: Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) people

*Expected Learning outcomes:*
- Apply an understanding of the historical context and potential health, wellbeing and service access issues related to sexuality and gender identity.
- Access cultural/linguistic support services according to organisation policy and processes.
- Recognise the effects of stereotypical attitudes and unconscious bias in relation to others’ differences.

Course Name: Dementia

*Expected Learning outcomes:*
- Apply an understanding of different models of dementia care

Course Name: Displaying Resilience in the Workplace

*Expected Learning outcomes:*
- Identify and reflect on own emotional response and emotional welfare
- Use self-care and stress management practices to manage work-related stress
- Know when and how to ask for help from colleagues, supervisors and others

Course Name: Elder Abuse

*Expected Learning outcomes:*
- Understand what constitutes elder abuse.
- Identify the risk factors for elder abuse.
- Identify and respond appropriately to elder abuse.
- Know when and how to escalate concern regarding elder abuse.
- Understand the relevant legislation to respond to indicators of abuse.

Course Name: Goal Setting

*Expected Learning outcomes:*
- Facilitate goal-directed planning in line with client needs and goals
- Support the client to assess their current situation and needs
- Support optimal independence by working to reduce the need for ongoing or higher levels of service
- Manage the expectations of an older person and their carer/family, including timeframes and funding arrangements

Course Name: Identify and Respond to Vulnerable Clients with Complex Needs

*Expected Learning outcomes:*
- See or hear indicators that an older person may have complex needs
- Know when and how to escalate an issue of vulnerability or complex needs
- Use appropriate tools and processes to identify, clarify, and prioritise complex or multiple needs
- Managing the client journey
My Aged Care Learning Environment Modules

Expected Learning Outcomes

Course Name: Knowing your Local Community and Networking

Expected Learning outcomes:
- Create and sustain networks and relationships across the community and My Aged Care workforce.
- Build and sustain supportive relationships and networks

Course Name: Mental Health

Expected Learning outcomes:
- Apply an understanding of the mental health model of care
- Work adaptively and be aware of how to escalate issues regarding vulnerability or complexity
- Manage complex difficult conversations in a calm manner
- Recognise the need for secondary assessment
- Discuss with the older person situations of risk

Course Name: Monitor and Review Client Plans

Expected Learning outcomes:
- Undertake a support plan review
- Update the client file with current, relevant notes that can be used by others to understand client needs
- Managing the client journey

Course Name: My Aged Care: Overview

Expected Learning outcomes:
- Explain the Commonwealth Home Support Programme and eligibility criteria;
- Explain the Home Care Packages Program, including the national queue;
- Explain Residential Care service options and eligibility criteria;
- Explain Flexible Care service options and eligibility criteria.

Course Name: National Screening and Assessment Form (NSAF)

Expected Learning outcomes:
- Explain the purpose of the NSAF and how it was developed
- List the core elements of the NSAF
- Outline the principles for best practice assessment
- Explain the information that can be found in the NSAF user guide
- Compare and contrast the information found in the NSAF User Guide with the My Aged Care Assessment Manual
- Describe how to navigate the client record
- Outline the process for accessing and completing an assessment using the NSAF
- Describe how to complete a support plan
- List the steps to refer for service

Course Name: Older People Living in Rural and Remote Areas

Expected Learning outcomes:
- Understand the complexities of geographical diversity and the impact of rural and remote issues

Course Name: Palliative Care

Expected Learning outcomes:
- Apply an understanding of the palliative care model of care
- Identify clients with complex needs, recognise the need for secondary specialist assessment
- Know when and how to ask for help from colleagues, supervisors and others
- Encourage a shared responsibility for an older person’s own support
My Aged Care Learning Environment Modules
Expected Learning Outcomes

Course Name: Prepare and Conduct Assessments
**Expected Learning outcomes:**
- Explain types of My Aged Care assessment, including assessment processes and outcomes
- Inform carers/family about their role and rights in relation to assessment
- Take a wellness and reablement approach to assessment
- Build rapport and trust quickly by adjusting own communication style and type of language
- Use empathy and questioning skills to identify areas of concern and obtain personal and/or sensitive information
- Support the client to assess their current situation, likely future situation and ensuing needs
- Relevant to your role (Home Support Assessor or Comprehensive Assessor), apply knowledge of health, medical, social and psychological considerations to conduct a holistic assessment

Course Name: Programmes: Commonwealth Home Support Programme
**Expected Learning outcomes:**
- Explain the Commonwealth Home Support Programme and eligibility criteria.

Course Name: Programmes: Flexible Care
**Expected Learning outcomes:**
- Explain flexible care service options and eligibility criteria

Course Name: Programmes: Home Care Packages and Residential Care
**Expected Learning outcomes:**
- Explain the Home Care Packages Program, including the national queue.
- Explain Residential Care service options and eligibility criteria.
Course Name: Roles and Responsibilities in the My Aged Care Workforce

Expected Learning Outcomes:
- Explain your own role, responsibilities and place in the overarching My Aged Care Journey
- Explain the roles and responsibilities of other people within the My Aged Care Journey
- Understand how roles work together as a single “My aged workforce” to deliver outcomes for older Australians
- Explain the purpose of the operating model and value own contribution to My Aged Care
- Understand the legal considerations of working with older people in relation to your own role and role of others

Course Name: Wellness and Reablement

Expected Learning outcomes:
- Explain reablement and examples of effective reablement strategies
- Work with an older person to establish and maintain healthy lifestyle practices
- Identify strategies for an older person to adapt to functional loss or to regain confidence and capacity
- Build on an older person’s strengths and ability to address needs
- Work with an older person to identify social and physical enables and disablers affecting health outcomes and quality of life

Course Name: Working with Carers

Expected Learning outcomes:
- Involve carers/family in a way that empowers the client and strengthens the relationship with carers/family.
- Maximise the involvement of clients, carers, natural supports and family in the My Aged Care journey. Maintain and promote collaborative relationships with clients, carers, their natural supports and others in the My Aged Care workforce.