Your learning pathway on My Aged Care Learning Environment (MACLE) is made up of a series of sequenced events conducted over the course of the program. It is based on best practice learning principles and approaches that will ensure successful outcomes for you and your workplace. You will participate in targeted formal learning delivered in short segments which will send you out to the most relevant and current information available, while also being encouraged to access your own network of workplace experts, either face-to-face or via technology.

**Who can I contact for support?**
If you have any questions or need support throughout your program, please contact the CIT Solutions My Aged Care Team.

Phone: (02) 6205 3694
Email: MyAgedCare@cit.edu.au

**About your program**
The following components make up your program.

**5 stages of learning**
The courses on MACLE are structured according to 5 learning stages:

1. **Stage 1: Information**
2. **Stage 2: Reflection**
3. **Stage 3: Knowledge Check**
4. **Stage 4: Application**
5. **Stage 5: Competency**

**Stages 1, 2, and 3 of learning (Information, Reflection and Knowledge Check) are designed to help you gain and check your knowledge around a particular area of content. They are not assessed.**

Depending on your depth of knowledge and skill in the Aged Care workforce, you may choose to skip some of the Stage 3: Knowledge Checks as you work through the courses, as they will include similar content to the Final Quiz, which will be assessed. However, attempting the Knowledge Checks as you go will help you successfully complete the Final Quiz. The ‘Knowledge Check’s provide instant feedback on progress and will highlight areas for further study.

---

LEARNER GUIDE_SOA2_8APR2019 | V3.1
Stage 4 (Application) is where you apply your knowledge in the form of a multi-decision scenario. The scenarios in Stage 4 are designed to allow you to practise your decision-making and explore the outcomes of your decisions, in a safe and risk-free environment. The scenarios are not assessed.

Stage 5 (Competency) is where you demonstrate how you implement this learning in your work role to enhance professional practice. You will need to provide examples to demonstrate this.
# Learning Pathway

## Your learning pathway

To assist you in completing your program, we have sequenced the learning and assessment items in an order to give you the best opportunity to build your skills and knowledge and demonstrate your competency.

### Your MACLE courses

If you are new to the Aged Care workforce, we recommend you work through the first five courses, listed below; this will give you a solid understanding of the fundamentals in My Aged Care. You may then work through the remaining courses in any order that suits you. If you are a very experienced practitioner, you may choose the courses of most relevance and/or interest to you. You are required to complete all courses and assessment activities on your ‘Assessment Activity Checklist’ to gain your SOA.

<table>
<thead>
<tr>
<th>Work through these courses first:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>My Aged Care: Overview</td>
<td>Ageing and the Concept of Positive Ageing</td>
</tr>
<tr>
<td>Roles and Responsibilities in the My Aged Care Workforce</td>
<td>Wellness and Reablement</td>
</tr>
<tr>
<td>Communication</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work through these courses in any order that suits you:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cultural Competency: Aborigional and Torres Strait Islander (ATSI) people</td>
<td>Cultural Competency: Culturally and Linguistically Diverse (CALD) people</td>
</tr>
<tr>
<td>Cultural Competency: Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) people</td>
<td></td>
</tr>
<tr>
<td>Programmes: Commonwealth Home Support Programme</td>
<td>Programmes: Flexible Care</td>
</tr>
<tr>
<td>Programmes: Home Care Packages and Residential Care</td>
<td></td>
</tr>
<tr>
<td>Palliative Care</td>
<td>Goal Setting</td>
</tr>
<tr>
<td>Mental Health</td>
<td>Displaying Resilience in the Workplace</td>
</tr>
<tr>
<td>Mental Health</td>
<td>Identify and Respond to Vulnerable Clients with Complex Needs</td>
</tr>
<tr>
<td>Prepare and Conduct Assessments</td>
<td>Elder abuse</td>
</tr>
<tr>
<td>Prepare and Conduct Assessments</td>
<td>Active Listening and Motivational Interviewing</td>
</tr>
<tr>
<td>Knowing your Local Community and Networking</td>
<td>Monitor and Review Client Plans</td>
</tr>
<tr>
<td>Knowing your Local Community and Networking</td>
<td>Older People Living in Rural and Remote Area</td>
</tr>
<tr>
<td>Dementia</td>
<td>NSAF: Design and Application</td>
</tr>
</tbody>
</table>

---

**LEARNER GUIDE_SOAZ8APR2019 | V3.1**
Assessment Information

Assessment Activities
You will complete assessments activities throughout your program. You will complete these activities online or in the workplace. To fulfil the assessment requirements for accredited learning, simply follow the assessment activity checklist.

Assessment Activity Checklist
The following Assessment Activity Checklist outlines all of the assessable activities you will need to successfully complete to gain competency.

Assessment Activity Checklist

<table>
<thead>
<tr>
<th>Number</th>
<th>Assessment activities</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>View all online courses and activities that are relevant to your learning needs.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Complete the Prepare and Conduct Assessments course on MACLE</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Document how your work has been or will be enhanced by what you have learnt in the Prepare and Conduct Assessments course.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Your answer needs to:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ include at least 2 examples, and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ be 300 words as a minimum</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Complete the Goal Setting course on MACLE</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Document how your work has been or will be enhanced by what you have learnt in the Goal Setting course.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Your answer needs to:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ include at least 2 examples, and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ be 300 words as a minimum</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Complete the Monitor and Review Client Plans course on MACLE</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Document how your work has been or will be enhanced by what you have learnt in the Monitor and Review Client Plans course.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Your answer needs to:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ include at least 2 examples, and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ be 300 words as a minimum</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Final Quiz (Located on the MACLE homepage.)</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>De-identified client support plan 1: Support plan to include the assessment summary, goals and recommendations (includes area of concern), recommended services and strategies.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>De-identified client support plan 2: Support plan to include the assessment summary, goals and recommendations (includes area of concern), recommended services and strategies.</td>
<td></td>
</tr>
</tbody>
</table>
Third party verification completed by Workplace Supervisor or experienced practitioner of observed assessment/s. During the assessment/s of an older person, evidence of a wellness approach and appropriate responses to any risk or potential risk must be demonstrated.

There is a template provided for you to download and share with your workplace supervisor or experienced practitioner.

Final Quiz
The Final Quiz is one of the summative assessment tasks that you will be required to complete, with 100% accuracy, in order to achieve your Statement of Attainment. The Final Quiz includes similar questions to those covered in the Knowledge Checks within the MACLE courses.

The Final Quiz is located on the MACLE homepage.

De-identified support plans
As part of the evidence you need to collate you will need to provide a number of de-identified support plans for clients (note the full assessment is not required). The support plans will need to display evidence of the use of a wellness approach and appropriate responses to any risk or potential risks. Support plans that have not being de-identified will be deleted and a request for a replacement made.

Third Party Verification of Competence
Third party verification of competence confirms that you have demonstrated the required skills and knowledge by completing one or more assessments of an older person within established guidelines. They should be completed by your workplace supervisor or experienced practitioner.

The third party verification of competence template contains full completion instructions.

Submission of Assessment Activities
Important instructions around assessment requirements and submission can be found within your SOA course on MACLE, under “Learning and Assessment”. Where possible, it is good practice to keep a copy of each assessment activity as a safeguard.

Virtual Support
Virtual Support are sessions conducted over the phone or online by a CIT Solutions facilitator. They could be for a range of purposes including program introductions, support and updates.
Retaining Assessment
CIT is required to keep copies of some submitted assessments and associated records as evidence of your participation, as a quality check by our national regulator, the Australian Skills Quality Authority (ASQA). You retain ownership and copyright of all original assessment materials that you have written, completed or created.

Assessment Feedback
Results and feedback will be available in MACLE. CIT Solutions endeavours to provide feedback in a timely and responsive way. Please contact the My Aged Care Team if you have any concerns.

Reassessment
If you are unable to achieve the required standard on your first attempt at an assessment activity, CIT Solutions’ policy on reassessment allows you one additional opportunity for reassessment. Our assessor provides feedback and you have an opportunity to discuss and clarify any comments.

Appeals
In line with CIT’s Academic Appeals Policy, you have the right to appeal an assessment result. In the first instance, you should speak to the CIT Solutions My Aged Care Team to raise any issues and discuss options.

Special Needs/Reasonable Adjustment
All Registered Training Organisations (RTOs) must ensure that they adhere to the principles of access and equity and they can make reasonable adjustments to ensure they meet these principles. CIT Solutions has a policy regarding reasonable adjustment and provides guidance to facilitators and CIT Solutions My Aged Care Team members on the application of the policy. If you have any special needs or require assistance in completing an assessment activity, please talk to your workplace trainer or the CIT Solutions My Aged Care Team.

Assessment Guidelines
Presentation of all assessment items must be in a professional format and to the standard acceptable in your workplace.

Downloadable templates of assessments, where required, will be provided on MACLE.

Please check with the appropriate business area within your department regarding the release of any confidential and/or sensitive information.
Qualification Information

The Statement of Attainment 2 – Training in My Aged Care, Home Support Assessor, offered by CIT Solutions is made up of the following 3 units of competency:

- CHCAGE001 Facilitate the empowerment of older people
- CHCCCS005 Conduct individual assessments
- CHCCCS016 Respond to client needs

These three units of competency are part of CHC32015 Certificate 111 from the Community Services Training Package.

Please use the below link if you require Information regarding this qualification and/or individual units of competency.


Each of the units of competency within the qualification has performance criteria that guide how you will be assessed. These performance criteria have been mapped by CIT Solutions to the courses and assessment activities. Successful completion of the activities will provide sufficient evidence to assess you as competent and enable you to receive the qualification. Please note: you are required to complete these assessment activities at the level of the qualification you are undertaking in line with the Australian Qualifications Framework (AQF).

For more information about the AQF levels, please follow this link: AQF Levels.

How long do I have to complete this program?
You must complete all program assessment requirements within 16 weeks from the commencement of your training program. If you are unable to meet this deadline, due to exceptional circumstances, contact the CIT Solutions My Aged Care Team to apply for an extension for submission of outstanding assessments.

Please note: you must apply for this extension in writing before the course completion time has expired.

If you fail to notify the CIT Solutions My Aged Care Team of the exceptional circumstances that have prevented your completion, you will incur an administration and/or re-enrolment fee.

When will I get my qualification?
You will be assessed as competent and receive an ungraded pass (UP) result upon successful completion of your program and all assessment requirements.

Your learner file will be sent to the Quality Assurance (QA) Team for auditing purposes. The team will contact you to check your personal details (legal name and mailing address) and update these if required. The QA Team will produce a compliance report, which will be authorised and forwarded to the CIT Awards and Graduation Team who will produce your qualification.
Rights and Responsibilities

Plagiarism
Plagiarism is using the ideas, words or work of another person without acknowledging the source. When completing your assessment tasks you may use others material. For example, you may paraphrase someone else’s words to illustrate a point. It is important that you acknowledge where this material was sourced from. You have a responsibility to complete all assessment tasks honestly without any form of plagiarism. Recycling other learners’ work or colluding with another learner on a course are considered forms of plagiarism.

Please note that in the event of plagiarism, employers of sponsored learners may be informed. Students can find information about copyright and plagiarism and their obligations while studying at CIT Solutions in the Copyright for Students and Plagiarism LibGuides.

Netiquette: How to operate in an online environment
Netiquette or netiquette provides rules on how to communicate with others when you are working in an online environment. Below are a set of core rules to help you with your online communication:

Remember there is a human being over there, be respectful.

Before you press the post button ask yourself: ‘Would I be OK if someone sent this to me?’

This is a workplace space. Act the same way as you would act at work.

Maintain the Australian Public Service (APS) Value of Respect: The APS respects all people, including their rights and heritage.

Make it easy to read. Check your spelling and grammar.

Maintain a pleasant, friendly tone.

Share your knowledge. On your journey if you find a useful link to reading on a topic, share it. It builds your learning community.

Forums, such as the Virtual Classroom, are focussed on learning about program topics and answering each other’s questions. They are not a place for sharing about work concerns. Please talk to a trusted work colleague for any concerns or contact learner support.

Respect each other’s privacy. We are a learning community. What is discussed on the forums is private to our community.