

Participant Course Guide

Dementia Essentials

CHCAGE011 Provide support to people living with dementia



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Welcome

Welcome to Dementia Australia and the Dementia Essentials Participant Course Guide. This guide will provide you with details of the course including eligibility, course outline, time commitment, resources, assessments and enrolment. We recommend you read this Course Guide together with your **Accredited Courses Participant Handbook** to ensure you are aware of all the requirements of undertaking this course.

For further course enquiries please contact our team at cdl@dementia.org.au

If you are interested in learning more about Dementia Australia's suite of courses, we encourage you to explore our website further at:

www.dementia.org.au/professionals/professional-development-and-training

We appreciate your commitment to improving the quality of dementia care and look forward to working with you as you continue to build your dementia capabilities throughout your learning journey with us.

Funding acknowledgement

The Dementia Essentials is a Dementia Training Australia (DTA) course, funded by the Australian Government and delivered by Dementia Australia. There is no cost to attend this course.

Dementia Training Australia provides dementia-specific education, training, and professional development for aged and health care professionals. Dementia Training Australia's mission is to improve the knowledge and skills of the workforce who are involved in supporting people living with dementia, their families and carers. We focus on evidence-based standards in the development and delivery of practical education and learning pathways for individuals and organisations.



Section 1 | About the course

Dementia Essentials

CHCAGE011 Provide support to people living with dementia

Unit Code	Unit Title
CHCAGE011	Provide support to people living with dementia

The Dementia Essentials is a nationally accredited unit of competency designed for staff who are currently working with people living with dementia and who are committed to improving their workplace practices in the support of people living with dementia.

The Dementia Essentials is a Dementia Training Australia (DTA) course, funded by the Australian Government and delivered by

Eligibility

To undertake this course and be able to complete the course assessments you are required to be able to meet all the following criteria.

- Working in a health/aged care/community/home care/disability setting in Australia.
- Working in a role where you are currently supporting at least two people living with dementia.
- Have access to individualised care plans and other relevant documentation relating to the care of people living with dementia.
- Have access to a computer and have good computer skills

As this program has a work-based learning component, participants should discuss the workplace assessment tasks with their supervisor.

Continuing Professional Development (CPD)

The Dementia Essentials course provides 20 hours of CPD.

Course Outline

The Dementia Essentials course aims to provide participants with comprehensive knowledge of dementia through teaching practical strategies to assist with:

- using a person-centred approach to support, that upholds the rights and dignity of the person
- using communication strategies tailored to the needs of the person
- supporting activities that meet the person's needs
- using strategies to minimize adverse outcomes associated with changed behaviour specific to the person, which may impact the person or others
- completing reports and documentation

The course learning is broken down into six (6) modules:

Module 1	The nature of dementia and Changed behaviour
Module 2	The impact of dementia and Person-centred practice
Module 3	Communication
Module 4	Purposeful and meaningful engagement
Module 5	Elder abuse, restrictive practices and the supportive environment
Module 6	Application to practice and reporting

Training Delivery

The Dementia Essential course is delivered via two different modalities, face to face (with your organisation or as part of a public group) and online self-paced.

Face to Face Delivery

Dementia Essentials – Face to Face training is delivered across Australia at Dementia Australia offices, training venues or on-site for Organisational bookings. The course is delivered one (1) day per week over two (2) weeks. In regional and remote areas this course may be delivered over two (2) consecutive days. Your facilitator will deliver the face-to-face sessions from 9am-4pm each day. Participants will be required to complete assessments and submit these to their facilitator no later than two weeks from the course end date. You will be provided with your participant manual and assessment booklet on day 1 of your course.

Online Delivery

Dementia Essentials – Fully Online course is delivered over six weeks. This course is undertaken online with no face-to-face component or scheduled sessions. Participants will work their way through the e-learning at their own pace and submit their assessments online no later than one week after the course end date. The e-learning content has been broken into bite-sized learning modules that flow sequentially and enable you to move through the content in your own time.

The online e-learning component of this program is hosted and delivered via our customised learning management system called the Dementia Learning Hub (the Hub). This is where you will find all the evidenced-based practice information such as e-learning content, videos, and other resource documents you will need to complete your program and build your knowledge base.

The Hub is also where you will be able to participate in online discussions, complete/upload your assessment tasks and find information related to your enrolment (handbooks, guides, forms, and relevant policy documents). The Hub also hosts the link to access Dementia Australia's online library.

Section 2 | Time and resources

Time commitment

To successfully complete the learning and assessment requirements of this course, you are encouraged to develop a study and assessment plan. If you need help developing a study plan, we encourage you to reach out to your Facilitator for help.

Face to Face Delivery: Participants are required to attend both days of this two (2) day course and failure to do so may result in withdrawal from the course. For participants to complete the learning and assessment requirements it is anticipated they will need to dedicate approximately 10-15 hours of additional study and assessment work outside of class.

Online Delivery: This program will be run over 6 weeks. It is anticipated that most online modules will take you around 30-120 minutes to complete. It is recommended that participants dedicate approximately 10–15 hours per week to complete the e-learning and assessment requirements.

Resources

What we provide

This program is fully funded by Dementia Training Australia and includes:

- all learning and assessment material
- support and guidance from expert facilitators
- complimentary access to the Dementia Australia Library including eBooks, journal articles, videos and other resources relevant to the unit of competency. If you do not wish to be registered as a library user, please contact us at <https://www.dementia.org.au/library> with your full name and e-mail address to cancel your library access.

What you will need

To apply learning to a real work environment, this accredited program requires participants to be currently working with two people living with dementia. To complete the assessment tasks, you will require access to:

- computer/laptop with access to the internet, a stable internet connection and the latest version of Chrome
- residential aged care facility, community or home environment, hospital sub-acute unit or disability setting where two people living with dementia reside or attend
- individualised care plans for the support of people living with dementia that reflect a range of dementia symptoms and identified changed behaviour and support services
- facilities, equipment and resources relevant to individualised plans that are used when supporting people living with dementia
- legislative and statutory instruments for documentation and reporting
- organisational policies and procedures
- opportunities for engagement with people living with dementia and their family carer or others identified by the person and others involved in service provision

Section 3 | Assessment

To ensure you have gained the skills and knowledge needed to be emerging leaders in dementia care, it is important that we can determine that you have understood the learning from the course and are able to demonstrate how you would apply this in your workplace. To do this, we have incorporated different ways to assess your understanding and practice throughout the program. All the information required to complete your assessments will be provided via Face to Face classes or Online e-learning as well as in your Participant Manual.

Assessment methods

Assessment methods for this program include:

- Written Assessment
- Portfolio of Evidence (undertaken within your workplace)

The Assessment templates provided must be used in their original format and must not be edited, changed or modified. This is to maintain the integrity of the assessment process, ensure the compliance requirements are met and guarantee fairness and consistency.

Assessment results and Statement of Attainment

Face to face participants must submit their completed assessments to their facilitator no later than two weeks after course end date. Assessments are to be submitted electronically via email. Your facilitator will discuss your assessments and submission during class.

Fully online participants must submit their completed assessments to the Dementia Learning Hub no later than one week after the course end date.

If you fail to submit your assessments by the assessment due date and have not communicated with your facilitator you will be at risk of being withdrawn from the course.

You will receive a mark of Satisfactory or Not Yet Satisfactory for each assessment task submitted. For a Not Yet Satisfactory mark, your facilitator will provide feedback and request that you resubmit the assessment. You will be given three (3) submission attempts. Once the submission process has been finalised, your facilitator will allocate a final Unit result of either Competent (C) or Not Yet Competent (NYC). For a Competent Unit result, you will be issued a Statement of Attainment via email, within 30 days.

Assessment extensions

You must have a valid reason for not submitting your assessment/s by the due date. You can request an extension by emailing your facilitator before the due date and include a valid reason for your extension request. Your Facilitator will review and notify you of the decision via email within 1 week.

Section 4 | Enrolment

5 easy steps to get started

1. **Are you a suitable candidate:** Ensure you meet the eligibility requirements and time commitment for this course. Please ensure you have read and understood all the information within the Accredited Courses Participant Handbook and this Course Guide
2. **Discuss with your employer:** As this program has a work-based learning component, you should discuss your intent to enrol in this course with your supervisor/workplace. You will need to advise them that you are required to access individualised care plans (or equivalent information) relating to two people living with dementia for your workplace assessment. You will also need to know how to access your workplace policies and procedures. You are welcome to share this Course Guide with your employer. If your employment status changes throughout the course, you are encouraged to reach out to your facilitator to discuss this.
3. **Prepare to enrol:** All participants are required to supply their Unique Student Identifier (USI) number and their employer details during the online application process. If you can't remember or don't have a USI go to the website <https://www.usi.gov.au/students/get-a-usi> or call the USI helpline on 1300 857 536.

Note: Depending on your responses to the enrolment questions, you may be required to undertake a formal language, literacy and numeracy assessment or have a conversation with one of our friendly staff members.

Dementia Essentials – Fully Online: The primary email address you entered on your online enrolment will be used to create your Dementia Learning Hub account. Please ensure you supply a suitable email address and double check the spelling.

4. Complete your online enrolment: The online enrolment form must be completed by the individual who is undertaking the course and cannot be completed by someone else on their behalf.

Face to Face Courses (organised by your employer): You will have received an enrolment email from your organisation which contains the enrolment link for your course. Please use the link in this email to enrol in your course.

Public Face to Face Courses and Fully Online Courses – These courses are advertised on our website (dementia.org.au) and can be accessed via this link:

<https://www.dementia.org.au/professionals/professional-development-and-training/dementia-essentials-chcage011-provide-support>

5. **Enrolment confirmation:** Once you have submitted your online enrolment application, it will be reviewed to confirm you are eligible to attend this course and to ensure we have received all the required information. You will be contacted via email if there is missing information. Once all the required information is confirmed, you will receive an Enrolment Confirmation email. Following this, you will receive a Final Details email approximately one (1) week prior to the start of the course. If you have any questions regarding your course, we encourage you to contact the administration team who have been communicating with you or alternatively you can email **cdl@dementia.org.au**