



Smart Nation Education Pty Ltd
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CHCSS00095 Dementia Support – Service Delivery Skill Set

Are you working in a care or support role in the community services sector and wish to develop skills in supporting people with dementia? This skill set provides training in providing support to people living with dementia, developing strategies to address unmet needs, facilitating responsible behaviour and responding effectively to behaviours of concern.

Total units of competency: 4

CHCAGE005 Provide support to people living with dementia

CHCCCS008 Develop strategies to address unmet needs

CHCCCS009 Facilitate responsible behaviour

CHCCCS020 Respond effectively to behaviours of concern



These competencies from CHC Community Services Training Package meet industry requirements for work in supporting people with dementia.

They also provide credit towards a range of qualifications in the CHC Community Services Training Package at Certificate IV and Diploma level.

Course details	Duration	Delivery mode	Location
	Corporate 3 months (min 7 students)	Face-to-face/ online	Workplace
	Individual – rolling starts. 3 months	Online	N/A

Entry requirements: Applicants must be working in a care or support role in the community services sector and meet one of the following criteria:

- ✓ hold a qualification at Certificate III level or higher in an area involving provision of direct client care or support
- ✓ have skills equivalent to the qualification requirement validated through a recognition of prior learning process
- ✓ have substantial industry experience and on the job training along with supervisor assessment of capacity.

Resources required:

- ✓ Reliable internet connection to access Smart Nation Education's online learning hub
- ✓ Personal computer with up-to-date versions of Microsoft Office, Adobe Acrobat Reader & Flash Player
- ✓ It is a work health and safety requirement that you wear fully-enclosed, non-slip shoes during class sessions.

Assessment: To achieve competence, you will be required to successfully complete the following tasks:

CHCAGE005 Provide support to people living with dementia

- Written questions; Simulation tasks and supervisor observation (face-to-face courses); Supervisor observation and performance questions (online courses)

CHCCCS008 Develop strategies to address unmet needs

- Written questions; Case studies and scenarios

CHCCCS009 Facilitate responsible behaviour

- Written questions; Case studies and scenarios

CHCCCS020 Respond effectively to behaviours of concern

- Written questions; Case studies and scenarios

Before enrolling, you must obtain agreement from your supervisor to observe and provide feedback to Smart Nation Education about your performance of dementia support tasks in the workplace. Smart Nation Education’s qualified trainer will liaise with your nominated workplace supervisor to monitor your progress throughout the course.

You will be allowed a period of three months from your date of commencement to successfully complete all assessment tasks.

Tuition fees

Online: \$149 per unit of competency – total \$596 for full skill set.

Face-to-face: \$249 per unit of competency – total to be negotiated.