

Program Handbook

**10993NAT Certificate IV in Dementia
Practice**



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Welcome

Welcome to Dementia Australia. We are very excited to be able to tell you a little bit about how our 10993NAT Certificate IV in Dementia Practice program works, so you know what to expect, how to prepare and what you need to do to get started. We recommend that you read this Program Handbook together with your Participant Handbook.

For further course enquiries please contact our team at

dementiapractice@dementia.org.au.

If you're interested in learning more about Dementia Australia's suit of accredited courses, we encourage you to explore our website further at

<https://dementialearning.org.au/courses/accredited-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.

About this handbook

There are five sections in this handbook. Each section aims to help participants make informed decisions about their enrolment, understand their rights and responsibilities, learn more about their program and guide them through the registration process.

Funding acknowledgement

Dementia Training Australia is proud to be a major funder of the 10993NAT Certificate IV in Dementia Practice program.



Dementia
Training
Australia

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 | My program

About this program

This course is designed to further enhance your knowledge and skills around dementia and will provide you with a range of knowledge and advanced skills to become leaders in implementing changes to practice through the engagement of workers, families, and carers to improve the lives of people living with dementia.

The course focuses on the establishment of collaborative networks to ensure the effective application of knowledge of changed behaviour, reablement strategies, cognitive assessment, and screening.

As you work your way through each of the units of competence you will build on your current knowledge and experience and will develop:

- Leadership skills to implement sustainable practice changes.
- Skills to participate within a multidisciplinary team, contribute to care plans and to the review of these plans using a range of contemporary practices.
- The ability to identify and respond to changed behaviour through appropriate analysis and development of strategies.
- Skills to communicate effectively while respecting cultural and lifestyle preferences to support independence for people living with dementia.
- Skills and knowledge to select and complete screening tools and conduct cognitive assessments to contribute to dementia diagnosis.
- Make contributions to the establishment of effective networks with workers, families, and carers to support wellbeing and the provision of dementia services.
- Use a palliative approach when planning and providing care services.
- Provide care to people living with dementia in accordance with legal and ethical frameworks.
- Apply critical reflective practice to own work role.

How the program works

The 10993NAT Certificate IV in dementia practice is delivered over 12 months and combines online self-directed learning with collaborative learning delivered via a series of webinars.

E-learning

The online self-directed or eLearning component of this course is hosted and delivered via our customised learning management system called the Dementia Learning Hub (The Hub).

The Hub is where you will find a whole range of evidenced based practice information such as eLearning content, videos, and other resource documents. All the informational resources you need to complete your learnings and build your knowledge base!

The Hub is also the place where you will be able to participate in online discussions, complete/upload your assessment tasks and where you will be able to 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.

Learning Modules

Each unit of competency hosted on the Hub has its own learning modules and resources. All eLearning content has been broken up into bite sized learning modules that flow sequentially and enable you to move through the content at a time(s) that work for you!

It is anticipated that most modules will take you around 60 minutes to complete or around 2-3 hours per unit. To ensure your learning remains on track and fits in with your scheduled webinars we will provide you with a recommended training and assessment plan as part of your "Getting Started Information Pack".

Webinars

Feedback tells us that most participants want a course that provides opportunities to discuss the course content with their peers and extend and apply their learning to their workplace so that practice change can happen. Our program has been designed to do just that.

Whilst not mandatory, each week you will have an opportunity to attend a dynamic 45-60 minute webinar that will explore the key concepts gained from your eLearning and provide you with opportunities to critically think, problem solve and apply your learning to your workplace. With a focus on dementia the webinars are a great way to develop strategies and tools to change how we support people living with dementia and their families and build team effectiveness and resilience.

To ensure that you have the support needed to complete your nationally accredited course you can book a time with your Facilitator for 1:1 support or send an email with your questions if needed.

Work-based learning

To apply learning to a real work environment this accredited course requires participants to complete several tasks in their workplace. Minimum number of work-based learning hours must exceed 120.

Examples of workplace tasks include supporting people with dementia to enhance independence and wellbeing, contribute to the development of end-of-life strategies and conduct risk assessments to identify risk factors potentially impacting individual safety and determine risk mitigation strategies for implementation.



1

E-learning



2

Webinars



3

Work-based
learning

Participants this program is for

This program has been designed for those who are currently working within the aged, community, disability, and health care sector from a range of disciplines who directly support people living with dementia as part of their job role. Typical workplaces include residential aged care, home and community care, primary care, acute care hospitals and disability care services.

As this program has a work-based learning component participants will need to seek approval and committed support from their employer to apply their learning, gain feedback from a supervisor and undertake a range of work-based tasks. You will be emerging leaders who are committed to leading and improving practice change within your work environments and improving the lives of people with dementia, their carers and family members.

Section 2 | Units of competency

Units of competency

There are 14 units of competence (*units*) or subjects that you will need to successfully complete to meet the requirements of this nationally accredited course.

The units of competence have been listed below with a brief overview below – note those shaded in blue have been clustered for the purpose of delivery and assessment.

Unit Code	Unit Title	Number of weeks
NAT10993001	Apply concepts of dementia and contemporary practice	4
CHCPRP003	Reflect on and improve own professional practice	5
BSBLDR411	Demonstrate leadership in the workplace	8
BSBLDR414	Lead team effectiveness	
CHCLEG001	Work legally and ethically	3
NAT10993002	Contribute to dementia diagnosis through cognitive screening and assessment	3
NAT10993003	Deliver dementia support using enablement strategies	8
CHCCCS040	Support independence and wellbeing	
NAT10993004	Optimise communication for people living with dementia	3
NAT10993005	Support changed behaviour associated with dementia	5
CHCDIV001	Work with diverse people	3
CHCPAL002	Plan for and provide care services using a palliative approach	3
NAT10993006	Facilitate wellbeing of carers and self in dementia care	3
NAT10993007	Develop and maintain dementia service networks	3

1. NAT10993001 Apply concepts of dementia and contemporary practice

This unit describes the skills and knowledge required to deliver support using contemporary, evidence-based dementia knowledge. This includes recognising and reporting changes in cognitive function and common dementia symptoms, applying person-centred practice principles and planning, providing, and reviewing support practices.

2. CHCPRP003 Reflect on and improve own professional practice

This unit enables participants the opportunity to reflect on their practice, values beliefs and attitudes and develop an innovative and practical professional development plan to further develop and build the key skills and knowledge needed to provide best practice care.

**3. BSBLDR411 Demonstrate leadership in the workplace and
BSBLDR414 Lead team effectiveness**

These 2 units have for the purpose of training and assessment been clustered together. The units are designed to build the core leadership skills needed to ensure the development of efficient and effective work teams whose behaviour aligns to organisational values.

4. CHCLEG001 Work legally and ethically

This unit explores how you identify and respond to legal and ethical frameworks and how you can identify and contribute to workplace improvements such as limiting the use of restrictive practices.

5. NAT10993002 Contribute to dementia diagnosis through cognitive screening and assessment

This unit describes the skills and knowledge required to observe and report cognitive changes in your clients/residents and how to prepare, conduct, and administer cognitive screening as well as how to review and record results and adjust care plans.

6. NAT10993003 Deliver dementia support using enablement strategies and CHCCCS040 Support independence and wellbeing

These 2 units have for the purpose of training and assessment been clustered together. NAT10993003 describes the skills and knowledge required to plan and implement enablement strategies, evaluate, and communicate care plan outcomes of support services in order to contribute to and promote quality of life for the person with dementia.

CHCCCS040 explores how you provide individualised services to the person with dementia in ways that support independence, as well as physical and emotional wellbeing and looks at person centred care and how to promote independence and optimise wellbeing.

7. NAT10993004 Optimise communication for people living with dementia

This unit describes the skills and knowledge required to establish communication needs based on changes related to dementia, implement effective communication, and review communication techniques that support persons living with dementia.

8. NAT10993005 Support changed behaviour associated with dementia

This unit describes the performance outcomes, skills and knowledge required to establish changed behaviour associated with dementia, review behaviour strategies in accordance with statutory and organisational requirements and follow continuous improvement processes.

9. CHCDIV001 Work with diverse people.

This unit looks at the skills and knowledge required to work respectfully with people from diverse social and cultural groups and explores the impact of stereotypes, bias, and values on care provision. This unit also explores strategies to improve communication with people from diverse backgrounds and situations.

10. CHCPAL002 Plan for and provide care services using a palliative approach.

This unit requires participants to contribute to the development, implementation, evaluation, and communication of a care plan for clients/residents with a life threatening/limiting illness and or normal ageing process in a team environment using a palliative approach.

11. NAT10993006 Facilitate wellbeing of carers and self in dementia care.

This unit explores the skills and knowledge needed to monitor the impact of stress on the carer and self and identifies how to plan and facilitate strategies to provide support and manage own stress.

12. NAT10993007 Develop and maintain dementia service networks.

This unit describes the performance outcomes, skills and knowledge required to participate as part of a multidisciplinary team and effectively connect with service providers.

Section 3 | Time and resource requirements

Time commitment

This course will be run over a period of twelve (12) months. It is anticipated that participants will need to dedicate approximately 10 -20 hours per week to complete course learning and assessment requirements. You will be required to engage regularly with your eLearning modules and submit assessments by their due date.

To complete course learning and assessment requirements within the duration of your expected program end date you are encouraged to develop a study and assessment plan and keep to the recommended training plan. This way you can keep on top of your study/assessment requirements.

If you need help developing a study plan, we encourage you to reach out to your facilitator for help.

Workplace requirements

In order to complete the assessment tasks, you will be required to:

- Support clients/residents living with dementia.
- Three (3) different people living with dementia across the duration of the course.
- Two (2) different people receiving palliative care.
- Lead a team /supervise others or have workplace support to take on a leadership role within the organisation.
- Have your employers support to complete work-based assessments (e.g., improvement plans, care plans) and provide feedback.
- Opportunities to obtain and provide feedback with a supervisor and work colleagues.
- Access workplace documentation such as care and support plans, policies, and procedures.
- Access to internal and external support networks and professional development opportunities.

Resources we provide

Throughout your enrolment in this program, you will have access to e-learning modules, webinars, tutorials, ongoing support, and access to Dementia Australia's library (access to relevant resources such as eBooks, journals, and videos) that you can use to support your learning journey. If you do not wish to be registered as a library user, please contact us <https://www.dementia.org.au/library> with your full name and e-mail address to cancel your library access.

What you will need

To complete the program and assessment requirements you will need:

- computer/laptop with a camera
- access to the internet, with a stable internet connection
- latest version of Chrome
- email
- access to a scanner as some assessment tasks will need documents to be scanned and uploaded
- a suitable/relevant workplace that will enable you to complete course requirements.

Headphones with a microphone are also a great idea to ensure you can hear and participate in the webinars.

Funding information

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

- all learning and assessment material
- weekly facilitated webinars to provide guidance on assessment tasks
- support and guidance from expert facilitators
- complimentary access to a library guide with exclusive access to eBooks, journal articles, videos and other resources hand-picked for each unit of competency by our Dementia Australia Librarian
- access to additional learning opportunities via the Hub to extend skills and knowledge in dementia.

To ensure you have gained the skills and knowledge needed to be emerging leaders in dementia care, it is important that we check what you know and can do.

Section 4 | Assessment

Assessment methods

Assessment methods for this program include:

- written questions and answers
- case study analysis
- role plays
- work-based projects and activities.



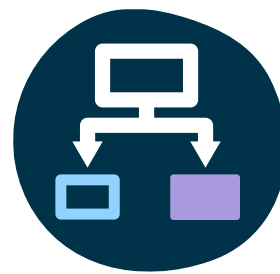
1

Question/
answers



2

Case study
review



3

Project

Assessment dates

To make sure that you are on track to successfully complete course requirements it is important that you submit your assessments in accordance with the dates outlined on your training plan (a Training Plan with your scheduled submission dates can be found on the Hub).

You can move at a faster pace and submit your assessments before the due dates if needed. You will have 6 weeks from your course completion date to submit any outstanding assessments.

Unit Code	Unit Title	Assessments Due Week
NAT10993001	Apply concepts of dementia and contemporary practice	6
CHCPRP003	Reflect on and improve own professional practice	11
BSBLDR411	Demonstrate leadership in the workplace	19
BSBLDR414	Lead team effectiveness	
CHCLEG001	Work legally and ethically	22
NAT10993002	Contribute to dementia diagnosis through cognitive screening and assessment	25
NAT10993003	Deliver dementia support using enablement strategies	34
CHCCCS040	Support independence and wellbeing	
NAT10993004	Optimise communication for people living with dementia	37
NAT10993005	Support changed behaviour associated with dementia	42
CHCDIV001	Work with diverse people	45
CHCPAL002	Plan for and provide care services using a palliative approach	48
NAT10993006	Facilitate wellbeing of carers and self in dementia care	51
NAT10993007	Develop and maintain dementia service networks	53

Assessment grades and certificates

You will have two weeks from your unit end date to submit any outstanding assessments. For each assessment task submitted to the Hub, you will receive a mark of either Satisfactory or Not Yet Satisfactory. In the case of a Not Yet Satisfactory result, a resubmission is requested. Your assessor will provide specific feedback to you via the Hub for each task and request that you resubmit the document or documents that require more information to be deemed as Satisfactory.

Once the assessor has granted sufficient time and attempts to complete each assessment task, they will provide an overall mark of Satisfactory or Not Yet Satisfactory for that specific assessment part and provide overall feedback.

Once all assessment parts have been submitted for a unit, or the due date to submit/resubmit has passed, your assessor will allocate a grade of either Competent (C) or Not Yet Competent (NYC).

Once all fourteen units have been deemed Competent, or CT or RPL have been successfully applied, you will be issued a certificate and record of results. You will receive these via email within 30 days of successfully completing the program.

Assessment extensions

If you have a valid reason for not submitting an assessment task before the due date, you can request an extension by emailing your facilitator. The request must be sent before the due date.

In the email, you must contain the following:

- your reason for requesting the extension
- the name of the task/s you are requesting the extension for.

The assessor will review your request and notify you of the decision via email within five business days.

Section 5 | Enrolment

5 easy steps to get started

- 1. Are you a suitable candidate:** Ensure you can meet the entry requirements and time commitment for this program. You must be working in a professional capacity directly supporting people living with dementia. Make sure you have read and understood all consumer protection information including the Student Handbook and this Program Handbook.
- 2. Discuss with your employer:** Supply your employer/supervisor with a copy of the Employer Handbook and ensure they are comfortable to support you throughout the program. If your employment status changes or you are not receiving sufficient supervisor support at any time throughout the program, you are encouraged to reach out to your facilitator to discuss further.
- 3. Prepare to register:** The primary email address you supply within your registration form will be used to create your Dementia Learning Hub account. Please ensure you supply a suitable email address and that you have double checked the spelling before completing the registration form. You will also be required to supply employer contact information and a Unique Student Identifier (USI) number during the online application process. You will be able to save your place at any point throughout the application form.

Note: Depending on your responses to registration 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.

- 4. Apply:** Register your interest in this program via the Dementia Australia website. Go to <https://dementialearning.org.au/course/certificate-iv/> scroll down to click on the [For myself] box, then scroll further down to view current courses. Click on the course add that best suits your needs and complete the online Participant Registration form.

- 5. Enrolment confirmation:** Once your application has been completed and assessed, you will be notified of your application outcome via email. If successful, you will receive a “Getting Started Pack” containing all the information you need to commence the program. Remember to let our team know if you would like to apply for credit transfer or recognition, prior to course commencement.