

Program Handbook

Dementia Essentials

CHCAGE011 Provide support to people living with dementia



Contents

Welcome	3
Funding acknowledgement.....	3
Section 1 My program	4
About this program	4
Unit of competency.....	4
Training Delivery	5
Face to Face Delivery	5
Online Delivery	5
Section 2 Time and resource requirements.....	6
Time commitment.....	6
Resources	6
What we provide	6
What you will need.....	6
Section 3 Assessment.....	8
Assessment methods	8
Assessment results and certificates.....	8
Assessment extensions	9
Section 4 Enrolment.....	10
5 easy steps to get started.....	10

Welcome

Welcome to Dementia Australia. We are very excited to be able to tell you a little bit about how our Dementia Essentials 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 cdl@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.

Funding acknowledgement

Dementia Training Australia is proud to be a major funder of the Dementia Essentials 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 program has been designed for those currently working within the aged, community, disability, and health care sectors from a range of disciplines who directly support people living with dementia as part of their job and are committed to improving practice changes and the lives of people living with dementia and their families.

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/team member, and undertake a range of work-based tasks.

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

- implementing effective communication practices
- planning and developing meaningful activities
- understanding the impact of the environment and what is a supportive environment in Dementia care
- understanding the causes contributing to changes in behaviour for people living with dementia.

Unit of competency

Participants must successfully complete one unit of competency to meet the requirements of this nationally accredited program

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

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, or online self-directed.

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 three (3) weeks. In some cases, this course may be delivered over three consecutive days. Face-to-face facilitator led sessions run 9am-4pm. Participants will undertake a variety of assessments and submit to their facilitator no later than two weeks from the course end date.

Online Delivery

Dementia Essentials – Fully Online is delivered over six weeks. This course is undertaken online with no face-to-face component or scheduled sessions. Instead, participants will work their way through the e-learning and submit their assessments online by one week from the course end date.

All e-learning content has been broken up into bite-sized learning modules that flow sequentially and enable you to move through the content in your own time. It's anticipated that most online modules will take you around 30-120 minutes to complete.

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

The Hub is where you will find all the evidenced-based practice information such as e-learning content, videos, and other resource documents you need to complete your program 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 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 resource requirements

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: This program will be run over three weeks. For participants to complete the learning and assessment requirements it's anticipated they will need to dedicate approximately 16 hours to out of class work, over the duration of the course.

Online Delivery: This program will be run over six weeks. Its anticipated participants will need to dedicate approximately 10–20 hours per week to complete the 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 a library guide with exclusive access to 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 have their supervisor observe them caring for **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, hospital sub-acute unit, community or a home environment where two people living with dementia reside or attend.
- individualised care that reflects 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 related to 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 check what you know and can do. To do this, we have incorporated different ways to assess your understanding and practice throughout the program.

Assessment methods

Assessment methods for this program include:

- question and answer booklet
- portfolio of evidence



1
Question/
answers



2
Portfolio

Assessment results and certificates

Face to face participants must submit their completed assessments to their facilitator no later than two weeks from the course end date.

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

For each assessment task submitted you will receive a mark of either Satisfactory or Not Yet Satisfactory with a request to resubmit. In the case of a resubmission request, your assessor will provide specific feedback to you 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 the unit, or the due date to submit/resubmit has passed, your assessor will allocate a result of either Competent (C) or Not Yet Competent (NYC).

Once the unit has been deemed Competent you will be issued a Statement of Attainment 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 Facilitator will review your request and notify you of the decision via email within five business days.

Section 4 | 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 with people living with dementia in a professional capacity. Make sure you have read and understood all consumer protection information within the CDL Participant 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:** All participants are required to supply employer contact information and a Unique Student Identifier (USI) number during the online application process.

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.

Dementia Essentials – Fully Online: 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.

- 4. Apply:** Register your interest in this program via the Dementia Australia website <https://dementialearning.org.au/course/chcage011-dementia-essentials/> and scroll to the bottom of the page.

If you are an individual: select the [Fully Online] tab or click on your state/territory tab to view available face to face public courses. Click on the add the best suits your needs and complete the online [participant registration] form.

You will be required to supply a Unique Student Identifier (USI) number during the online application process. You will be able to save your application before submitting it.

If you are an employer: select the [Group bookings] tab and complete the enquiry form. Our team will be in touch to further discuss delivery options with you. Once your session has been scheduled you will be supplied with a unique registration link for your staff to register themselves online.

All participants must complete their own online 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.