



## National Workforce Development Fund 2011 – Course Descriptions & Service Level Agreement

This document has been developed to assist with your decision to select training courses suitable to support your workforce development needs.

The courses on offer through Aged Care Queensland Education Institute or our partner, The Bremer Institute of TAFE are outlined in more detail; please take the time to read through this document before completing the application form.



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### Managers

Please note delivery outside the Metro area will require a regional grouping of eight participants for workshops; ACQEI will liaise with members to establish minimum group sizes in regional locations whenever possible.

Qualification / Skill Set	Mode of Delivery	RTO	Region	Small Employer Cont.	Medium Employer Cont.	Large Employer Cont.
Diploma of Management Duration - 10 months	A series of eight one day workshops (one per month), delivered on-site or at ACQEI partner sites. Topics include; operational and people performance, projects and risk management, quality customer service and continuous improvement	ACQEI	All	\$924	\$1400	\$1848
Diploma of Management (Retirement Living Focus) Duration – 10 months	A series of eight one day workshops (one per month), delivered on-site or at ACQEI partner sites. Topics include; financial and people performance, risk management, quality customer service, compliance and continuous improvement	ACQEI	All	\$924	\$1400	\$1848
Diploma of Community Services Coordination Duration – 18 months	A series of sixteen one day workshops (one per month), delivered on-site or ACQEI partner sites. Topics include; budgets and finance, supervise work teams, manage information systems in the aged and community care sectors, manage change, manage volunteers, implement and manage workforce planning, maintain quality service delivery, risk management, compliance and continuous improvement	ACQEI	All	\$1287	\$1950	\$2574
Dual Diploma of Management / Community Services Coordination Duration – 20 months	A series of eighteen one day workshops (one per month), delivered on-site or ACQEI partner sites. Topics are as above and two further elective units	ACQEI	All	\$1449	\$2195	\$2897
Diploma of Quality Auditing Duration – 10 months	A series of eighteen one day workshops (one per month), delivered on-site or ACQEI partner sites. Topics include; risk management and continuous improvement, participating, leading and reporting on audits, managing team and people performance	ACQEI	All	\$924	\$1400	\$1848



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Qualification / Skill Set	Mode of Delivery	RTO	Region	Small Employer Cont.	Medium Employer Cont.	Large Employer Cont.
Certificate IV in Training & Assessment Duration – 6 months	A series of three x three day workshops and a workplace observation, delivered on-site or ACQEI partner sites. Topics include; the Australian VET context, design learning programs, develop and implement delivery strategies, design and validate assessment tools	ACQEI	All	\$627	\$950	\$1254
Certificate IV in Frontline Management Duration – 6 months	A series of eight one day workshops (one per month), delivered on-site or at ACQEI partner sites. Topics include; leadership, operational planning, people management, administration and financial reporting, networking and workplace communication	ACQEI	All	\$924	\$1400	\$1848
Key Management Skill Set Duration - 3 days	A three day workshop for the developing manager to identify and learn skills to support succession planning for your organisation. Topics include; leadership in the workplace, implement an operational plan and promote team effectiveness	ACQEI	All	\$158	\$240	\$317
Develop, Implement and manage workforce planning Duration - 2 days	A practical two day workshop, utilising tools to develop a workforce plan and strategies to implement and monitor its success	ACQEI	All	\$106	\$160	\$211
Common Quality Standards for Community Care Duration - 1 day	A practical one day workshop for community care managers to identify gaps in meeting the Community Care Common Standards; apply tools and templates for practical application; and develop an action plan on meeting the Standards	ACQEI	All	\$130	\$198	\$260
Diploma of Hospitality Management Duration – 2 years (part-time day classes)	This program is designed for those working in management or team leader roles within a hospitality setting. The program has been included for those in food and beverage service roles and / or retirement living facilities where guest / client relations and customer service for frontline staff are required	Bremer	M	\$1384	\$2097	\$2768



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### Community & Personal Services Workers

Qualification / Skill Set	Mode of Delivery	RTO	Region	Small Employer Cont.	Medium Employer Cont.	Large Employer Cont.
Certificate III in Aged Care (Residential Focus) Duration – 2 years part time	Blended program, comprising self paced-learning materials, recognised skill sets delivered regionally, workplace training and assessment visits every six weeks	ACQEI	All	\$561	\$850	\$1122
Certificate III in Aged Care (Retirement Living Focus) Duration – 2 years part time	Blended program, comprising self paced-learning materials, recognised skill sets delivered regionally, workplace training and assessment visits every six weeks. Elective units include hospitality electives in food and beverage service and accommodation services	ACQEI / Bremer	All	\$561	\$850	\$1122
Certificate III in Home & Community Care Duration – 2 years part-time	Blended program, comprising self paced-learning materials, recognised skill sets delivered regionally, workplace training and assessment visits every six weeks	ACQEI	All	\$561	\$850	\$1122
Certificate IV in Aged Care Duration – 2 years part time	Blended program, comprising self paced-learning materials, recognised skill sets delivered regionally, workplace training and assessment visits every six weeks	ACQEI	All	\$570	\$950	\$1254
Certificate IV in Leisure & Health Duration – 2 years part time	Blended program, comprising self paced-learning materials, recognised skill sets delivered regionally, workplace training and assessment visits every six weeks	ACQEI	All	\$570	\$950	\$1254
Palliative Approach Skill Set (Provide Support Focus) Duration - 2 days	Face to face workshop over 2 days, includes assessment tasks to be completed post-workshop. Topics include; interpersonal skills, client referral, provide support to individuals who are grieving, identify potential for healing and growth, Review and evaluate care, deliver care services using a palliative approach	ACQEI	All	\$158	\$240	\$317



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Qualification / Skill Set	Mode of Delivery	RTO	Region	Small Employer Cont.	Medium Employer Cont.	Large Employer Cont.
Palliative Approach Skill Set (Provide Care Focus) Duration - 2 days	Face to face workshop over 2 days, includes assessment tasks to be completed post-workshop. Topics include; interpersonal skills, client referral, provide support to individuals who are grieving, identify potential for healing and growth, Review and evaluate care, plan for and provide care services using a palliative approach	ACQEI	All	\$158	\$240	\$317
Basic Foot Care Skill Set (Health Focus) Duration - 2 days	Face to face workshop over 2 days, includes assessment tasks to be completed post-workshop. Topics include; Assist client with personal care needs, perform basic foot, nail and skin care, clean and store equipment and document client information	ACQEI	All	\$158	\$240	\$317
Dementia Support Skill Set (Service Delivery Focus) Duration - 2 days	Face to face workshop over 2 days, includes assessment tasks to be completed post-workshop. Topics include; provide support to people living with dementia, respond to difficult behaviour, manage behaviour, assess problem behaviour, develop multi-element support plans, handle difficult incidents.	ACQEI	All	\$211	\$320	\$422
Dementia Support Skill Set (Planning & Coordination Focus) Duration - 2 days	Face to face workshop over 2 days, includes assessment tasks to be completed post-workshop. Topics include; facilitate support responsive to the specific nature of dementia, respond to difficult behaviour, manage behaviour, assess problem behaviour, develop multi-element support plans, handle difficult incidents.	ACQEI	All	\$211	\$320	\$422
Medication Assistance Skill Set Duration - 2 days	Face to face workshop over 2 days, includes assessment tasks to be completed post-workshop. Topics include; basic anatomy and physiology, recognise body systems, identify and refer alterations to the body, physical assistance with medications.	ACQEI	All	\$106	\$160	\$211



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Case Management Skill Set (Residential Focus) Duration – 3 days	Face to face workshop over 2 days, includes assessment tasks to be completed post-workshop. Topics include; develop case management plans, conduct case management meetings, manage case work and activities, facilitate links between community services, evaluate own work, self development, undertake supervisory and coordinating activities	ACQEI	All	\$264	\$400	\$528
Case Management Skill Set (Community Care Focus) Duration – 3 days	Face to face workshop over 2 days, includes assessment tasks to be completed post-workshop. Topics include; develop case management plans, conduct case management meetings, manage case work and activities, facilitate links between community services, evaluate own work, self development, undertake supervisory and coordinating activities	ACQEI	All	\$264	\$400	\$528
Leisure & Recreation Skill Set (Planning & Delivery Focus) Duration - 3 days	Face to face workshop over 3 days, includes assessment tasks to be completed post-workshop. Topics include; knowledge of the Leisure and Health industry, identify activities / programs to match client needs, prepare, promote, deliver, evaluate and document the activity / program plan, organise group activities	ACQEI	All	\$211	\$320	\$422
Aspiring Supervisor Skill Set Duration - 3 days	Face to face workshop over 3 days, includes assessment tasks to be completed post-workshop. Topics include; contribute to effective workplace relationships, support operational plans, provide workplace information and resource plans and contribute to team effectiveness	ACQEI	All	\$211	\$320	\$422
Food Safety Supervisor Duration - 2 days	Face to face workshop over 2 days, includes assessment tasks to be completed post-workshop. Topics include; legislation, basic food safety principles, monitor and oversee food safety	ACQEI	All	\$158	\$240	\$317



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Chronic Disease Self Management Skill Set Duration - 2.5 days	Face to face workshop over 2 days, includes assessment tasks to be completed post-workshop. Skill set can be contextualised to a focus on aged care or disability. Topics include; broad overview of common chronic illnesses, holistic care, support client self management, support positive lifestyles, provide support to people living with chronic disease.	Bremer	Metro, NC, SE, DDSW	\$239	\$363	\$479
Hazard and Critical Control Point (HACCP) Duration - 2 Days	Face to face workshop over 2 days, may include assessment tasks to be completed post-workshop. HACCP is an internationally recognised method of identifying and managing risk and, when central to an active food safety programme, can provide services with a high degree of comfort that food safety is being taken seriously and is well managed. Through analysis of hazards and where they can occur, systems and procedures can be implemented to minimise the risk of failure. Critical control points can be managed by appropriately trained in-house staff, providing for a hands-on quality management system.	Bremer	Metro, NC, SE, DDSW	\$108	\$163	\$215



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### Clerical & Administrative Workers

Qualification / Skill Set	Mode of Delivery	RTO	Region	Small Employer Cont.	Medium Employer Cont.	Large Employer Cont.
Certificate III in Business Administration Duration – 12 months to 2 years	Open Learning	Bremer	All	\$766	\$1160	\$1531
Certificate III in Business Administration Duration – 12 months to 2 years	Open Learning + 6 workplace training and assessment visits	Bremer	M, NC, SE, DDSW	\$1161	\$1758	\$2321
Certificate III in Accounts Administration Duration – 6 to 12 months	Recognition of Prior Learning and workplace visits	Bremer	M, NC, SE, DDSW	\$1559	\$2363	\$3119
Certificate III in Accounts Administration Duration – 12 months to 2 years	On Campus delivery at Bundamba or USQ Springfield Part-time program offering a range of classes during the day or evening	Bremer	M	\$1871	\$2835	\$3742
Certificate IV in Project Management Duration – 6 months	On Campus delivery at Bundamba Campus on Tuesday nights from 6 pm till 9pm for 19 weeks	Bremer	M	\$920	\$1394	\$1840
Certificate IV in Bookkeeping Duration – 6 to 12 months	Recognition of Prior Learning and workplace visits	Bremer	M, NC, SE, DDSW	\$1559	\$2363	\$3119
Certificate IV in Bookkeeping Duration – 12 months to 2 years	On Campus delivery at Bundamba or USQ Springfield Part-time program offering classes in the evenings	Bremer	M	\$2406	\$3646	\$4813
Certificate IV in Business Administration Duration – 12 months to 2 years	Open Learning	Bremer	All	\$690	\$1045	\$1379
Diploma of Business Administration Duration – 12 months to 2 years	Open Learning	Bremer	All	\$693	\$1050	\$1386
Diploma of Accounting Duration – 12 months to 2 years	Recognition of Prior Learning and workplace visits	Bremer	M, NC, SE, DDSW	\$1559	\$2363	\$3119
Diploma of Accounting Duration – 12 months to 2 years	On Campus delivery at Bundamba or USQ Springfield Part-time program offering classes in the evenings	Bremer	M	\$1973	\$2990	\$3947



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Diploma of Management Duration - 10 months	A series of eight one day workshops (one per month), delivered on-site or at ACQEI partner sites. Topics include; operational and people performance, projects and risk management, quality customer service and continuous improvement	ACQEI	All	\$924	\$1400	\$1848
Diploma of Community Services Coordination Duration – 18 months	A series of sixteen one day workshops (one per month), delivered on-site or ACQEI partner sites. Topics include; budgets and finance, supervise work teams, manage information systems in the aged and community care sectors, manage change, manage volunteers, implement and manage workforce planning, maintain quality service delivery, risk management, compliance and continuous improvement	ACQEI	All	\$1287	\$1950	\$2574
Dual Diploma of Management / Community Services Coordination Duration – 20 months	A series of eighteen one day workshops (one per month), delivered on-site or ACQEI partner sites. Topics are as above and two further elective units	ACQEI	All	\$1449	\$2195	\$2897



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### Labourers

Qualification / Skill Set	Mode of Delivery	RTO	Region	Small Employer Cont.	Medium Employer Cont.	Large Employer Cont.
Certificate II in Health Support Services (Cleaning Focus)	Blended program delivered through face to face workshops over 4 x 3 day face to face sessions delivered in our training facility in Brisbane. The program includes some assessment tasks to be completed post-workshop	ACQEI / Bremer	Metro	\$825	\$1250	\$1650
Certificate II in Health Support Services (Food Services focus)	Blended program delivered through face to face workshops over 4 x 3 day face to face sessions delivered in our training facility in Brisbane and in the Commercial Kitchen at Bremer TAFE (Ipswich). The program includes some assessment tasks to be completed post-workshop	ACQEI / Bremer	Metro	\$825	\$1250	\$1650