## **Adequate Training Arrangements**

## **Specified Community Care Qualifications**

**Supervision arrangements for trainees in Community Care Settings**

These arrangements need to be read in conjunction with the [Adequate training arrangements procedure](https://www.publications.qld.gov.au/dataset/apprenticeship-and-traineeship-operational-policies-and-procedures) and are **NOT** to be used for school based trainees.

Specific qualifications this document applies to are as follows:

* CHC33021 Certificate III in Individual Support (Aged Care Worker)
* CHC33021 Certificate III in Individual Support (Community Care Worker)
* CHC33021 Certificate III in Individual Support (Disability Support Worker)
* CHC32015 Certificate III in Community Services (Community Services Worker)
* CHC43015 Certificate IV in Ageing Support (Aged Care Activity Worker)
* CHC43121 Certificate IV in Disability (Disability Worker)
* CHC43315 Certificate IV in Mental Health (Mental Health Worker)\*
* CHC43515 Certificate IV in Mental Health Peer Worker (Mental Health Peer Worker – Consumer)\*
* CHC43515 Certificate IV in Mental Health Peer Worker (Mental Health Peer Worker – Carer)\*

These arrangements are not available for any other qualifications. Please contact the Queensland Apprenticeship and Traineeship Office if clarification is required.

**The obligations relating to a training contract are in addition to, and do not take precedence over, the employer’s legal responsibilities such as workplace health and safety requirements and common law matters such as duty of care and negligence**.

**Background**

The Health and Community Services Workforce Council and the Queensland Alliance for Mental Health\* worked with the Department of Trade, Employment and Training (the Department) to assist supervising registered training organisations (SRTO) when determining adequate supervision and training arrangements for trainees employed in community care settings.

Table 15 of the [declaration policy](https://www.publications.qld.gov.au/dataset/apprenticeship-and-traineeship-operational-policies-and-procedures) defines the requirements of who can be a qualified person for the purposes of supervising trainees. Essentially this allows people who can demonstrate they are already qualified in the occupation to supervise the trainee and identifies alternative options.

Workers in the Disability, Mental Health Services,Community Care and related sectors may be required from time to time to undertake their work in the community, clients’ homes and in public places. Under normal working conditions supervisors may not be regularly available at the location where work is occurring. This is the nature of work in the industry and, after an appropriate period of induction, trainees may be assessed as capable to work in this context.

The following requirements are the minimum considered acceptable for a trainee to work in a community care setting without direct supervision.

**Requirements**

All trainees who are employed in an environment without direct supervision from a qualified person must undertake an initial induction period including training in key competency areas and receive direct supervision of the associated practical on-the-job learning prior to any placement without direct supervision. The induction from the employer must include information relevant to the employer’s organisational policies and procedures.

Direct supervision must be provided at all times until the trainee is formally assessed and demonstrates knowledge and skills that are appropriate to the role in the following areas:

* workplace health and safety,
* workplace and client communication,
* workplace participation and time management,
* working independently in a community services setting.

The training plan which is developed by the SRTO in conjunction with the employer and trainee must document the need for direct supervision in the key competency areas listed above. Alternatively, it is possible for these competency areas to be completed through a recognition of prior learning (RPL) process if appropriate. There is no set duration for the completion of the key competencies and induction as it will vary for new entrants with no previous knowledge or experience as compared to existing workers with previous industry experience who are more likely to complete the units of competency through an RPL process.

**The following only applies after the trainee has completed the requirements as listed above.**

**Working without direct supervision**

When a determination is made that a trainee is eligible to work under flexible supervision arrangements as outlined in this document, the agreement is documented on Attachment B ‘[Community Care supervision arrangements and agreement’ of the Employer Resource Assessment (ERA) form (ATF-013).](https://www.publications.qld.gov.au/dataset/employer-resource-assessment)

Where a supervisor is not directly engaged at the location where work is planned to occur, the SRTO, employer and trainee may determine that the trainee can work at locations appropriate to the trainee’s ability and exposure with flexible supervision arrangements using the following as the **minimum** standard required:

* Trainees must be familiarised with each new client and location by a supervisor or appropriately qualified co-worker.
* A supervisor must be accessible to the trainee in person or by phone for the duration of all shifts.
* Regular face-to-face supervision meetings must occur at an interval of no less than once per week to provide adequate support and direction, and to monitor the training plan. The supervisor must also obtain regular feedback from the trainee and the clients as part of this process.
* The trainee’s work tasks need to be clearly defined and directed by the client care plans; these must be retained by the employer and made available to Department staff upon request.

The determination that a trainee can work under flexible supervision needs to take the following into consideration:

* the age and life experience of the trainee,
* whether the trainee is a new or existing worker,
* the level of competence and experience of the trainee in a particular task/skill,
* the risk associated with the work environment, the tasks to be completed by the trainee and the capacities and characteristics of the clients,
* level of disability, illness and or the circumstances of person being cared for.

The level of supervision should be reviewed and, if necessary, revised at regular intervals of not greater than 3 months. This is in line with the requirements to review the training record.

**Flexible supervision arrangements must be agreed to and supported by the trainee, employer and SRTO.**

**Flexible supervision does not mean a traineeship can be undertaken where there are no qualified persons providing supervision of any type to the trainee**.

Where there is more than one trainee in the workplace Appendix One of the ERA must be completed and if utilising flexible supervision arrangements, there must be a separate Part B of the ERA signed for each trainee.

Appendix Two is required only where there is more than one trainee in the workplace in the identified Certificate III and IV qualification/s.

The employer, SRTO and trainee must all agree to the undertakings as listed in this document. Departmental regional officers monitor training arrangements across the state and in cases where it is identified that trainees are working outside of the agreed arrangements in this document the training contracts may be cancelled, and the employer may have restrictions placed upon the registration of future training contracts.

**Other**

The Quality and Compliance Unit conducts audits on SRTOs who are Skills Assure Suppliers (SAS). If an SRTO has breached their obligations they may be asked to reimburse any claims for payment submitted for trainees for which the breaches against the SAS Agreement or Queensland Government subsidized training program were identified.

**Endorsements**

Supported by Workforce Council Health and Community Services – 20/6/2013

\*Supported by Queensland Alliance for Mental Health – 11/01/2016

**Approved by**

Director – Queensland Apprenticeship and Traineeship office.