

Frequently Asked Questions

TAFE Certificate III courses



How leaders can support their team members

Full study program

My team member would like to do a course. What do I need to do first?

- Chat to your team member to confirm their readiness to study.
- Ensure they are available to study outside of work. The full study program is a 12-month program, and TAFE recommends four hours a week to complete activities.
- Discuss what support you will provide, like establishing regular study check-ins and mentoring. If you are not clear on what this requires, reach out to the [Learning team](#).
- If you're happy with the discussion, you can endorse your team member!

What is involved in the full study program?

Units of competency will be determined at the beginning of each program, however may consist of up to 15 units of competency.

Your team member will complete four or five units each school term over four terms (12 months). The main learning component is a weekly two-hour virtual lesson with a TAFE teacher. Lessons are recorded for participants who can't make them due to work or other commitments.

Participants can access these recordings anytime through TAFE Queensland's online learning portal, *Connect*.

The weekly lessons highlight the learning assignments and assessments for the unit being taught. Individual study, written assignments and recorded role play assessments are typical activities, and participants must submit work regularly to stay 'on track'.

How can I best support my team member during the course?

You can support them a number of ways, including:

- Regularly ask questions about the course, what they're doing, what they're finding interesting, and anything that may be challenging.
- Encourage them to come to you for advice and guidance.
- Support them to embed knowledge and skills in their daily practice.
- Ask your team member to share the TAFE-provided term planner with you to manage study load.

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What support does TAFE Queensland provide for neuro-diverse or culturally and linguistically diverse students?

TAFE Queensland has dedicated student support services to facilitate your team member's learning experience. Your team member can access help for:

- study skills
- assignments and assessments
- time management and organisational skills.

Please encourage your team member to ask their TAFE Teacher to connect them with student support services.

My team member has asked me to complete a logbook. What is a logbook?

Participants in the group training pathway must complete a logbook to demonstrate a link between their knowledge and skills gained in their course to activities in the workplace.

TAFE will ask you to sign the logbook to verify you have observed your team member undertaking these activities.

If you have questions about completing your team member's logbook, please contact the TAFE Queensland RPL Coordinator directly.

I haven't observed my team member complete activities in their logbook. What do I do?

If you have not observed your team member doing an activity in their logbook, or feel they are not yet performing to a satisfactory level, please have a conversation with them about what to do next.

Encourage your team member to seek assistance from their TAFE teacher to develop skills further and support this development on-the-job. Your team member can discuss extensions to their study period with their TAFE teacher, if needed.

My team member seems to be struggling to keep up with their studies. What can I do?

Encourage your team member to contact their TAFE teacher, Judie Traecey, for assistance such as one-on-one support, extensions of time to complete course activities, and alternative assessment methods.

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Full study program – work placements

Why does my team member need to do a work placement?

To complete a Certificate III in Individual Support (Disability), each student must complete 120 hours of work placement where they can apply their skills and knowledge in real-world situations.

Most Endeavour Foundation participants are already working in disability support roles and are learning on the job, so they don't need to do a work placement. They will, however, need to complete a logbook during their studies and get that signed off by you (see information above).

For students who are not currently employed as a disability support worker, a work placement is necessary. TAFE Queensland will notify Endeavour Foundation when a student needs to complete this requirement.

Please refer to the following Endeavour Foundation resources for information about student placements.

- [QP 5203 Student Placement Procedure](#)
- [INF 5203.1 Student Placement Information Sheet](#)
- [GUI 5203 Student Placement Induction Guide](#)

When does my team member need to start/complete their work placement?

Team members have 12 months to complete their studies, including their work placement.

If you have any concerns about your team member's ability to complete their work placement within their 12-month study period, please contact the TAFE Queensland RPL Coordinator.

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Recognition of Prior Learning (RPL) pathway

How can I support my team member to complete RPL activities?

Encourage your team member to contact TAFE Queensland's RPL Coordinator to have a conversation about the process.

The RPL Coordinator will walk them through the activities and explain what documentation and evidence they need to qualify for RPL. They will also speak to your team member about their experience and work history.

My team member has asked me to complete a report. What do I need to do with it?

As part of the documentation needed for the RPL option, your team member needs a third-party report from a supervisor. TAFE will ask you to supply a couple of short comments about your team member and their experience.

If you have questions about completing your team member's third-party report, please contact the TAFE Queensland RPL Coordinator.