CHC32015 Certificate III in Community Services

Overview
This qualification aims to provide participants with the skills and knowledge to:

- Respond to clients and identify presenting needs
- Refer to services, support and assistance

This qualification reflects the role of entry level community services workers who support individuals through the provision of person-centred services under the direction of others.

Duration
6 – 8 months

Participation
This qualification is delivered via blended learning, combining face to face sessions with online learning.

Participants will be required to undertake self-directed learning outside of classroom delivery as well as work placement activities within an appropriate organisation or agency (where appropriate).

Entry Requirements
There are no entry requirements for this qualification.

Assessment Methods
- Observation
- Quiz
- Peer feedback
- Question and answer – verbal
- Question and answer – written
- Participation
- Workplace reports
- Simulations

Employment Opportunities
Community Services Sector roles include, support worker, caseworker, client contact officer or community development worker in a paid or voluntary capacity. Over the years to November 2019, the number of job openings for community workers is expected to be above average. The most common level of educational attainment for Welfare Support Workers is Certificate III/IV (24.6 per cent). (Source Job Outlook, an Australian Government initiative http://joboutlook.gov.au/occupation.aspx?code=4117&search=&Tab=prospects)

Qualification Pathways
Eligible to undertake further qualifications at Certificate IV or Diploma level, such as the Certificate IV in Community Services

Cost
Full Fee $3000 (which includes a $500 enrolment fee)

Location
The Australian Institute of Social Relations: 49a Orsmond Street, Hindmarsh SA 5007
**Units of Competency**

This qualification is made up of 12 units (5 core units and 7 elective units).

### Core Units

<table>
<thead>
<tr>
<th>Code</th>
<th>Unit</th>
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<tbody>
<tr>
<td>CHCCOM005</td>
<td>Communicate and work in health or community services</td>
</tr>
<tr>
<td>CHCCCS016</td>
<td>Respond to client needs</td>
</tr>
<tr>
<td>CHCDIV001</td>
<td>Work with diverse people</td>
</tr>
<tr>
<td>HLTWHS002</td>
<td>Follow safe work practices for direct client care</td>
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<tr>
<td>HLTWHS006</td>
<td>Manage personal stressors in the work environment</td>
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### Elective Units

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<tr>
<th>Code</th>
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<tbody>
<tr>
<td>CHCADV001</td>
<td>Facilitate the interests and rights of clients</td>
</tr>
<tr>
<td>CHCDFV001</td>
<td>Recognise and respond appropriately to domestic and family violence</td>
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<tr>
<td>CHCDDEV01</td>
<td>Confirm client developmental status</td>
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<tr>
<td>CHCLEG001</td>
<td>Work legally and ethically</td>
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<tr>
<td>CHCPRP001</td>
<td>Develop and maintain networks and collaborative partnerships</td>
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<tr>
<td>CHCMHS001</td>
<td>Work with people with mental health issues</td>
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<tr>
<td>CHCCCS004</td>
<td>Assess co-existing needs</td>
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Modules

Workplace Requirements – The World of Work
Workplace health and safety legislations, policies and procedures, different Acts, regulatory frameworks, reporting procedures, rights and responsibilities
Job roles, risks and hazards
Teamwork vision/mission philosophies, ethical work practices
The Law and community work

Communication, Diversity and Interacting with Others
Communication skills, workplace learning, language, literacy and numeracy, effective writing skills, effective communication
Rapport building, the role of empathy and active listening
Cultural fitness, cultural diversity
Conflict negotiation and resolution

The Community Services Sector – Responding to Issues in Community Work
The development of community sector; what is Community Services?
What guides Community Services? Collaborative work – referrals
Relationship building, clients and the demand for linkages to other services
Community development and social justice
Community needs and responses
Knowledge and understanding of domestic and family violence
Awareness of its effects
Responding appropriately
Providing information
Referral to professional and community-based resources
## Delivery Schedule

<table>
<thead>
<tr>
<th>Module</th>
<th>Duration</th>
<th>Dates</th>
<th>Time</th>
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<tbody>
<tr>
<td>Induction</td>
<td>Half Day</td>
<td>20 July 2017</td>
<td>1.00pm-4.00pm</td>
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<tr>
<td>Module One: Workplace Requirements – The World of Work: Including Child Safe Environments</td>
<td>6 days</td>
<td>27 July and 3, 10, 17, 24, 31 August 2017</td>
<td>9.30am-4.30pm</td>
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<tr>
<td>Module 2: Communication, Diversity and Interacting with Others: Including Cultural Fitness and Mental Health First Aid</td>
<td>9 days</td>
<td>7, 12, 13, 14, 21, 28 September and 5, 18, 19 October 2017</td>
<td>9.30am-4.30pm</td>
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<tr>
<td>Module 3: The Community Service Sector—Responding to Issues in Community Work: Including Trauma Informed Practice for Frontline Workers and Responding to Suicide Risk</td>
<td>7 days</td>
<td>25, 26 October and 1, 2, 9, 16, 23 November 2017</td>
<td>9.30am-4.30pm</td>
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<tr>
<td>Child Focussed Practice course</td>
<td>Online self-paced learning programs completed in your own time available once you receive your online learning platform (Moodle) login.</td>
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<td>Blood Borne Virus course</td>
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<tr>
<td>AVERT Basics Family and Domestic Violence</td>
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**Student Support** – mentoring and tutoring available Thursdays 5.00pm – 7.00pm, or by appointment.

**Enrolments and Further Information**

For further information, to enrol or for information about Recognition for Prior Learning, contact the Australian Institute of Social Relations:

- **Email:** rto@rasa.org.au
- **Web:** [www.socialrelations.edu.au](http://www.socialrelations.edu.au)
- **Phone:** (08) 8245 8100
- **Fax:** (08) 8346 7333

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The Australian Institute of Social Relations is a division of: [Relationships Australia](http://www.relationshipsaustralia.org.au)