Course Details

This is a pathway qualification into community services work. May apply to workers:
- Who support individuals by providing a first point of contact in a crisis situation and referral to a broad range of services, or
- In residential facilities and/or in community services under direct or regular supervision within clearly defined organisation guidelines and service plans.

Workers at this level:
- May provide assistance and support to clients accessing a service or experiencing issues such as alcohol and or other drug issues
- Assist people in meeting their immediate needs e.g. by providing shelter and food
- Provide short-term contact with clients in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate
- May provide ancillary services such as catering, cleaning, laundry, gardening and home maintenance
- Report directly to a supervisor and are not responsible for other workers

Student Selection
Persons with the language, literacy and numeracy skills to fulfil their job role

Student Intake
All year (except for end of year closure)

Delivery Mode
Distance/Blended

Course Duration
Maximum 12 months

Fees

Certificate 3 Guarantee (Government Funded Program)
- $635 (normal - $250 enrolment fee followed by 8 weekly payments - $35 in first week then 7 payments of $50)
- $525 (concession - $250 enrolment fee followed by 6 weekly payments - $25 in first week then 5 payments of $50)

Traineeships
Not applicable

Fee for service
$1,800.00 ($300.00 enrolment fee followed by 30 weekly payments of $50)

Face to Face Classes
On application and group basis

Schools
As per individual Memorandum of Understanding (please check with your School)

Please Note: The Enrolment fee is non-refundable as are courses fees once students commence training. Fees and conditions are aligned to government funding conditions. Refer to fee policy on enrolment form for further information.

Resources

Learning resources supplied online are included in the program cost. Additional charges will apply for printing of learning resources, if requested. Please check before enrolment.

Job Roles

Possible job titles relevant to this qualification include:
- Assistant community services workers
- Laundry assistant
- Customer service staff
- Provision of emergency relief
- Home helper
- Housekeeping assistant
- Contact officers
- Personal care assistant
- Gardener/grounds person
- Support worker
- Care service employee
- Night/community patrol workers
- Domestic assistant
- Reception/front desk staff

Course Pathway

Certificate III in Community Services Work.
Outcome
On successful completion of all units within this qualification, participants will receive a Certificate II in Community Services.

How is the Course Delivered?
You will have access to a variety of theory and practical learning resources, including industry placement, which equips you with the necessary skills to secure employment. Course resources are readily available on the CTA website to ensure 24/7 access and portability to students. Throughout the duration of your studies you will be supported by qualified trainers and assessors in a variety of methods which depend on your chosen mode of study. These may include: Skype, email, phone, workplace visits, third party reports by workplace supervisor/s, written workbooks, videoed training presentation and or classroom tutorials.

Industry Placement
Students enrolling in this program will be required to complete approximately 100 hours of Industry Placement.

Centrelink Eligibility
If you are eligible for assistance, contact Centrelink for details of study assistance for this course before enrolment.

Recognition of Prior Learning (RPL)
Have you gained knowledge and skills through your work, life experience, training or education? You may be halfway to a qualification and not realise it. Even if you have never formally studied or trained in a particular area, you may be able to have your skills formally recognised. Recognition of your current skills and knowledge can occur through credit transfer or recognition of prior learning.

What Is Involved?
As part of the recognition of prior learning process your existing skills and knowledge will be assessed against a range of industry standards by a qualified assessor. You can demonstrate your competence in a variety of ways including performing tasks, sharing your stories about how you carry out tasks in the workplace or providing work samples. Depending on your skills, knowledge and experience, you may find you are eligible for a qualification and you may never need to enter a classroom.

Credit Transfer (CT)
If you have completed past studies in areas related to the qualification you plan to enrol in you may be eligible for credit transfer. You will need to provide a Statement of Attainment matching the unit of competency you are seeking credit for.

Benefits of Applying for RPL
- Recognition may accelerate you through your qualification
- A qualification may assist you with getting a promotion, job security, a change in career or even a pay rise
- Recognition helps keep your studies interesting and challenging (as you are not learning things you already know)
- Recognition will never cost you more than the training it replaces

Units (5 Core units plus 6 Electives units)

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
<th>Type</th>
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<tbody>
<tr>
<td>CHCCS211B</td>
<td>Prepare for work in the community sector</td>
<td>Core</td>
</tr>
<tr>
<td>CHCCOM201C</td>
<td>Communicate with people accessing the services of the organisation</td>
<td>Core</td>
</tr>
<tr>
<td>CHCORG201C</td>
<td>Follow policies, procedures and programs of the organization</td>
<td>Core</td>
</tr>
<tr>
<td>CHCORG202C</td>
<td>Work with others</td>
<td>Core</td>
</tr>
<tr>
<td>HLTWHS200A</td>
<td>Participate in WHS processes</td>
<td>Core</td>
</tr>
<tr>
<td>CHCCS308B</td>
<td>Provide first point of contact</td>
<td>Elective</td>
</tr>
<tr>
<td>CHCORG303C</td>
<td>Participate effectively in the work environment</td>
<td>Elective</td>
</tr>
<tr>
<td>CHCNET301D</td>
<td>Participate in networks</td>
<td>Elective</td>
</tr>
<tr>
<td>HLTHIR403C</td>
<td>Work effectively with culturally diverse clients and co-workers</td>
<td>Elective</td>
</tr>
<tr>
<td>HLTHIR404D</td>
<td>Work effectively with Aboriginal and/or Torres Strait Islander people</td>
<td>Elective</td>
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<tr>
<td>HLTAID003</td>
<td>Provide first aid</td>
<td>Elective</td>
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</tbody>
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*As per training package rules, listed units reflect industry choices; however student can negotiate to ensure electives meet their job role requirements