



## CHC32015 Certificate III in Community Services

### About the course

This qualification reflects the role of entry-level community services workers who support individuals through the provision of person-centered services. Work may include day-to-day support of individuals in community settings or support the implementation of specific community-based programs. At this level, work takes place under the direction of others and supervision may be direct or indirect. Work may take place in a range of community services organisations.

The purpose of this course is to enable you to develop skills and knowledge to improve your employability and work readiness skills in the community service sector. The focus of the course is based around orientation into the workforce and pathways into further vocational study. The course is based on entry level into the community services sector. The course has been developed to enable you to gain the general skills and knowledge in the community services sector without limiting yourself to a specific stream. You can enter the workforce as an entry-level position or up skill into an occupation specific qualification such as Aged Care or Early Childhood Education and Care depending on your occupational interest. The course is intended to provide you with support and encouragement whilst considering your individual needs, backgrounds, and experience of each student.

The CHC32015 Certificate III in Community Services supports the development of the required skills and knowledge for community services such as:

- Working within a community service framework
- Communicating and working in a health or community services setting and
- Facilitating interested and rights of clients

**Location:** Enquire with Skills & Jobs Australia.

#### **Enrolment and Information Session:**

Session details will be confirmed prior to commencement of course. We will provide you with information about the program, this will include the following:

- Enrolment process
- Pre-training Review checklist
- Language, literacy and Numeracy Assessment to make sure that you are suitable for this level of study to enhance your employment pathway.

### Am I eligible to enrol?

There are no pre-requisites to enrol in this course. However, you will be required to complete a language, literacy and numeracy (LLN) assessment prior to finalising your enrolment. This is to ensure that the course is suitable for you and that Skills & Jobs Australia can meet your individual needs.

The assessment includes:

- a written test and
- a verbal component

To identify that you have past work or study experience, please take responsibility to bring in your resume to the first training session as this will also be used as your reference in work activities throughout training.

## Course structure

The program consists of 2 Stages:

**Stage 1** of the program consists of formal classes over the first 12 weeks from Monday – Friday, 9:00am – 5:00pm with an hour of break times spread through the day. This will provide intensive face-to-face training for 420 hours. The units of competency delivered in Stage 1 are directly relevant to immediate entry level employment opportunities to encourage you to explore suitable job vacancies early in your course and feel confident that you will have gained some skilled and knowledge to apply in the workplace.

**Stage 2** will provide students with a scheduled class once per week for the remaining 7 months of the program, which is additional, scheduled face-to-face training for 196 hours. During this time student can work with their trainer to practice and develop the skills required for a successful outcome. During this time the trainer/assessor will assist the students through completion of their assessments and practical observations.

Throughout Stage 1 and Stage 2 students will be expected to undertake approximately 5 hours per week to work on learning activities, research and assessments outside of the scheduled classroom time. The allocated time for self-study in the course is 200 hours over the entire duration of the course.

The CHC32015 Certificate III in Community Services does not have any practical placement requirements for students to complete and therefore the volume of learning for this course is 816 hours.

Stage 1, 12 weeks, 35 hours per week = 420 hours learning activities and assessment activities

Stage 2, 28 weeks, 7 hours per week = 196 hours practical activities, case studies

Self-paced, 40 weeks, 5 hours per week = 200 hours research activities

**Stage 1 = Training and Skills Development - Full time - Weeks 1 – 12**

**Stage 2 = Skills Development & Assessment – Once a week - Weeks 12 - 40**

Code	Title	Core/ Elective
CHCCCS016	Respond to client needs	Core
CHCCOM005	Communicate and work in health or community services	Core
CHCDIV001	Work with diverse people	Core
HLTWHS002	Follow safe work practices for direct client care	Core
HLTWHS006	Manage personal stressors in the work environment	Core
CHCADV001	Facilitate the interests and rights of clients	Elective
CHCCDE003	Work within a community development framework	Elective
CHCCOM001	Provide first point of contact	Elective
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	Elective
CHCPRP001	Develop and maintain networks and collaborative partnerships	Elective
BSBINM301	Organise workplace information	Elective
BSBWOR301	Organise personal work priorities and development	Elective

### Will I be able to get a job or study when I finish the course?

Once you have successfully completed the CHC32015 Certificate III in Community Services, you can continue with vocational studies by undertaking a Certificate IV or Diploma level qualification in your chosen community services area such as aged care, disability, early childhood education and care, school age care or community sector management. Graduates of this course may continue to undertake general job seeking or engage in other relevant vocational training suited to their career aspirations.

#### Educational Pathways:

- CHC43015 Certificate IV in Ageing Support
- CHC42015 Certificate IV in Community Services
- CHC43115 Certificate IV in Disability
- CHC43415 Certificate IV in Leisure and Health
- CHC40113 Certificate IV in School Age Education and Care
- CHC52015 Diploma of Community Services
- CHC50113 Diploma of Early Childhood Education and Care

#### Vocational Pathways:

- Entry level community services worker
- Entry level social worker
- Entry level aged care support worker
- Entry level disability support worker
- Entry level youth support worker

### Training & Assessment

#### Stage 1 = Training and Skills Development - Full time - Weeks 1 – 12

You will attend classes and participate in theory-based learning, learning activities and practical demonstrations. The delivery methods used will assist you to gain new skills and knowledge to seek employment in the community sector or provide a pathway into further education. Alongside the unit requirements the skills and knowledge that will be developed during the program will focus on the requirements identified by Industry about preparing you for employment. This includes:

- Teamwork
- Communication
- Personal presentation
- Reliability
- Digital literacy

Our learning materials include self-reflection activities to make positive changes toward actively securing employment or further study in the community. You will start working on your assessments during Stage 1 for the units of competency and there will be opportunities to complete assessments during Stage 2.

#### Stage 2 = Skills Development & Assessment– Once a week - Weeks 12 - 40

For the remaining 7 months Students will continue training in the remaining units of competency that are relevant to specific workplace duties. Students will continue to work on their theory assessments outside of the classroom for homework. During this time student can work with their trainer to practice and develop the skills required for a successful outcome. During this time the trainer/assessor will assist the students through completion of their assessments and practical observations.

### How much will this course cost?

**Total Course Fee:** Price available upon request.

You will receive all Learner Workbooks and Assessment Task Booklets per unit of competency for the course.

**RPL Costs:**

Application Fee - \$250

Charge per unit of competency - \$300

\*Please refer to your Student Handbook for Addition Fees and Charges and our Refund policy.

### Student Support Services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing, and math.

We will conduct a pre-training review and a language, literacy and numeracy skills assessment during enrolment that will help us to identify any support you need. Based on the information you provide in and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs. Please feel free to discuss with us any individual support needs and or personal requirements at any time during your time with us.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.

Skills & Jobs Australia will provide you with a TA2.11 Individual Support Plan should you require any special needs.

Contact us at 1300 136 975 to discuss your support needs.

### How to enrol

Please contact our office by phone or email.

You will receive an email which outlines what you are required to bring to the enrolment session.

### How to contact us

**Phone:** 1300 136 975

**Email:** [info@sajaust.com.au](mailto:info@sajaust.com.au)

**Post:** Level 2, 326 Keilor Road Niddrie VIC 3042