



Description of Course

This qualification may be used as a pathway for workforce entry as community services workers who provide a first point of contact and assist individuals in meeting their immediate needs. At this level, work takes place under direct, regular supervision within clearly defined guidelines.

Activities / Tasks

The course provides both theoretical and practical training that is linked directly to the work that community service related employees undertake. The course includes:

- Developing employability and other transferable skills relating to the Community Services industry;
- Developing an understanding of how to work with clients with diverse needs;
- Identifying how to engage with clients and colleagues professionally within the Community Services industry;
- Understanding work health and safety policies and procedures specific to the Community Services industry;
- Learning about the different types of diversity such as Australian Indigenous Culture, cultural diversity and how to work with various other marginalised groups;
- Learning about homelessness and its complexities;
- Class discussions, role-plays and activities aimed at enhancing skills and knowledge across a wide range of scenarios; and
- Several incursions and/or excursions to places relevant to community services.

Assessment

Assessments are conducted using a combination of project based practical tasks, theory test and design folios/briefs. The assessment of your overall competence at this certificate level will be undertaken by a qualified assessor and your competence judged using all of these tasks. In order to enhance student's understanding of concepts covered within the course, they will at times be asked to complete homework comprehension tasks directly related to content. Students will be given a fair and adequate assessment process that includes the option of an assessment re-sit.

Auspicing Registered Training Organisation

IVET (RTO Code: 40548)

Enrolment Process

Students must apply through their VET Coordinator at their Home School and complete the PLSC Enrolment Form.

Course Days & Times

Wednesday 9:30am – 3:00pm

Length of the Course

This course runs for one year.

Pathways

After achieving CHC22015 Certificate II in Community Services, individuals may undertake further education and training, including:

- Certificate III Individual Support
- Certificate IV Alcohol and other drugs
- Certificate IV Disability
- Certificate IV Youth Work
- Diploma Early Childhood Education
- Diploma Community Service
- Bachelor of Social Work

With additional training and experience possible future career opportunities may include work in the following areas/sectors:

- Social Worker
- Community Worker
- Counsellor
- Childcare Worker
- Careers Counsellor
- Disability Support Worker
- Health Promotion Officer
- Drug and Alcohol Counsellor
- Teacher's Aide
- Prisons Officer
- Residential Support Worker
- Youth Worker



Course Content

Code	Unit of Competency	Nominal Hours
BSBWOR202	Organise and complete daily work activities	20
CHCCOM001	Provide first point of contact	35
CHCCOM005	Communicate and work in health and community services	30
CHCDIV001	Work with diverse people	40
HLTWHS001	Participate in workplace health and safety	20
FSKOCM07	Interact effectively with others at work	10
FSKLRG09	Use strategies to respond to routine workplace problems	15
HLTAID011	Provide first aid	18
FSKLRG11	Use routine strategies for work-related learning	10
	Total Nominal Hours	198