



## Course Outline

### CHC32015 Certificate III in Community Services

#### Start your career in Community Services

Do you want to be a:

- Community Care Worker
- Residential Support Worker
- Welfare Support Worker
- Personal Care Worker
- Residential Care Worker

This an entry-level qualification for anyone wishing to commence a career in the community services sector or have their knowledge and skills recognized.



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 organizations.

#### What will I learn?

Topics covered in this course include:

- Communicate and work in health or community services
- Follow safe work practices for direct client care
- Provide individualised support
- Support participative planning processes
- Operate under a casework framework

#### How is it delivered?

This course is available through the following options:

- **Face-to-face training** is offered through workshops, self-paced study, vocational placement and tutorial support.

**Distance training** is delivered through blended learning including self-paced study using workbooks and supported with phone and email tutorial support. A range of options are available to best suit your learning style.

## Units of Competency

### How many units are needed for the qualification?

You must be assessed as competent in a total of 12 units of competency, 5 core units and 7 elective units to be awarded the CHC32015 Certificate III in Community Services.

#### Core

- CHCCCS016 Respond to client needs
- CHCCOM005 Communicate and work in health or community services
- CHCDIV001 Work with diverse people
- HLTWHS002 Follow safe work practices for direct client care
- HLTWHS006 Manage personal stressors in the work environment

#### Electives (other units may be chosen dependent on delivery stream)

- CHCCCS009 Facilitate responsible behaviour
- CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety
- CHCCCS023 Support independence and wellbeing
- CHCCDE001 Support participative planning processes
- CHCLEG001 Work legally and ethically
- CHCCOM001 Provide first point of contact
- CHCCW301C Operate under a casework framework

## Course information

### Course Requirements

As part of the course, you are required to complete work placement for one month within an aged care, disability or community services facility. Your work placement provides the opportunity to:

- Strengthen experience of the workplace to support future expectations of performance in the workforce
- Develop practical skills and the application of knowledge within the workplace to promote stronger embedding of learning
- Provide exposure to real workplace situations and circumstances which cannot be replicated in a learning environment or through

Please note that certain units have practical work placement hours that are required to be completed before the unit is deemed competent. These hours can be completed within your practicum. If you are currently working, these hours can be counted.

### Recognition of Prior Learning

Your history of life and work experiences as well as formal and informal training may be applied using the Recognition of Prior Learning (RPL) process. All students are offered RPL upon enrolment or commencement of training. Documentary evidence will be required.

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## Resources

Participants will be provided with:

- Learning Guides and Assessment Guides for each unit
- Participant Handbook and Course Guides
- Access to additional supports

## Funding & Costs

This qualification is offered through:

- Certificate 3 Guarantee
- Fee-for-Service
- Engaging Communities for Learning

You can refer to the following documents for further information:

- Course Fee Guide
- Funding & Program Fact Sheet
- Policies & procedures
- Handbooks

## How do I enrol?

You can download the enrolment form directly from our webpage, have it emailed to you or drop in and see us. If you are not ready to enrol but are interested, please contact us or visit our webpage.

## Want more information?

**Visit:** [www.cedarcentre.com.au](http://www.cedarcentre.com.au)

**Call:** 07 4512 6770

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