

About this course

This qualification is a broad-based program with a focus on either community services or community development work. It will prepare you for community work in a range of services for individuals and groups and it involves direct contact with clients; identifying their needs and referring appropriate services and support.

It will teach you the broad range of knowledge and skills involved in providing day to day support for clients in community settings.



Career Options

Some of the roles this course will qualify you for:

- Community Care Worker/Support
- Community Development Worker
- Referral Worker
- Juvenile Justice Officer
- Residential Support Worker
- Youth Worker

Course Structure

This course is made up of 13 units:
8 core units and 5 elective units.

Core Units

CHCADMIN305E	Work within the administration protocols of the organisation
CHCCD412B	Work within a community development framework
CHCCOM302C	Communicate appropriately with clients and colleagues
CHCCS308B	Provide first point of contact
CHCCS411B	Work effectively in the community sector
CHCNET301D	Participate in networks
CHCORG303B	Participate effectively in the work environment
HLTOHS300B	Contribute to OHS processes

Elective Units

CHCCS401B	Facilitate responsible behaviour
CHCCS422A	Respond holistically to client issues and refer appropriately
CHCMH301B	Work effectively in mental health
CHCAC318B	Work effectively with older people
CHCAD401D	Advocate for clients

Australian
Qualifications
Framework




Entry requirements

There are no formal entry requirements to study this course. The College will ask you to complete a form to give us some information about your professional background. Candidates may also need to complete a brief language assessment, if deemed necessary. We will assess this and we may ask you for further information to ensure that a distance program and the level are right for you.

Work experience

Please note that some of the assessment tasks in this unit relate directly to the work environment. For these units you will need verification from a workplace supervisor as evidence of competence. This means you will need to complete work experience for a minimum of 40 hours. You will need to make these arrangements yourself.

We suggest you start planning for work experience when you are ready to enrol in a course.

Please note that in order to work in any federally funded aged care service in Australia, you will need to undergo a criminal record check. You will be required to pay for any criminal checks that the College conducts on your behalf.

Delivery modes

Online learning means you complete the entire course using the online learning platform. The content is presented per unit – you simply find the right unit and start reading. It's like reading a book on your computer screen with images and pictures. When you finish a unit, you complete the assessment tasks, which are also done online. It's easy, fast and a great way to achieve a qualification.

Distance learning means you study using the textbooks that we mail to you. You work through the course materials at your own pace and return your completed assessments by mail. This method is designed for those who prefer the more traditional form of study using books in hard copy.

Blended learning

Many of our students prefer to mix the two – do the reading tasks using the textbooks but complete the assessments online. It's a practical approach to learning that offers great flexibility.

Classroom and Workplace-based learning

We also offer traineeships and classroom-based courses to individuals and workplaces. Contact us for more information on our workplace-based programs

Assessment may include:

- Case studies
- Projects
- Demonstration of skills
- Practical activities
- Written & oral questioning
- On-the-job assessments

Duration

We suggest you complete this course within 12 months. Expect to study about 4 - 6 hours per unit.

Recognition

National College Australia recognises the skills and knowledge gained through previous studies and/or work experience. If you think you may be eligible for Recognition of Prior Learning (RPL), ask to speak to the Student Services Manager.

Course Fees

- The regular course fee is \$1800
- Pay upfront and receive a 10% discount - pay only \$1620
- Flexible payment plans are available - pay \$100 deposit and \$65.40 fortnightly or \$141.70 monthly for 12 months

Learning Pathways

Successful completion of this qualification could lead to advanced standing in

- Certificate IV in Community Services Work
- Diploma of Community Services Coordination
- Selected Certificate III and IV qualifications in 08 Community Services Training Package

Additional information

This qualification is also available as a traineeship. If you have been in full-time employment for 3 months or part-time employment for 12 months with the same employer, you may be eligible to complete this course as a government funded trainee. Speak to your employer or ask to speak to our Student Services Manager.

About community services work

Community services

Community services is a broad industry that covers a range of sectors including family work, health, education, youth work, alcohol and drugs, employment services, and welfare work.

Day to day work

Depending on the specific job title, a community services worker's day to day duties can involve:

- administrative tasks
- case work
- interviewing
- preparation of reports and other documentation

Personality/skills profile

The ideal candidate for a community services role is someone who:

- has a keen interest in improving the welfare of others
- has good interpersonal skills and is able to get along well with people in general
- has good organisational, verbal and written communications skills
- is flexible and able to work in environments with culturally diverse people
- can work well in a team and follow instructions

More information

- | | |
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| • Does this type of work include shift work? | <i>Not usually</i> |
| • Does it have flexible hours? | <i>Possibly</i> |
| • Is there any travel involved? | <i>Possibly</i> |
| • Do I have to have a driver's licence and own my own car? | <i>No</i> |

Salary

Entry level workers in this industry can earn between \$40,000 - \$45,000 per annum. Experienced workers can in the \$100,000+ range per annum.

Other courses at National College that will qualify you for work in this industry

- Certificate IV in Community Services Work
- Diploma of Community Services Coordination



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