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CHC32015

CERTIFICATE III IN

COMMUNITY SERVICES



This certificate prepares you for client facing role in Australia's health and community services industry. Topics covered include safe work practices, responding to client needs, and communicating with others.

Throughout this course, our friendly team will assist you in developing skills and knowledge that will enhance your ability to work confidently, effectively and safely in a variety of health and community services environments.

DELIVERY MODE

This course is delivered through an online delivery and blended assessment approach that is supported by a practical work placement.

alffie will provide you with a password to log in to our secure and user-friendly online learning portal. Within the portal, you can access your lesson material and assessments.

RTO NO. 41206

v1811

COURSE DURATION

Total: 1368.5 hours

Semester 1: 588 hours

Semester 2: 660.5 hours

Work placement hours: 120 hours

To achieve this qualification, you must complete 120 hours of work placement as detailed in the Assessment Requirements of the units of competency.

Please note, *alffie* will assist with the work placement process but does not guarantee practical placement.

Important note: Your enrolment will be valid for up to 12 months.

UNITS OF COMPETENCY *Unit has work placement component

alffie's Certificate III in Community Services includes the units listed below.

Semester 1

- CHCCOM005 - Communicate and work in health or community services*
- CHCCDE003 - Work within a community development framework
- HLTWHS002 - Follow safe work practices for direct client care*
- BSBINM301 - Organise workplace information
- HLTWHS006 - Manage personal stressors in the work environment*
- CHCCOM001 - Provide first point of contact
- FSKLRG06 - Participate in Work Placement*

Semester 2

- CHCDIV001 - Work with diverse people*
- CHCCCS016 - Respond to client needs*
- CHCCCS015 - Provide individualised support*
- CHCCCS023 - Support independence and wellbeing*
- CHCADV001 - Facilitate the interests and rights of clients
- CHCPRP003 - Reflect on and improve own professional practice

ENTRY REQUIREMENTS

It is a government requirement that all job seekers undertaking Nationally Recognised Training in Australia have a unique student identifier (USI). To begin this course, you will need a USI.

For more information on USIs, go to: www.usi.gov.au

In addition to a USI, to begin and complete this course, you will need:

- Regular access to a computer, tablet or smartphone (note: there may be some activities within the course that will require you to use a computer rather than a tablet or smartphone)
- An email address and regular access to a reliable internet connection
- Basic to intermediate computer, or digital device, navigation skills
- To meet certain language, literacy and numeracy (LLN) requirements and pass a short LLN test
- The ability and willingness to study lesson material and complete assessment activities
- PDF reader software (e.g., Adobe Acrobat) installed on your computer or the digital device you are using to access your course
- The ability to communicate directly with *alffie* in English
- The ability to understand and follow detailed instructions given verbally or written in English.
- **Obtain a Police Check, Working With Children Check or Blue Card**

OUTCOME

In the case that you successfully complete one, or some, but not all of the units of competency within the course, you will be issued a Statement of Attainment for the unit/s that you have completed.

In the case that you successfully complete all of the units of competency within the course, you will be issued with a Certificate III in Community Services. Examples of job roles this qualification may be relevant to include:

- Assistant Community Services Worker
- Migrant Worker
- Client Contact Officer
- Neighbourhood Centre Worker