

RESPONSE  
EMPLOYMENT  
&  
TRAINING

RTO Code 90278



COURSE GUIDE

CERTIFICATE II  
in  
COMMUNITY SERVICES

Course Code: CHC22015

DURATION	6 MONTHS
ENVIRONMENT	CLASSROOM LEARNING
PRICE	AU \$2,400
ENTRY REQ.	NO FORMAL REQUIREMENTS
RPL	AVAILABLE
UNITS	TOTAL 9 / 5 CORE / 4 ELECTIVES



NATIONALLY RECOGNISED  
TRAINING

## COURSE DESCRIPTION

Get your foot in the door of the community services sector with this accessible course. This qualification will give you a sense of what will be required of you in a community services role, such as care assistant or community support worker. Explore topics related to effective communication, responding to emergencies, working with children and managing relationships. This course provides a sound framework for further study, or to formalise skills you may already have.

## DURATION

6 Months - Face to Face training. The CHC22015 - Certificate II in Community Services requires a minimum of 120 hours to be completed in a volunteer capacity in a suitable Community Services Environment, supervised by qualified staff.

## ENVIRONMENT

This program is delivered with a classroom-based face to face training across selected locations within the Northern Territory, which includes but not limited to utilising the specialised training facilities under the required supervision of the trainer, explanation, demonstrations, presentations and some self-paced studies.

### You'll get:

- 📖 Easy-to-follow course materials
- 📺 Videos
- 📞 Support from your course trainers (phone, email,)
- 👥 A dedicated admin team on hand to guide you
- 📄 Online assessments
- 👥 Student Study group

### What support will I get?

Your trainer will be happy to contact you via phone or email (Monday to Friday, 9am to 5.00pm). So, you definitely won't feel alone. You'll also have access to our student study groups, so you can discuss the material with other students. It's a handy way to stay in touch with trainers and others in the same course.

## COURSE PRICE

### Upfront payment (in full)

AU \$2400

### Payment plan

AU \$200.00 per fortnight for 12 weeks.

Payment options include electronic funds transfer (EFT), credit card (Mastercard or Visa), cheque or cash.

### Government Funding

If you live in the Northern Territory, there may be government funded prices and subsidies available. Contact one of our consultants to find out if funding is currently available.

## CAREER OPPORTUNITIES

At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals. Workers may also have responsibility for the supervision of other workers and volunteers and/or case management; roles may provide support, recruitment, performance management, risk management, advocacy or interventions to individuals, groups or communities and range from working under the direction and supervision of others to managing the programs and services themselves.

### Possible job titles relevant to this qualification include:

- 🌀 Community Services Worker
- 🌀 Assistant Community Services Worker
- 🌀 Accommodation Support Worker
- 🌀 NDIS Support Worker

## COURSE TOPICS/MODULES/UNITS

Total number of units = 9

5 core units

4 elective units, consisting of:

- at least 2 units from the electives listed below
- up to 2 units from the electives listed below, any endorsed Training Packages or accredited courses – these units must be relevant to the work outcome

All electives chosen must contribute to a valid, industry-supported vocational outcome.

### Core units

- 🌀 CHCCOM001 Provide first point of contact
- 🌀 CHCCOM005 Communicate and work in health or community services
- 🌀 CHCDIV001 Work with diverse people
- 🌀 HLTWHS001 Participate in workplace health and safety
- 🌀 BSBWOR202 Organise and complete daily work activities

### Elective units

- 🌀 CHCCDE003 Work within a community development framework
- 🌀 CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety
- 🌀 CHCECE002 Ensure the health and safety of children
- 🌀 CHCECE004 Promote and provide healthy food and drinks
- 🌀 CHCECE015 Attend to daily functions in home based child care
- 🌀 CHCPRT001 Identify and respond to children and young people at risk
- 🌀 CHCVOL001 Be an effective volunteer
- 🌀 HLTAID002 Provide basic emergency life support
- 🌀 HLTINF001 Comply with infection prevention and control policies and procedures
- 🌀 BSBWOR201 Manage personal stress in the workplace
- 🌀 FSKDIG03 Use digital technology for routine workplace tasks
- 🌀 FSKLRG09 Use strategies to respond to routine workplace problems
- 🌀 FSKLRG11 Use routine strategies for work-related learning

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|----------|--|
| FSKNUM14 | Calculate with whole numbers and familiar fractions, decimals and percentages for work |
| FSKOCM07 | Interact effectively with others at work   |
| FSKRDG10 | Read and respond to routine workplace information                                      |
| FSKWTG09 | Write routine workplace texts  |

## PATHWAYS

This qualification may be used as a pathway qualification into community services work and a number of Community Services & Health courses at Certificate III level. It may apply specifically to workers who support individuals by providing a first point of contact in a crisis situation and referral to a broad range of services, or workers in residential facilities and/or in community services under direct or regular supervision within clearly defined organisation guidelines and service plans.

## ENTRY REQUIREMENTS

There aren't any formal prerequisites. We do offer support for special needs and/or Low Language, Literacy and Numeracy. We believe that everyone should have equal access to study and qualifications.

## RECOGNITION OF PRIOR LEARNING

### Am I eligible for Recognition of Prior Learning?

We may be able to take into account relevant knowledge and skills you've possibly gained through previous formal or informal training, education and employment. To find out more, refer to our Student Handbook available on our website [www.responsetraining.com.au](http://www.responsetraining.com.au) or get in touch with one of our friendly course consultants.

## COURSE ASSESSMENTS

Assessment is based on the principles of competency-based training. Performance of learners is assessed on their ability to perform the task(s) to industry standards. In order to ensure the principles of validity are upheld a variety of learning styles and a range of assessment

strategies are used. Assessment for each unit of competence will be through a combination of classroom based and work placement tasks. Classroom based assessment includes but is not limited to:

### Classroom exercises

- Assignments
- Practical demonstrations
- Group Activities
- Projects
- Verbal and/or written questions
- Field visits

Workplace learning and assessment will be carried out in aged care homes by workplace supervisor and in accordance with log books.

#### Disclaimer

*The information contained in this guide is current at the time of publishing. Response Employment & Training reserves the right to change the admission requirements, fees, location of delivery and units of competency whenever necessary. Please contact us for the most current information.*