CHC32015
Certificate III in
Community Services

Why Upskilled?

- Online with work placement
- Nationally accredited qualifications
- Dedicated support for each participant

This certificate is an entry level qualification in the broad-ranging community services sector that will teach you how to provide support to people by providing person-centred services. You might find work in roles that offer day-to-day support of individuals in community settings or implementing community-based programs for an organisation. This will equip you to enter in a range of roles in a sector that is stable and community-minded. To achieve this qualification, you will be required to complete at least 120 hours of work as detailed in the course description below.

Detail

Community services is a great industry to join if you have a passion for helping others. Person-centred support is needed to assist a range of people in day-to-day tasks. This certificate will teach you how to listen to and understand people’s problems, background and circumstances, and to assist them with the areas they need help with. You will also learn to deal with and implement support systems and networks, and develop plans which will address your clients’ immediate and long term needs. This course contains a work placement to give you real life skills.

- Course structure

The course is conducted over a 12 month period; within a self-paced online learning environment. Upskilled uses MyUpskilled to manage the delivery and assessment of your course. This means you can learn at your own pace.

- Entry requirements

There are no formal entry requirements for this qualification.

Students will need access to a computer, and the internet, and have basic computing skills. A Language Literacy and Numeracy skills assessment may be required before enrolment can be confirmed.

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For more information on other elective units available in this course, please contact one of our Education Consultants.
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For those currently working in the industry, a workplace supervisor or manager may be requested to provide evidence of support towards the participants' competency in the units/qualification. Third Party Reports or observations may be required to be completed as advised by the participants' assessor.

Inclusions

Upskilled courses include specialised learning materials, and access to:
- Upskilled's fully customised online learning platform, MyUpskilled
- Student Rewards Program
- Student Support services
- your trainer via the trainer/student messaging system
- webinars; both live and recorded sessions
- video content access via:
  - Lynda.com
  - ClickView

Recognition of Prior Learning (RPL)

Work experience or formal qualifications you have may count towards your course. If you have previously undertaken study at a recognised institution or have some relevant work experience, you might gain credit towards specific units in a course; shortening the time you have to study. You can send your application for Credit Transfer or RPL during the enrolment process.

Work placement

The Certificate III in Community Services requires a minimum of 120 hours to be completed in a suitable Community Services Environment, supervised by qualified staff.

You will be required to complete an application for a Working with Children Check or Vulnerable People Check prior to enrolment in this course.

Upskilled will secure your work placement, ensuring we can provide an environment in which you can be successful in the course. During your placement, an Upskilled workplace assessor will visit you to observe you performing some of your assessment tasks. More information can be found here.

Assessment

Upskilled takes evidence gathered from a variety of sources to deem a student as competent. Assessment processes might include some or all of the following:
- Recognition of Prior Learning and/or credit transfer
- summative and formative assignments
- written reports and/or portfolio assessments
- scenarios and/or case studies
- projects
- written/oral questions
- regular training and assessment contact will be maintained by Upskilled in conjunction with the participant and their employer (where applicable). Critical dates during the program will be identified for participants to ensure compliance to assessment due dates.

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**Outcomes**

This qualification could give you several career and/or further study outcomes. After completing this course, you could explore various job opportunities such as Home Care Assistant, Personal Care Giver, Support Worker or some of the featured job roles below:

### Career outcomes

<table>
<thead>
<tr>
<th>Job Role</th>
<th>Salary Range</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alcohol and Other Drugs Worker</strong></td>
<td>$51,900 - $64,800 annually</td>
</tr>
<tr>
<td><strong>Child Care Assistant</strong></td>
<td>$40,600 - $52,700 annually</td>
</tr>
<tr>
<td><strong>Youth Worker</strong></td>
<td>$53,300 - 67,600 annually</td>
</tr>
<tr>
<td><strong>Volunteer Manager</strong></td>
<td>$53,600 - 70,500 annually</td>
</tr>
</tbody>
</table>

### Subjects

This qualification consists of the following units of competency. All units of competency must be successfully completed to attain the qualification.

The program is broken into 4 logical clusters of training:

**Cluster 1:** Cultural Diversity and Safe Working Environments  
**Cluster 2:** Working in Community Services  
**Cluster 3:** Youth, Rights and Risks  
**Cluster 4:** Crisis Care

- **HLTWHS002** Follow safe work practices for direct client care
- **CHCCC5016** Respond to client needs
- **HLTWHS006**

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Why Upskilled?

✓ Online with work placement
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✓ Dedicated support for each participant

Manage personal stressors in the work environment
Communicate and work in health or community services
Work with diverse people
Organise personal work priorities and development
Facilitate the interests and rights of clients
Provide client-centred support to people in crisis
Recognise and respond to crisis situations
Promote Aboriginal and/or Torres Strait Islander cultural safety
Engage respectfully with young people
Work with clients to identify financial literacy education needs

Flexible payment

Upskilled offers three flexible payment options for students. Enquire now for more information on payment methods and government funding.

✓ Pay up-front - Save 15%
  $3,950 down to $3,360
✓ Up to 24 months interest free with
  Get started for just $38 a week

This course is eligible for government funding:
  User Choice (ACT)

For more information on other elective units available in this course, please contact one of our Education Consultants.
Upskill for the career you love

www.upskilled.edu.au
Your goals are our goals
Since opening our doors in 2009, we’ve built a reputation for helping people achieve their professional development goals by offering a full-service online study experience that readily tailors to individual needs, at any point in their career.

We lead because we listen
We make sure to listen to industry contacts to understand the skills that graduates need to thrive. We listen to our course instructors when they pioneer new ways of making online learning environments more effective.

Most importantly, we listen to you—individuals investing in their future by taking charge of their own career.
More than 80 qualifications across key industry sectors

Accounting and Finance
Administration and Business
Community Services
Education
Events and Tourism
Human Resources
Information Technology
Logistics
Management
Marketing
Project Management
Retail
Sales and Customer Contact
Workplace Health and Safety
Online Short Courses
Dedicated trainers

Highly qualified and industry experienced, our course instructors guide you through every course component to ensure that theory translates into the practical expertise that employers prize.

Get recognised

You can leverage your previous study and relevant work experience to accelerate your qualification through RPL. Plus, we have articulation agreements with a number of Australian universities, so certain diplomas earned though Upskilled can give you up to a year of study credit towards a bachelor degree.

Exclusive video content

To assist learner progress, Upskilled provides full and free access to the Lynda.com video training library (selected qualifications). Those studying for an IT qualification with Upskilled are also supported via Pluralsight, a digital resource incorporating more than 3,000 virtual teaching sessions.
Online

All courses are available online and can be accessed via the online learning platform anytime, due to our rolling start dates. Having the option to access training materials and tasks anytime, anywhere means you can easily find the perfect work, life and study balance.

Nationally accredited

We are an RTO with over 80 nationally accredited qualifications in Management, Business, IT, WH&S, Finance & Accounting, Project Management, Customer Contact, HR, Community Services, Education, Retail, Marketing, Childcare, Events, Logistics and more.

Flexible payments

Select from a range of interest-free payment plans or pay upfront to receive a 15% discount. Partnering with Upskilled for a professional qualification can cost from as little as $22 per week.

Support to succeed

In addition to your dedicated trainer, Upskilled also has a support staff team available to assist should you need it, located here in Australia.
Online learning

Superior content meets innovative delivery

The MyUpskilled learning portal offers a customised study environment that combines timeless adult learning principles with digital learning aids.

We’ve evolved the online learning experience to another level with training modules that are interactive, integrated, and available whenever and wherever you are.

How does online learning work?

Upskilled supports you every step of the way. Your dedicated trainer will monitor your progress and mentor you throughout your course. Get feedback on assignments, reach your trainer via phone, email or your learning portal, and invest in your professional skills training with total confidence.
Real outcomes

Your passport to professional acceleration

Upskilled qualifications will enhance your resume, keep your skills current and fill the gaps in your knowledge base. This allows you to broaden your skill set, seek internal promotion or enhance your earning capabilities.

For those looking to make a lateral move between industry sectors, Upskilled qualifications are an invaluable tool for enabling the transition—one that speaks loud and clear to potential employers.

Customised training for your unique business

Let us design a customised course for your business needs. Explore your government funding options and get advice on filling vital knowledge gaps.

Contact us on 1300 009 924 to make an enquiry or get a quote.
Flexible payment options

Option 1 - Pay upfront to receive 15% off

When you choose to pay upfront, you receive a discount on your course fees. Check the course page of the qualification you are interested in, to see pay-by-the-week, and upfront payment costs.

Option 2 - Study now, pay later

Upskilled students are offered 24 month interest-free payment plans for eligible courses. This means you don’t need to make a deposit, and you will incur no interest for 24 months. You can get started for as little as $27 a week!

Option 3 - Upskilled payment plan

Upskilled also offers its own weekly or monthly payment plans. These plans are payable over a 12 month period and require an upfront enrolment fee. Contact us for more details.

Option 4 - Government subsidised training

Depending on the state or territory you reside in (and varying eligibility criteria), you may be eligible for various forms of government funding or incentives potentially saving thousands of dollars on a course. Head to the government funding FAQ section for more detailed information.
4 reasons to Upskill today

Get the skills that take you places

We collaborate with experts and industry leaders in every field of study to compile the most modern, up-to-date course material in the Australian business landscape.

Delivery that comes to you

We’re digital, through and through. Upskilled is an expert in the online delivery mode of learning, with dedicated help desk support and education partners who are respected leaders in their fields.

Balance that helps you thrive

We know you’re busy, so we design our online courses to be fully flexible, and self-paced so you can fit your study around your life.

Results that make life better

Upskilled courses build confidence and fuel career aspirations. They are expressly designed to enhance job satisfaction, boost salary expectations, and accelerate your professional progression.
Now's the time to speak to an education consultant about your career options by calling 1300 009 924 or visit our website

www.upskilled.edu.au