Certificate IV in Community Services Work will develop your skills to provide a range of services and interventions to clients in the Community Services industry. On completion of this qualification you will be able to design and deliver programs that aim to enhance the well-being of individuals and groups.

Who Should Attend
This qualification covers workers who provide a range of services and interventions to clients, and/or who implement community education and interventions. Work may take place in a range of contexts such as community based organisations, residential rehabilitation services and outreach services and workers may have supervisory responsibilities. Potential career paths include: case worker, domestic violence worker, family support worker, health education officer and welfare worker.

Course Structure
There are a total of 14 units to complete the qualification. The course will be delivered via a mixed delivery method of on-line learning and practical assessment activities completed in an organisation that delivers a range of services and interventions to clients, and/or who implement community education and interventions. Work placement may take place in a range of contexts such as community based organisations, residential rehabilitation services and outreach services. The course can be completed within a 12 month period. The anticipated hours required to complete a qualification range from 3-9 hours per week.

Prerequisites
No pre-requisites are required however a current National Police Check will be required to complete work placement hours.

Recognition of Prior Learning (RPL)
RPL is available for each Unit of Competency based on relevant workplace experience, formal training, or other expertise. To apply for RPL, please submit documentation in portfolio form for evaluation.

Inclusions
Courses include on-line learning materials, assessments and certification. Trainer and Assessor support is provided throughout the learning via email and telephone.

On the Job Work Experience
This course requires practical experience to support the learning. Students not employed in industry are required to arrange a work placement of no less than 100 hours at a suitable host organisation. Assessment activities will form part of the work placement.

This course is delivered in partnership with RTO: 6998
Course Outline

The online e-Learning course addresses the following units of competency from the National Community Services Training Package. All competencies must be successfully completed to attain the certificate.

Core Units

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>UNIT DESCRIPTION</th>
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</thead>
<tbody>
<tr>
<td>CHCCD412B</td>
<td>Work within a community development framework</td>
</tr>
<tr>
<td>CHCCHILD401B</td>
<td>Identify and respond to children and young people at risk</td>
</tr>
<tr>
<td>CHCCOM403A</td>
<td>Use targeted communication skills to build relationships</td>
</tr>
<tr>
<td>CHCCS400C</td>
<td>Work within a relevant legal and ethical framework</td>
</tr>
<tr>
<td>CHCCS411C</td>
<td>Work effectively in the community sector</td>
</tr>
<tr>
<td>CHCCS412E</td>
<td>Deliver and develop client services</td>
</tr>
<tr>
<td>CHCCS422B</td>
<td>Respond holistically to client issues and refer appropriately</td>
</tr>
<tr>
<td>CHCORG405E</td>
<td>Maintain an effective work environment</td>
</tr>
<tr>
<td>HLTHIR403C</td>
<td>Work effectively with culturally diverse clients and co-workers</td>
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</tbody>
</table>

Elective Units

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>UNIT DESCRIPTION</th>
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<tbody>
<tr>
<td>HLTWHS300A</td>
<td>Contribute to WHS processes</td>
</tr>
<tr>
<td>CHCCM401D</td>
<td>Undertake case management</td>
</tr>
<tr>
<td>CHCCM402E</td>
<td>Establish and monitor a case plan</td>
</tr>
<tr>
<td>CHCNET404B</td>
<td>Facilitate links with other services</td>
</tr>
<tr>
<td>CHCAD401D</td>
<td>Advocate for clients</td>
</tr>
</tbody>
</table>

Course Fees and Payment Options

<table>
<thead>
<tr>
<th>PAY BY WEEKLY INSTALLMENT¹</th>
<th>PAY BY MONTHLY INSTALLMENT²</th>
<th>PAY UPFRONT</th>
</tr>
</thead>
<tbody>
<tr>
<td>$60 per week with a $450 enrolment fee¹</td>
<td>$405 per month with a $495 enrolment fee²</td>
<td>Pay upfront $2,995, saving $335 (10% discount)</td>
</tr>
</tbody>
</table>

¹Payments made over a period of 48 consecutive weeks, totalling $3,330
²Payments made over a period of 7 consecutive months, totalling $3,330

Government Funding and Incentives

At both state and federal level, the government’s commitment to upskilling the Australian workforce has resulted in a comprehensive framework of funding schemes and incentive opportunities. As a result, many participants find that their courses are often heavily subsidized*.

How to Apply

Whether you’re inquiring as an individual, or as a manager acting on behalf of one or more employees, the easiest way to apply is to contact Upskilled:

- Select from more than 40 nationally accredited certificate and diploma courses
- Complete an application form at www.upskilled.edu.au
- Submit the form and an Upskilled Education Manager will contact you.

*Eligibility for traineeships will be determined by an Australian Apprenticeship Centre. Further information can be found at www.australianapprenticeships.gov.au; This Training is delivered by Enterprise and Training Company RTO: 6998