

### The ideal qualification to work in a community services role...

Community Services Workers perform an extremely important role as they often work 'at the frontline' in direct contact with clients. The standard of care and support you provide as a Community Services Worker instantly affects the immediate wellbeing of your client.

The Certificate III in Community Services Work is a broad qualification that provides you with the skills to capably support individuals and groups in a range of community service settings. It is the ideal course if you would like to begin working in a service or support role, or already have experience working in a volunteer or service capacity and would like to formalise your skills and knowledge.

### What you will learn

During the course you'll learn how to work effectively within a community organisation in a service, support or caring role. The key skills you will develop are:

- ✔ Communicating effectively with clients and colleagues.
- ✔ Participating and working successfully in a community services work environment.
- ✔ Working with clients in a range of situations including as first point of contact and client advocate.
- ✔ Working with administrative protocols and workplace information in a community services environment.
- ✔ An appreciation of diversity, especially in relation to culture and ability.

### Roles you can perform with this qualification

After finishing your qualification, you have a sufficient level of skill and knowledge to perform the following roles in a community services environment:

- ✔ Support Worker
- ✔ Neighbourhood Centre Worker
- ✔ Client Contact/Intake Officer
- ✔ Residential Support Worker or Housing Support Worker
- ✔ Assistant Community Worker

### Units covered in the course

The following units are completed during the course:

Certificate III in Community Services Work	
Course Code: CHC30108 Internal Code: CSW3B	
Unit Code	Unit Title
CHCCS411A #	Work effectively in the community sector
CHCCOM302C	Communicate appropriately with clients and colleagues
HLTOHS300A *	Contribute to OHS processes
CHCADMIN305D*	Work within the administration protocols of the organisation
BSBIMN201A *	Process and maintain workplace information
CHCINF302C *	Maintain the organisation's information systems
CHCCS308B	Provide first point of contact
CHCORG303A *	Participate in the work environment
CHCCS401B *	Facilitate responsible behaviour
HLTHIR403B #	Work effectively with culturally diverse clients and co-workers
CHCAD401D #	Advocate for clients
CHCCD412A	Apply a community development framework
CHCNET301D	Participate in networks

Units marked with an \* require assessment in a workplace environment during a work placement. Units marked with a # require completion of a practical component in a simulated work environment.

The information included in this Course Outline is indicative of the final curriculum but may not necessarily contain all units necessary for completion of the course. All assessment you complete throughout your studies will contribute to your final award. The Institute periodically revises its curriculum to comply with industry changes and any changes, upgrades or expansions will be instigated in such a way that your studies are affected as little as possible.

## How you will complete the Certificate III in Community Services Work

After enrolling into your course with the Institute, you are progressively provided with a workbook for each of the units of the course. You complete the workbooks in the order shown in the table above. The workbooks cover the theoretical information you need to know before moving onto demonstrating your competency in a simulated setting and the workplace.

Some units of the Certificate III in Community Services Work require you to demonstrate various skills in a simulated setting, either at a seminar, private assessment or by sending in a video recording of your skills demonstration. The following four practicals need to be completed during the course:

Practical Name	When to Complete	Duration (if completed via seminar)
Working in the Community Sector	Complete after workbook for Unit CHCCS411A is competent	1 day
Working with Diversity	Complete after workbook for Unit HLTHIR403B is competent	1 day
Advocating for Clients	Complete after workbook for Unit CHCAD401D is competent	1 day

\*\* These practicals are also included in other qualifications offered by AICS.

To assist with transitioning your knowledge and skills into the workplace, the course also requires the completion of a work placement. If you have not worked in a community services role previously, we recommend you start your placement once you have successfully completed **all workbooks up to unit CHCCS401B** and the *Working in the Community Sector* practical.

## Mutual Recognition

If you have completed another nationally recognised training program that contains any of the units in the Certificate III in Community Services Work, you will receive recognition for the relevant units. To apply for mutual recognition, simply download a copy of the Credit Transfer and Recognition of Prior Learning (RPL) Kit from the Institute's website at [www.aics.net.au](http://www.aics.net.au).

## How long will my course take?

Whilst you can study at a pace that suits you, students progressing steadily through their course complete the qualification in approximately 6 months.

If your course is funded by Centrelink or another funding program, you'll need to progress through your course in accordance with the timeframes indicated on your Course Planner provided with your first Study Pack. On a full time study workload you will complete the course in 6 months.

