

## Provide a high standard of care in a community service role...

With the Certificate IV in Community Services Work, you will be able to develop and deliver a range of services and interventions with client groups in residential and community settings. Community Services Workers at this level often have greater responsibility in relation to the immediate and ongoing standard of support and care being provided to clients. The Certificate IV in Community Services Work is the ideal course if you have been working in a community services role, or have completed the Certificate III in Community Services Work, and would like to extend your skills or move into a higher or more autonomous role.

### What you will learn

During the course you'll learn how to work effectively in a personal care role including:

- ✔ Developing effective services and programs for specific client groups.
- ✔ Providing appropriate interventions.
- ✔ Case planning and advocacy.
- ✔ Establishing strong relationships with clients and colleagues.
- ✔ Maintaining an effective work 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:

- ✔ Community Support Worker
- ✔ Case Worker
- ✔ Welfare Support Worker
- ✔ Family Support worker
- ✔ Outreach or Liaison Officer
- ✔ Community Development Worker

### Units covered in the course

The following units are completed during the course:

Certificate IV in Community Services Work	
Course Code: CHC40708 Internal Code: CSW4B	
Unit Code	Unit Title
CHCCS400A#	Work within a relevant legal and ethical framework
CHCCS411A#	Work effectively in the community sector
HLTOHS300A*	Contribute to OHS processes
HLTHIR403B#	Work effectively with culturally diverse clients and co-workers
CHCCOM403A#	Use targeted communication skills to build relationships
CHCCD412A	Work within a community development framework
CHCORG405C*	Maintain an effective work environment
CHCCS412D	Deliver and develop client services
CHCCS403B*	Provide brief intervention
CHCCM402D*	Establish and monitor a case plan
CHCCS422A*	Respond holistically to client issues and refer appropriately
CHCAD401D#	Advocate for clients
CHCGROUP403D#	Plan and conduct group activities
CHCCHILD401A#	Identify and respond to children and young people at risk

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 IV 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 IV 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 practicals need to be completed during the course:

Practical Name	When to Complete	Duration (if completed via seminar)
Legal and Ethical Frameworks	Complete after workbook for Unit CHCCS400A is competent	1 day
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
Communication	Complete after workbook for Unit CHCCOM403A is competent	1 day
Advocacy I	Complete after workbook for Unit CHCAD401D is competent	1 day
Group Work	Complete after workbook for Unit CHCGROUP403D is competent	1 day
Children and Young People at Risk	Complete after workbook for Unit CHCCHILD401A 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 CHCCS422A** and the *Legal and Ethical Frameworks*, *Working in the Community Sector*, *Working with Diversity*, and *Communication* practicals.

## Mutual Recognition

If you have completed another nationally recognised training program that contains any of the units in the Certificate IV 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 10 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 10 months.

