

## Learn how to coordinate community programs and projects...

A Community Services Worker with service coordination skills and responsibilities performs a vital function within a community agency in the establishment and delivery of community services and programs. The capability of you, as the Service Coordinator, has a significant and ongoing impact on the quality of services and programs offered to your clients by yourself and your colleagues. With the Certificate IV in Community Services Work (Service Coordination), you will learn how to coordinate specific programs and projects in residential facilities, group homes, community agencies and government departments. It 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 apply your knowledge and skills to manage community programs and projects within the community agency's requirements and guidelines. The key skills you will learn are:

- ✔ Developing service and delivery strategies.
- ✔ Coordinating services, programs and work.
- ✔ Establishing strong communication and relationships with clients and colleagues.
- ✔ Maintaining effective work environments and practices.
- ✔ Coordinating volunteers.

### 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:

- ✔ Residential Respite Officer
- ✔ Community Care Coordinator
- ✔ Respite Coordinator
- ✔ Program Coordinator
- ✔ Volunteer Coordinator
- ✔ Local Area Coordinator
- ✔ House Coordinator
- ✔ Unit Supervisor or Manager

### Units covered in the course

The following units are completed during the course:

#### Certificate IV in Community Services Work (Service Coordination)

Course Code: CHC42002 Internal Code: SCA

Unit Code	Unit Title
CHCCOM3C #	Utilise specialist communication skills to build strong relationships
CHCCD12D	Apply a community development framework
CHCCS401A #*	Facilitate cooperative behaviour
HLTCSD306B #	Respond effectively to difficult or challenging behaviour
CHCNET4A #	Work with other services
CHCINF2B *	Maintain organisation's information systems
CHCOHS401A #	Implement and monitor OHS policies and procedures for a workplace
CHCORG23B #	Coordinate work
CHCORG5B	Maintain an effective work environment
CHCCS12A	Develop a service delivery strategy
CHCCS3C #	Coordinate the provision of services and programs
CHCCS301A #	Work within a legal and ethical framework
CHCCS402A *	Respond holistically to client issues
CHCORG25B #	Recruit and coordinate volunteers
CHCCS405A #	Work effectively with culturally diverse clients and co-workers

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 (Service Coordination)

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 (Service Coordination) 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 five practicals need to be completed during the course:

Practical Name	When to Complete	Duration (if completed via seminar)
Communication and Building Relationships**	Complete after workbook for Unit CHCNET4A is competent	2 days
Service Coordination	Complete after workbook for Unit CHCCS3C is competent	2 days
Legal and Ethical Frameworks**	Complete after workbook for Unit CHCCS301A is competent	1 day
Coordinating Volunteers**	Complete after workbook for Unit CHCORG25B is competent	1 day
Working with Diversity**	Complete after workbook for Unit CHCCS405A 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 CHCCS402A** and the following practicals: **Communication and Building Relationships, Service Coordination** and **Legal and Ethical Frameworks**.

## 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 (Service Coordination) course, 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).

For example, if you have completed the Certificate III in Community Services Work with AICS or another provider, you will have the following units recognised:

CHCCS301A	Work within a legal and ethical framework
CHCINF2B	Maintain organisation's information systems
CHCCS401A	Facilitate cooperative behaviour
CHCCS402A	Respond holistically to client issues
CHCCD12D	Apply a community development framework
CHCCS405A	Work effectively with culturally diverse clients and co-workers

This means you do not need to complete the workbooks for these units, the practicals that apply to the units (**Legal and Ethical Frameworks** and **Working with Diversity**), or the work placement.

## 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 12 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 12 months.