Qualification Overview

This qualification is designed to provide you with foundation knowledge and skills to begin or continue to work within the Community Services sector.

The skills and knowledge attained throughout this qualification will allow you to work in a range of settings and contexts such as community based organisations, residential rehabilitation services and outreach services.

On completion of this qualification you will have the knowledge and skills to deliver programs that enhance the wellbeing of individuals and groups.

Pre-Requisites

You must be employed in the industry in a position suitable to the qualification and have relevant experience.

Qualification Content

To successfully gain the Certificate IV in Community Services you will need to be assessed as competent in the 14 units listed below.

- CHCCD412B Work within a community development framework
- CHCCHILD401B Identify and respond to children and young people at risk
- CHCCOM403A Use targeted communication skills to build relationships
- CHCCS400C Work within a relevant legal and ethical framework
- CHCCS411C Work effectively in the community sector
- CHCCS412E Deliver and develop client services
- CHCCS422B Respond holistically to client issues and refer appropriately
- CHCORG405E Maintain an effective work environment
- HLTHIR403C Work effectively with culturally diverse clients and co-workers
- HLTWHS401A Maintain workplace WHS processes
- CHCCM401D Undertake case management
- CHCDFV301A Recognise and respond appropriately to domestic and family violence
- CHCYTH402C Work effectively with young people in the youth work context
- CHCYTH511B Work effectively with young people and their families.

Competency can be defined as the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Duration

The usual enrolment period for this qualification is 18 months. Classroom programs may vary in duration.

Location

Classroom delivery is available in metropolitan Melbourne and regional Victoria.

Workplace delivery is available in metropolitan Melbourne and regional Victoria on application.

Cost

Customised Training is contracted as a provider of Victorian Government subsidised training under the Victorian Training Guarantee. Qualification fee subsidies may be available to eligible individuals with funds made available by the Victorian and Commonwealth Governments.

Please contact one of our Course Advisors to discuss your individual circumstances.

Student Support

Customised Training encourages people with disabilities to explore opportunities to develop their skills through Vocational Education and Training.

Adjustments can be made to learning and support materials to suit your individual needs; providing that these adjustments do not compromise the requirements of the relevant Training Package or the integrity, equity and fairness of assessment.

www.ctcs.com.au Email: info@ctcs.com.au Tel: 1300 275 282
Skills Recognition

Skills Recognition is the acknowledgement of skills and knowledge obtained through learning achieved outside the formal education and training system. You are encouraged to discuss the possibility of undertaking the Skills Recognition process prior to the commencement of your training.

For further information regarding Skills Recognition please request a Skills Recognition brochure or visit our website www.ctcs.com.au.

How to Apply

Once you have made the decision to apply for a qualification you must complete and return the documents listed below to Customised Training. Upon receiving all paperwork and supporting evidence a formal assessment of your eligibility for government funding and suitability for the qualification is conducted. You will be notified by phone of the outcome. If you are successful you will also receive a confirmation of enrolment letter, statement of fees and information relating to the provision of training and assessment.

Below is a list of documents you must include with your application:

- Enrolment Form and Pre-Training Review
- Current resume
- Certificates and Statement of Results for any previously attained or partially completed qualifications

If you are applying for a Government Subsidised place you must also include:

- Proof of citizenship/residency
  ➞ Certified coloured copy of one of the following: current green Medicare card, Birth Certificate, current Australian Passport, current New Zealand Passport, Naturalisation Certificate
- Proof of Age (if you are under 20 years of age)
  ➞ Certified coloured copy of one of the following: current Driver Licence, current Learner permit, a Proof of Age card, a 'Keypass' card.

Work Load

You should expect to spend additional time studying this qualification. This time will typically consist of contacts with your trainer or classroom workshops (depending on your study mode), self-paced study, reading, researching and completing assessment tasks.

Vocational Outcomes

On completion of this qualification students may seek employment in the following areas: case worker, health education officer, community services worker, outreach officer, community support worker, support worker, domestic violence worker, welfare support worker, early intervention homelessness worker, welfare worker, family support worker.

Learning Pathways

Customised Training encourages you to continue learning. Pathways exist between various qualification levels, enabling you to move easily and readily between qualifications offered by Customised Training and qualifications offered by other education institutions.

Pathways may also allow you to access Skills Recognition and obtain credit points toward your next qualification, reducing your study time.

For more information on pathways available to you please contact a Course Advisor to discuss your options; or you can visit www.myfuture.gov.au, a helpful career website.

Certificate IV in Community Services Work

Diploma of Community Services (Case Management)

Higher Education Degree