



Mount Isa Institute of TAFE

# Fact Sheet

## CHC30802 – Certificate III in Community Services Work

### What career options do I have?

Graduates of the Certificate III may seek employment in roles such as Client contact, Support Worker (community based with an orientation toward any or a number of the following: youth, women, families, domestic violence, child protection), Case Worker (community based with an orientation toward any or a number of the following: youth, women, families, cultural harmony), Assistant Community Workers (focussing on community health primarily in an Indigenous community), Youth Housing Support Worker, Neighbourhood Centre Worker, Intake and Referral Worker (Aboriginal), Youth Case Worker (community health service setting – non residential), Indigenous Youth Worker, Recreational Activities Officer (weekend), Youth Worker, Juvenile Justice Officer, Community Care Worker, Juvenile Justice Officer (community), Juvenile Justice Court Officer, AOD Worker, and Residential Support Worker.

### What will I learn?

This qualification applies to community work delivered through a broad range of services which provide support to individuals and groups. This level is appropriate for support workers, caseworkers and client contact officers. Generally, these positions have direct contact with clients, identify presenting needs and refer to appropriate services and support.

At this level support workers and case-workers may provide day to day support in community settings and/or provide assistance with entitlements and benefits under the broad direction of others. Emotional and practical support may be provided face to face or over the telephone to assist the client and enable an accurate referral to be achieved.

Specialist areas at Certificate III include an orientation to working with individuals with special needs such as mental health issues, domestic violence, disability and child protection.

### What qualification will I receive?

A Certificate III in Community Services Work on successful completion or a Statement of Attainment for competencies achieved.

### Where will I train?

Mount Isa and via external (remote) delivery.

### How long will the training take?

The duration of study will depend on the stream/pathway selected, your method of study and the number of competencies that you undertake at a time. Approximately one (1) year if studying full time

### How will the training take place?

Part-time, flexible day and evening classes.

### What assessment methods will be used?

Assessment methods generally vary according to skills content of competency. May include: short answer responses, observations, demonstrations, projects, discussions, group participation etc.

### Is there anything I need to bring?

A notebook and pen would be beneficial.

### Am I eligible?

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services. Prior to enrolment consider contacting the Client Service Centre to discuss your personal preferences for training outcomes.

### Is what I already know taken into account?

Yes. Your history of study, skills and experience does matter. Consideration is given to your life and work experiences as well as formal and informal training. This may be applied using the national standard for Mutual Recognition or through Recognition of Prior learning (RPL). Documentary evidence will be requested.

### When can I start? /How do I apply?

Contact the Client Information Centre for the latest course commencement dates and enrolment details. You will need to arrange an enrolment interview with one of Community Services teachers

### Can I go onto further training?

Successful completion may contribute to credit towards a Certificate IV in Community Services Work.

### What else might I find useful?

Financial assistance with fees may be available through concessions, or via 'Time to Pay' payment plan. This and other information such as Student Support, Study and Library Assistance, Student Responsibilities, is found in the Mount Isa Institute of TAFE Student Guide/ Handbook.

As a student, you are able to receive extra help with your study and learning skills from learning support staff. If you feel you need this type of support at any time during your study please do not hesitate to ask, and arrangements can be made.

### Where can I find more information?

Contact our friendly Client Information Centre staff on 4744 9999.

### What is the program structure?

To gain this qualification, 13 units of competency are to be achieved. There are 11 core units and 2 elective units.

**Core and elective units are listed on the reverse of this Fact Sheet.**

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# Mount Isa Institute of TAFE

## Core units

CHCADMIN5A	Work within the administration protocols of the organisation
CHCCD12C	Apply a community development framework
CHCCOM2B	Communicate appropriately with clients and colleagues
CHCCS301A	Work in a legal and ethical framework
CHCCS401A	Facilitate co-operative behaviour
CHCCS402A	Respond holistically to client issues
CHCINF2B	Maintain organisation's information systems
CHCORG3B	Participate in the work environment
CHCOHS301A	Participate in workplace safety procedures OR
CHCAD1C	Advocate for clients
CHCCS8A	Provide first point of contact

## Elective Units

You will need to complete 2 elective units that will be determined in consultation with the teacher and are subject to availability.

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