



Mount Isa Institute of TAFE

Fact Sheet

CHC40902 – Certificate IV in Community Services Work

What career options do I have?

Graduates of the Certificate IV may seek employment in roles such as Mental Health Worker, Domestic Violence Worker, Family Support Worker, Drug and Alcohol Counsellor, Health Education Officer, 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), Neighbourhood Centre Worker, Intake and Referral Worker (Aboriginal), Youth Case Worker (community health service setting – non residential), Indigenous Youth Worker, 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 covers workers who provide a range of services and interventions to clients, and/or implement health promotion and community interventions. Work may take place in a range of contexts such as community based organisations, residential rehabilitation services and outreach services. Workers may have supervisory responsibilities.

What qualification will I receive?

A Certificate IV 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.

How will the training take place?

Flexible delivery – completely self guided learning through supplied workbooks (you must be employed in the sector)

Blended delivery – combination of in class participation and self guided learning (classes will be held 3 hrs per week, day and evening options available)

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 specialist Certificate IV in Community Services Work and or Diploma.

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, fourteen (14) units of competency are to be achieved. There are nine (9) core units, and five (5) elective units.

Core units

CHCCD12C	Apply a community development framework
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS2C	Deliver and develop client services
CHCCS301A	Work within a legal and ethical framework
CHCCS402A	Respond holistically to client issues
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCORG5B	Maintain an effective work environment
CHCINF2B	Maintain organisation's information systems OR
CHCOHS301A	Participate in workplace safety procedures

Elective units

Electives can be chosen from a range of program streams to achieve more skills in a specialised area, these streams may include:

- Youth Work
- Youth Work (Juvenile Justice)
- Alcohol and Other Drugs
- Disability
- Community Housing
- Protective Care
- Generic Community Services Work

All electives and streams will be determined in consultation with the teacher and are subject to availability.

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