



POTENTIAL CAREER OPPORTUNITIES

- Community Support Worker
- Family Support Worker
- Youth Support Worker
- Welfare Support Worker

This qualification reflects the role of entry-level community services workers who provide person-centred support to individuals. The work may involve assisting individuals in community settings on a daily basis or supporting the implementation of specific community-based programs. Community services workers empower and assist disadvantaged and vulnerable individuals in achieving their goals. They offer support in areas such as housing, mental health, disability, multicultural services, financial assistance, youth services, and domestic and family violence. Your personal experience and career aspirations will help guide you in choosing the pathway that best suits you.



COURSE INFORMATION

This qualification will be delivered over a period of 6 months/26 weeks with the following structure:

Week 1 to 24 weeks of face-to-face sessions (classroom/virtual via Microsoft Teams):

- Mondays & Tuesdays 8.30 AM to 4.30 PM
- Wednesdays workshops: 8.30 AM to 12.30 PM

*Wednesday attendance is not compulsory for existing workers with industry knowledge or those working in client-focused industries.

Week 24 to 26 is allocated for tutorial assistance where required and assessment completion.

TRAINING LOCATIONS

Classroom: Unit 1/6 Bookham St, Morley, WA 6062 and/or

Virtual Classroom: Microsoft Teams (Online link will be provided after enrolment confirmation)

ENROLMENT ENQUIRIES

☎ **1300 436 756**

✉ enquiries@abv.net.au

GOT QUESTIONS?

Reach out! Our friendly team is ready to help you navigate your options and get started.

JOIN US TODAY AND FIND YOUR PLACE HERE



Australian Business & Vocational Training (ABV) is the Registered Training Organisation (RTO Number: 52592) students will be enrolling with. ABV has third party arrangements with Training Alliance Group to provide services (marketing, students recruitment, training and assessment, issuing qualifications, educational and other support services) on behalf of ABV under ABV name. ABV is responsible for all the actions of the Training Alliance Group under third party arrangements. ABV is fully owned by Training Alliance Group.

Units within this Qualification:

CHCCCS016	Respond to client needs	CORE
CHCCOM005	Communicate and work in health or community services	CORE
CHCDIV001	Work with diverse people	CORE
HLTWHS002	Follow safe work practices for direct client care	CORE
HLTWHS006	Manage personal stressors in the work environment	CORE
CHCADV001	Facilitate the interests and rights of clients	ELECTIVE
CHCCDE019	Work within a community development framework	ELECTIVE
CHCCOM001	Provide first point of contact	ELECTIVE
CHCCCS019	Recognise and respond to crisis situations	ELECTIVE
CHCDFV001	Recognise and respond appropriately to domestic and family violence	ELECTIVE
CHCMHS001	Work with people with mental health issues	ELECTIVE
CHCPRP001	Develop and maintain networks and collaborative partnerships	ELECTIVE

Packaging rules for this qualification

Packaging rules for this qualification require the completion of 12 units of which 5 are core units and 7 are elective units.

Enrolment Information:

Students are required to read the Student Handbook and agree to the Terms and Conditions prior to enrolment. All students must satisfactorily complete a Language, Literacy, and Numeracy (LLN) assessment at a minimum of ACSF Level 2 and participate in a course suitability discussion during the pre-enrolment process. Students may be required to complete a digital literacy assessment. Once the enrolment is reviewed, students will receive confirmation of their enrolment. You are required to apply for a personal education number known as Unique Student Identifier (USI) as part of studying a nationally recognised course. To apply for a USI number, go to www.usi.gov.au

Certification:

Upon successful completion, student will receive:

- CHC32015 Certificate III in Community Services testamur

A Statement of Attainment will be issued for partial completion of the course.

Certificate will be issued under ABV RTO (52592)

Course Fees:

Student who are not eligible for WA funded student tuition fees:

- \$4,500 (includes a non-refundable deposit of \$400). No additional prepayments are required.
- Payment plans are available.

Entry Requirements:

- Students must be 16 years or older at the time of enrolment.
- Students must be a citizen/permanent resident or have legal rights to study in Australia.
- Students should have good computer skills, internet navigation abilities for self-study research, be efficient in interpreting and maintaining documents, and communicate effectively with others.
- To be well-prepared for this course, we recommend that students possess empathy and a willingness to empower others, patience and emotional intelligence to understand and connect with people, the ability to work with vulnerable individuals in challenging situations, and a passion for providing the best possible support to those in need.
- For existing workers with industry knowledge, proof of employment must be provided upon enrolment.

Assessment Methods:

For each unit of Competency, these methods may include:

- Written Knowledge Assessments and Case Studies.
- Oral Questions.
- Direct Observation, Practical Demonstration, Practical Role Plays, Presentations.
- Written Assessment (Projects, Individual/Group, Portfolio, Reflective tasks).
- Students are required to demonstrate that they can apply the knowledge and skills learnt in a range of situations and in varying contexts so many of the assessment requirements of the units of competencies will need to be demonstrated on more than one occasion.

Other Information:

There are no classes scheduled on Public Holidays.

What You Need To Provide:

Student attending the course via virtual classroom should have access to computer/tablet/laptop, speaker, microphone, camera, reliable internet and email access and Microsoft Teams installed.

Further Study Options:

Upon completion, students could go further with their study with our CHC41115 Certificate IV in Employment Services or CHC42021 Certificate IV in Community Services.

WA Funded Student Tuition Fees¹:

Concession	\$259.20
Non-Concession	\$874.80
Youth (16-25 Years)	\$400 (fee capped-annual)

- Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as resources fees and other fees.
- All fees and charges for funded training are taken from the DTWD VET Fees and Charges Policy. Please refer to website for more information.
- ¹For Lower Fees, Local Skills eligible courses, annual cap limits apply of \$400 for concession eligible students and \$1,200 for non-concession eligible students. For full details about this program and any individual eligibility requirements, please go to <https://www.jobsandskills.wa.gov.au/skillsready> (subject to funding approval)
- Payment plans are available via EziDebit. Additionally, students who feel they are experiencing financial hardship should seek further advice from a Training Admin staff member.
- For RPL fees, please refer to the Fees and Charges Policy on our website
- Funding fees and places subject to DTWD approval.

WA Funding Eligibility Criteria:

- Candidates must have turned 16 years of age.
- Candidates must be unemployed or under employed and able to access mainstream training.
- Students must have a written referral from an Approved Participation Referral Agent for Job Seekers; or be referred by themselves; another agency or recruited.
- Candidates primary place of residence must be in Western Australia.
- Candidates must be an Australian citizen, permanent resident or holders of a sub-class 300, 309, 444, 445, 449, 461, 785, 786, 790, or 820 visa; • secondary holders of a temporary visa of sub-class 188, 457, 482, 489, 491 or 494 visa; • holders of a Bridging Visa E (subclasses 050 and 051) where the visa holder has made a valid application for a visa of subclass 785 or 790; • holders of a bridging visa who are eligible to work, and who have made a valid application for a subclass 866.
- Candidates under the age of 18 who are mandatory high school age must have an accompanying NOA or have an exemption.
- Proof of eligibility is required at the time of enrolment.
- Enrolling in this course may impact your eligibility for future funding with DTWD.