



## POTENTIAL CAREER OPPORTUNITIES

- ▶ Community Services Worker
- ▶ Residential Support Worker
- ▶ Family Support Worker

This qualification reflects the role of community service workers who provide person-centred services to individuals, groups, and communities. These workers deliver support, advocacy, and interventions across various settings, such as healthcare, social services, housing, and mental health. Their responsibilities include case management, crisis intervention, and assisting individuals in accessing resources. They work to empower people, promote well-being, and improve quality of life, often collaborating with other professionals. This qualification prepares individuals for diverse roles in the community services sector, focusing on enhancing the independence and well-being of those they support.

## COURSE INFORMATION

This qualification will be delivered over 12 – 24 months. This traineeship program is suited for trainees/students working in the industry and looking to upskill their knowledge and skills in the sector.

The traineeship program has a blended mode of delivery; a combination of on the job and online face-to-face (via Microsoft Teams) and workplace visits by the Trainer as required and agreed by the trainee, employer and RTO.

## TRAINING LOCATIONS

At workplace or virtual classroom via MS Teams.

## 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.

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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:

**Core Units**

|           |   |
|-----------|---|
| CHCDIV001 | Work with diverse people  |
| CHCPRP001 | Develop and maintain networks and collaborative partnerships        |
| CHCLEG001 | Work legally and ethically  |
| CHCCOM002 | Use communication to build relationships                            |
| CHCADV001 | Facilitate the interests and rights of clients                      |
| HLTWHS002 | Follow safe work practices for direct client care                   |
| CHCDFV001 | Recognise and respond appropriately to domestic and family violence |

**Elective Units**

|           |   |
|-----------|---|
| CHCCOM001 | Provide first point of contact                          |
| CHCADV002 | Provide advocacy and representation services            |
| HLTWHS006 | Manage personal stressors in the work environment       |
| CHCCCS004 | Assess co-existing needs                                |
| CHCDIS017 | Facilitate community participation and social inclusion |
| CHCCCS009 | Facilitate responsible behaviour                        |
| CHCMHS001 | Work with people with mental health issues              |
| CHCCCS019 | Recognise and respond to crisis situations              |

**Packaging rules for this qualification** require the completion of 15 units of which 7 are core units (unable to change) and 8 are elective units (can be selected from a predetermined list by the training provider).

**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 3 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](http://www.usi.gov.au)

**Certification:**

Upon successful completion, student will receive:

- CHC42021 Certificate IV in Community Services testamur

A statement of attainment will be supplied for partial completion of the course.

Certificate will be issued under ABV (RTO 52592).

**Course Fees:**

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

Please call or email to enquire.

For RPL fees, please refer to the Fees and Charges Policy on our website.

**Entry Requirements:**

- Trainees/Students must have turned 18 years of age.
- Trainees/Students must be employed on a full-time or part-time basis in the community service sector to be eligible for a traineeship program.
- Trainees/Students should have good computer skills and internet navigation abilities for self-study research.
- Trainees/Students must be citizens/permanent residents or visa holders and have legal rights to work and study in Australia.
- Trainees/Students on temporary resident visas may be able to participate in a traineeship providing they are meeting the specific requirements listed by the Department of Home Affairs.

**Assessment Methods:**

The evidence gathering process will reflect specific requirements for units within the training package. Each student's attainment of the units of competency within this qualification is achieved by their successful completion of a range of assessment activities. For each unit of Competency, these activities may include:

- Written Knowledge Assessments and Case Studies
- Oral Questions, and
- Submission of Supplementary Assessment Evidence
- Project Work

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:**

Students 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:**

After completing the CHC42021 Certificate IV in Community Services, individuals can pursue higher-level qualifications to expand their knowledge and advance their careers.

**WA Funded Student Tuition Fees:**

New Worker Trainee Fees \$0.00

- The fee free training is available to residents of Western Australia only. Tuition and resource fees will apply for non-eligible students.
- All fees and charges for funded training are taken from the DTWD VET Fees and Charges
- Policy. Please refer to website for more information.
- Payment plans are available via EziDebit.
- For RPL fees, please refer to the Fees and Charges Policy on our website.
- Funding fees and places subject to DTWD approval.

Existing workers are not eligible for fee-free training. WA funded program fees for existing workers are charged at \$5.79 per nominal hour. Total fees for existing workers are \$3,763.50.

**WA Funding Eligibility Criteria:**

Trainees/Students must be a new worker in the community service sector to be eligible for a traineeship program in a full-time or part-time basis in Western Australia.

Who is a "new worker"?

A "new worker" is defined as an employee who has been with their current employer for a period of less than three months full time or 12 months casual or part time.

Who is a "existing worker"?

A person who has already been working for more than three months at full time equivalent is considered to be an existing worker, and would be eligible for an existing worker traineeship. A 'full time equivalent' could be based on part time, casual or full time work; and approved leave is included in the time calculation.

**JOIN US  
TODAY AND  
FIND YOUR PLACE**

**HERE**

**CONTACT US TODAY:**



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