



NATIONALLY RECOGNISED  
TRAINING

## CHC32015 Certificate III in Community Services



For more information please contact the College on **4353 0017**

Or browse the College's web page at [www.tlkcc.com.au](http://www.tlkcc.com.au)

**Office Hours: 8.30am to 5pm Monday to Friday**

**Content:** make a difference to someone's life every time you go to work with the Certificate III in Community Services. This qualification may be used as a pathway qualification into community services work and may apply specifically to:

- Workers who support individuals by providing a first point of contact in a crisis situation and referral to a broad range of services or
- Workers in residential facilities and/or in community services under direct or regular supervision within clearly defined organisation guidelines and service plans.

**Job roles:** job roles may include Client contact officer, Community care worker, Residential support worker, Support worker, Youth worker, Contact officers, Customer service staff

**Course duration:** The average completion time is approximately ten months, via an Individual Training Plan. This is a self-paced program and the more time allocated to study will determine when the qualification can be achieved. The regular submission of assessment tasks is required.

**Delivery modes and how you will learn:** Available by class attendance, online or distance study, you will learn through discussion, problem solving and completing assignments and in preparing for assessment. This involves a range of learning activities throughout, including in-class projects. Following this, you will also prepare and submit written assignments, as well as perform activities to demonstrate your knowledge and skills.

**Assessment:** Students are provided with a full set of workbooks for use throughout the program with clear instructions on the assessments required. You will prepare and submit written assignments and relevant portfolios, as well as demonstrate your knowledge and skills under the conditions prescribed by the unit/s of competency being assessed. As a general indication students are required to undertake a minimum of three (3) assessments per unit of competency. The assessment appeal process is detailed in the Student Handbook.

**Pre-requisites:** There are no pre-requisites or selection criteria for this qualification. If under 18 your enrolment form must be signed by a parent or guardian. You may be required to undertake a language, literacy, numeracy and digital skills review prior to course enrolment.

**Pathways information:** This qualification may provide an appropriate pathway into higher level qualifications, such as those in aged care, disability and home and community care.

**Recognition of Prior Learning (RPL) and Credit Transfer (CT):** You may be able to shorten the length of your course by measuring skills acquired through work, life experiences or qualifications obtained from formal studies or training. Accredited qualifications and statements of attainment issued by another registered training organisation are recognised. Please see the Student Handbook for more information.

**Student support:** If you feel you need to speak to someone about individual needs for learning or study pathways, please contact TLKCC on 4353 0017. More details are provided in the Student Handbook.

**Induction and attendance:** You will receive induction as appropriate to your course. Students enrolled in face-to-face courses are required to attend the scheduled course training days. Refer to TLKCC's Student Handbook for further information.

**Employability skills:** This qualification incorporates foundation skills development to prepare for workforce entry or vocational training pathways. Foundation skills are embedded into training and assessment. Foundation skills cover the Australia Core Skills Framework (ACSF) five core skills, plus employability skills.

**Unique Student Identifier (USI) Number:** Students enrolled in accredited training are required to provide TLKCC with a USI. TLKCC can assist you. You can create your USI at: <http://usi.gov.au/create-your-USI/Pages/default.aspx>.

### CHC32015 Certificate III in Community Services

| 12 Units of competency | Code                                                                                                                                                                                                                                                                                                                                                                                                                                  | Title                                                       | Number of Assessments | Nominal Hours |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|-----------------------|---------------|
| <b>Core</b>            | CHCCCS016                                                                                                                                                                                                                                                                                                                                                                                                                             | Respond to client needs                                     | 3                     | 60            |
|                        | CHCCOM005                                                                                                                                                                                                                                                                                                                                                                                                                             | Communicate and work in health or community services        | 3                     | 30            |
|                        | CHCDIV001                                                                                                                                                                                                                                                                                                                                                                                                                             | Work with diverse people                                    | 3                     | 40            |
|                        | HLTWHS002                                                                                                                                                                                                                                                                                                                                                                                                                             | Follow safe work practices for direct client care           | 3                     | 25            |
|                        | HLTWHS006                                                                                                                                                                                                                                                                                                                                                                                                                             | Manage personal stressors in the work environment           | 3                     | 25            |
|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                             |                       |               |
| <b>Elective</b>        | CHCCCS005                                                                                                                                                                                                                                                                                                                                                                                                                             | Conduct individual assessment                               | 3                     | 45            |
|                        | CHCCCS009                                                                                                                                                                                                                                                                                                                                                                                                                             | Facilitate responsible behaviour                            | 3                     | 40            |
|                        | CHCCCS015                                                                                                                                                                                                                                                                                                                                                                                                                             | Provide individualised support                              | 3                     | 30            |
|                        | CHCGRP001                                                                                                                                                                                                                                                                                                                                                                                                                             | Support group activities                                    | 3                     | 30            |
|                        | CHCSOH001                                                                                                                                                                                                                                                                                                                                                                                                                             | Work with people experiencing or at risk of homelessness    | 3                     | 85            |
|                        | CHCYTH003                                                                                                                                                                                                                                                                                                                                                                                                                             | Support young people to create opportunities in their lives | 3                     | 45            |
|                        | CHCCDE003                                                                                                                                                                                                                                                                                                                                                                                                                             | Work within a community development framework               | 3                     | 65            |
|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Total</b>                                                | <b>36</b>             | <b>520</b>    |
| <b>Notes</b>           | <ul style="list-style-type: none"> <li>The number of assessments may vary from time to time. Each unit of competency is assessed in a variety of ways, during which students must demonstrate they hold the required skills and knowledge and are capable of performing specified tasks to an acceptable level.</li> <li>Nominal hours includes face-to-face or distance study plus out of class assignments and projects.</li> </ul> |                                                             |                       |               |

**Fees:** this course may be fully or partially subsidised by the NSW Government for eligible participants. Enrolment as a full fee paying student is also available. Please contact the College for fee information and eligibility. All fees are advised in advance and are subject to student acknowledgement to confirm enrolment. Payments may be accepted by credit card, cheque, cash, direct debit or EFTPOS. Organisations may pay course fees on behalf of a student by way of purchase order.

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**Materials and resources:** fees are inclusive of training and assessment fees, learning resources (workbooks), registration and attendance. Potential students should refer to 'Essential Information' (last page).

**Upcoming classes and how to enrol:** contact the College for the current class time table or browse the College web page at [www.tlkcc.com.au](http://www.tlkcc.com.au). Enrolment may be made online at [www.tlkcc.com.au](http://www.tlkcc.com.au) for full fee paying students or via completion and submission of an Enrolment Form available from College reception or at [www.tlkcc.com.au](http://www.tlkcc.com.au). Participants seeking to enrol in training subsidised by the NSW Government (e.g. Smart and Skilled subsidised training) should contact the College to discuss pre-enrolment eligibility and requirements. Enrolment is required to advise all details necessary to register as a student. All questions should be answered and the student's signature is required or, if enrolling online, acknowledgement and acceptance of 'Essential Information' conditions is necessary as a student selection option. Enrolment may be subject to suitability assessment and confirmation of enrolment is provided when successful. Students should check the spelling of their name on the confirmation as this is the name that will appear on their certificate. Photo identification will be required. Please advise the College of any changes to your name or contact details.

**Student handbook:** Potential students should refer to the College's Student Handbook, available online at [www.tlkcc.com.au](http://www.tlkcc.com.au) or from College reception, prior to enrolment to ensure an informed decision can be made to study with the College. The Student Handbook provides further pre-enrolment information, including the following:

- Information about the College, including contact details
- The College's Code of Practice
- Enrolment Procedure
- Apprenticeships and Traineeships
- Language, literacy, numeracy and digital skills support
- Student Support
- Access and Equity
- Learning and Assessment
- Credit Transfer (CT)
- Recognition of Prior Learning (RPL)
- Work, Health and Safety
- Discrimination, Bullying and Harassment
- Complaints and Appeals
- Student Rules, Attendance and Behaviour
- Issuing of Qualifications
- Privacy and Access to Student Records

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