



MAR24  
PTOID#: 20855

# CHC32015 CERTIFICATE III IN **COMMUNITY SERVICES**



(RELEASE 3)

This qualification reflects the role of entry level community services workers who support individuals through the provision of person-centred services. Work may include day-to-day support of individuals in community settings or support the implementation of specific community-based programs.

## **DELIVERY**

Online through our custom learning management system. Students will be actively supported and mentored through your studies and can access our training hub for further support.

## **DURATION**

Flexible study options with enrolments being valid for up to 12 months.

Work placement of **120 hours** is a requirement of this qualification.

## **EMPLOYMENT**

Career Pathways within this industry include:

- Community care worker
- Residential support worker
- Youth worker

# UNITS OF COMPETENCY

Our program is structured with the following units of competency:

## SEMESTER ONE

BSBINM301 Organise workplace information  
BSBWOR301 Organise personal work priorities and development  
CHCCCS016 Respond to client needs  
CHCDIV001 Work with diverse people  
CHCCOM005 Communicate and work in health or community services  
CHCCOM001 Provide first point of contact

## SEMESTER TWO

CHCADV001 Facilitate the interests and rights of clients  
CHCVOL001 Be an effective volunteer  
HLTWHS006 Manage personal stressors in the work environment  
CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety  
BSBOPS305 Process customer complaints  
HLTWHS002 Follow safe work practices for direct client care

## ENTRY REQUIREMENTS

It is a government requirement that all students completing this course have a unique student identifier (USI). To commence this course students should register for a USI via [www.usi.gov.au](http://www.usi.gov.au)

Students will also require:

- Access to a computer, tablet or smartphone
- Personal email address
- Access to reliable internet connection
- Basic digital literacy skills
- Meet language, literacy and numeracy requirements
- PDF reader (for example Adobe Acrobat)
- Access to the MS Office suite (or equivalent)
- Motivation and capability to study course material and complete assessment activities

## GETTING STARTED

Give us a call on 1300 471 660, email us on [admin@keyinstitute.com.au](mailto:admin@keyinstitute.com.au) or visit our website [keyinstitute.com.au](http://keyinstitute.com.au) today.