



**IF YOU WOULD LIKE TO
KNOW MORE ABOUT
THIS COURSE CONTACT**



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**NATIONALLY RECOGNISED
TRAINING**

**CAAPS
Training
Department**

Certificate II

**In Community
Services**

**(First Point of
Contact)**

CHC20302

Version 2





ABOUT THE CAAPS CERTIFICATE II COURSE IN COMMUNITY SERVICES (FIRST POINT OF CONTACT)



COURSE OUTLINE

This course is an ideal introductory course for people wanting to work in the Community Services sector.

This qualification applies to workers who support individuals by providing a first point of contact in a crisis situation and referral to a broad range of services. Workers may provide assistance and support clients accessing a service or experiencing issues such as alcohol and/ or other drug issues.

PROGRAM BENEFITS

- Opportunity for recognition of skills and competencies already attained
- Culturally appropriate training

COURSE STRUCTURE

This course covers the following competencies:

Unit of Competency

- CHCCS301A Work within a legal and ethical framework
- CHCCOM1B Communicate with people accessing the services of the organisation
- CHCCS0C Deliver service to clients
- CHCCS201A Prepare for work in the Community Services
- CHCCS401A Facilitate co-operative behaviour
- CHCOHS201A Follow OHS procedures
- CHCCS8A Provide first point of contact

Elective Units

- CHCAOD1C Introduction to alcohol and other drugs work
- CHCAOD4C Support people with alcohol and other drugs issues
- CHCCS1B Deliver and monitor services to clients
- CHCCS405A Work effectively with culturally diverse clients and co workers

HOW TO ENROL

This course is a competency based certificate and is available for enrolment on a per unit bases or as a whole certificate qualification depending on the needs of the individual, group or organisation. It can take place on Campus, On the Job, and on Remote Communities, subjected to funding and either part time over two years or full time over one year.

ASSESSMENT

All assessment is competency based. Participants are required to demonstrate all competencies. If not successful there is the opportunity to be assessed again. If participants are not happy with their outcome they have the option in taking up the CAAPS Appeals Process.

Recognition of Prior Learning (RPL) is available.

COURSE LENGTH

This can be a full time or part time course, delivered in one week blocks or self paced through self directed learning package.

COURSE FEES

Price on application

