



IF YOU WOULD LIKE TO  
KNOW MORE ABOUT  
THIS COURSE CONTACT



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NATIONALLY RECOGNISED  
TRAINING



**CAAPS  
Training  
Department**

**Certificate III**

**In**

**Community  
Services**

**CHC30802**

*Version 2*



## ABOUT THE CAAPS CERTIFICATE III COURSE IN COMMUNITY SERVICES



### COURSE OUTLINE

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

At this level support workers and case-workers may provide day to day support in community settings and/or provide assistance with entitlements and

benefits under the broad direction of others. Emotional and practical support may be provided face to face or over the telephone to assist the clients and enable an accurate referral to be achieved.

Specialist areas include an orientation to working with individuals with special needs such as mental health issues, domestic violence and alcohol and other drugs 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

CHCADMIN5C	Work within the administration protocols of the organisation
CHCCD12D	Apply a community development framework
CHCCOM2B	Communicate appropriately with clients and colleagues
CHCCS301A	Work in a legal and ethical framework
CHCCS401A	Facilitate Co-operative behaviours
CHCCS402A	Respond holistically to clients issues
CHCINF2B	Maintain organisation's information systems
CHCORG3B	Participate in work environments
CHCOHS301A	Participate in workplace safety procedures

#### Group 1 Compulsory

CHCCS8A	Provide first point of contact
CHCGROUP2C	Support group activities

#### Group 2 Electives

CHCAOD2C	Orientation to alcohol and other drugs sector
CHCAOD6B	Work with clients who are intoxicated

### 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 is a part time course, delivered in one week blocks or self paced through self directed learning packages.

### COURSE FEES

Price on application

