COURSE OUTLINE

CHC42021 – CERTIFICATE IV IN COMMUNITY SERVICES

1. AIMS

The CHC42021 – Certificate IV in Community Services course is designed to provide students with training that reflects the role of community service workers who design and deliver person-centred services to individuals and/or groups.

2. EMPLOYMENT OUTCOMES

Students completing this qualification could undertake varying roles. Job roles and titles vary across different industry sectors. Community support worker, case worker and family support worker are occupations and job roles relevant to this qualification.

This qualification would be relevant to a wide variety of clients. Examples are:

- Community support worker
- Domestic Violence Worker
- Women's Health Educator
- Case Worker (Community Services)
- Outreach Officer
- Aboriginal Intake and Referral Worker
- Early Intervention Homelessness Worker
- Peak organisation worker
- Community Education Worker
- Welfare Support Worker
- Court Support Worker
- Support Worker (Community Services)
- Information and Referral Worker
- Personal Adviser
- Health Education Officer
- Community Legal Officers
- Welfare Rights Worker
- Tenant Advice and Advocacy Worker
- Family Support Worker
- Phone Advice Worker

3. OVERVIEW

This qualification reflects the role of community service workers who design and deliver person-centred services to individuals and/or groups. Workers may provide support, advocacy or interventions to individual clients, groups or communities across a range of services.

At this level, workers may be autonomous with limited responsibility within established parameters and may be required to supervise and lead other workers in projects or teams. Work may take place in a range of community service, case work or case management contexts.

4. DURATION

The Certificate IV in Community Services course would usually be completed within 12 months on a full-time basis. The full-time model of training includes weekly face to face training sessions plus supervised and online self-paced study.* The course also includes a work experience component. The course can be studied on an intensive or part-time basis by domestic students. International students must study the course full-time (minimum 20 hours per week).

*Note: the college reserves the right to adjust the delivery mode if required for some or all students due to changes in government restrictions or guidelines, for example during the COVID-19 pandemic. Approval for individual students to study online must be obtained from the college. All assessment requirements must still be met.

5. COSTS 2024

APPLICATION FEE

Domestic Students	$150
International Students	$300

ACADEMIC FEES

International Students – Full time course	$12,500
Domestic Students - Full time	$4,000
Domestic Students - Intensive/Part time	$3,000
Domestic students - Individual unit accredited	$300
Domestic students - Individual unit non-accredited	$200
Material fee (additional for full course)	$500
Material fee (additional per individual unit)	$35

Note: The College reserves the right to alter fees prior to the start of each academic semester.

Course fees apply to both face to face and online delivery modes.

Unity College Australia policies and procedures, including Refunds and Complaints and Appeals, are outlined in the Unity College Australia Handbook and are available on the college website www.unity.edu.au

6. ENTRY REQUIREMENTS

There are no minimum admission requirements to this course in terms of prior study or experience in Community Services. However applicants who wish to commence this course need to have the required skills and knowledge to undertake the qualification at this level e.g. completion of Year 12 or equivalent and a general command of spoken and written English to be able to meet industry standards for communication.

General requirements for entry are:

- A completed student application form.
- Provide evidence of Language, literacy and numeracy (LLN) skills:
  - International Students: IELTS minimum average level 6.0 (or equivalent)
  - Australian Students: advised LLN evidence may include a Senior Secondary Certificate of Education, or competence in LLN at the Australian Core Skills Framework (ACSF) Exit Level 3, or equivalent

- Students should have basic computing skills including the ability to use a word processing package at an elementary level and be able to access the internet.
- Students are able to apply for Recognition of Prior Learning (RPL) or Credit Transfer for units of the course for which they have appropriate prior experience or training. Contact the college on info@unity.edu.au for more information. Note: There are limitations regarding the amount of RPL and Credit Transfer able to be granted for international students studying on a Student Visa.

7. TRAINING PROCESS

Unity College Australia uses a wide variety of training methods. Actual delivery modes and training and assessment materials may be adapted as needed in order to meet the needs of different student groups. This will be done in consultation with the trainer.

The Certificate IV in Community Services includes weekly face to face training sessions, supervised self-paced study, on-line study and work experience.

- Full-time delivery (suitable for international and domestic students) consisting of a minimum 20 hours per week:
    - weekly face to face classes and workshops typically offered over 2 days per week (total 14 hours duration)
    - supervised self-paced/online study and assessment (6 hours/week)
    - work experience (minimum 80 hours undertaken on a regular basis of by intensives).
- Intensive/part time delivery models (suitable for domestic students):
    - A series of intensive modules, with associated self-paced and on-line learning and work placement
    - Attendance at weekly sessions with associated self-paced and on-line learning and work placement
    - Students may select individual modules to study depending on their interest and as they are offered throughout the timeframe of the course

Work experience is undertaken in local community service organisations. This may be on a regular weekly basis or in blocks of several days depending on the organisation. Unity College has established relationships with a number of community service organisations in the Canberra region.

Unity College Australia adopts adult-learning principles, and all students are treated as adult learners. Participants in this program are therefore expected to take charge of their own learning process. It is expected that each selected participant will be committed to meeting the requirements of the relevant course and will attend relevant classes and activities and complete all work required for assessment.

It is expected that all program participants will have access to a computer. This is necessary for successful course completion. Students are able to access computers on campus for private study.

*Note: the college reserves the right to adjust the delivery mode if required for some or all students due to changes in government restrictions or guidelines, for example during the COVID-19 pandemic. Approval for

individual students to study online must be obtained from the college. All assessment requirements must still be met.

8. COURSE STRUCTURE

Australia has a system of national standardisation of training for many industry areas. This system is implemented through the use of training packages (groups of courses) and individual units of competency within a course. All competencies studied in this course are nationally recognised competencies from the National Training Packages. Individual nationally recognised competencies related to this course are listed below. Students will be issued with a statement of competencies achieved as part of their studies.

Students are able to apply for Recognition of Prior Learning (RPL) for units of the course for which they have relevant prior experience or training. Students are able to gain recognition via direct Credit transfer for units of competency successfully completed at another Australian registered training organisation (RTO).

Note: There are limitations regarding the amount of RPL and Credit Transfer able to be granted for international students studying on a Student Visa.

Applications for RPL or CT must be received at least one month in advance of the unit being implemented and preferably prior to or at the commencement of the course.
Contact the college on info@unity.edu.au for more information.

In order to achieve the CHC42021 – Certificate IV in Community Services a minimum of 15 units (7 Core units and 8 Elective Units) must be achieved, along with completion of 80 hours Work Experience. The course as implemented by UCA does not lead to any specialisation.

Units of Competency	**Code**	**Unit Title**
Core	CHCDIV001	Work with diverse people
	CHCADV001	Facilitate the interests and rights of clients
	CHCCOM402	Use communication to build relationships
	CHCDFV001	Recognise and respond appropriately to domestic and family violence
	CHCLEG001	Work legally and ethically
	CHCPRP001	Develop and maintain networks and collaborative partnerships
	HLTWHS002*	Follow safe work practices for direct client care

Sample Electives - a minimum of eight (8) Electives must be completed to meet course requirements	CHCAOD001	Work in alcohol and other drugs context
	CHCCCS004	Assess co-existing needs
	CHCSOH001	Work with people experiencing or at risk of homelessness
	CHCCCS017	Provide loss and grief support
	HLTWHS003*	Maintain work health and safety*
	CHCCOM001	Provide first point of contact
	CHCCCS003	Increase the safety of individuals at risk of suicide
	HLTWHS006	Manage personal stressors in the work environment

*Unit requires assessment in the workplace

Packaging Rules:

The above units of competency form a sample of units from which the training program offered by Unity College Australia will be formed. Other electives may be selected from the training package unit bank, and according to training package rules. Two units may be selected from any endorsed training package or accredited course. Choice of these or other electives enables the college to implement a flexible training plan based on specific needs of individual participants or organisations. All electives chosen will contribute to a valid, industry-supported vocational outcome. Electives are selected based on the needs of the course cohort and competency of the instructor.

9. ASSESSMENT OVERVIEW

Assessments for units of competency in this course include the following:

- attendance and observation of participation
- written knowledge questions, exercises, tests
- tutorial/seminar presentations
- role plays (simulated workplace activities)
- practical fieldwork and associated log book records and assessment tasks (for relevant units)

Competency-based assessment criteria apply to grading. Results for each unit will be recorded as: C

C Competent

NYC Not Yet Competent

Students who successfully complete the following requirements will be recommended for graduation:

- Satisfactory completion of all relevant academic requirements
- Payment of all outstanding fees owing to Unity College Australia
- Return of all college resources including library books
- Maintained a satisfactory level of conduct and attendance during his/her time at College

10. PATHWAYS

Students who have successfully completed the Certificate IV in Community Services may progress to further studies such as the Diploma of Community Services, or a higher qualification in the vocational or university education sectors.

The Christian Ministry and Theology (CMT) accredited courses offered by Unity College Australia also contain a number of units from the Community Services training package. Students may choose to study a CMT course, gaining credit transfer/national recognition for common units if requested.

11. LOCATION OF TRAINING

This course is currently offered at the Canberra Campus of Unity College Australia:

Level 1 Belconnen Churches Centre
54 Benjamin Way
Belconnen ACT 2617
Australia

12. COURSE DATES

This course operates on a flexible entry basis with students able to commence at the start of each new unit.

Contact the college for more information – info@unity.edu.au; 02 6161 0050