



HEALTH
SKILLS
AUSTRALIA



CHC20108 CERTIFICATE II IN COMMUNITY SERVICE

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.

Workers at this level:

- May provide assistance and support to clients accessing a service or experiencing issues such as alcohol and/or other drug issues
- Assist people in meeting their immediate needs e.g. by providing shelter and food
- Provide short-term contact with clients in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate
- May provide ancillary services such as catering, cleaning, laundry, gardening and home maintenance
- Report directly to a supervisor and are not responsible for other workers



Packaging Rules

12 units must be selected for this qualification including:

- 5 compulsory units
- 7 elective units

Compulsory

- CHCCS211A*** Prepare for work in the community sector
- CHCCOM201C*** Communicate with people accessing the services of the organisation
- CHCORG201A*** Follow policies, procedures and programs of the organisation
- CHCORG202C*** Work with others
- CHCOHS312A*** Follow safety procedures for direct care work

Elective

- CHCAC318A**** Work effectively with older people
- CHCCS401B**** Facilitate responsible behaviour
- HLTIN301A**** Comply with infection control policies and procedures in health work
- HLTCSD203B**** Prepare and maintain beds
- HLTFA301B**** Apply first aid
- HLTFS207B**** Follow basic food safety practices
- HLTMS208B**** Handle waste in a health care environment





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Client(s): Students are those working in the field of aged care, disabilities or community care or those who are looking for a career in those fields.

Delivery and assessment arrangements

Duration: The program is delivered over a period of 20 weeks

Organisation: The course is delivered in the classroom. The program has been organized to provide students with general skills, background information and specific knowledge about the community services sector, which is then applied in discussion, questioning, role-plays and projects for the industry specific units.

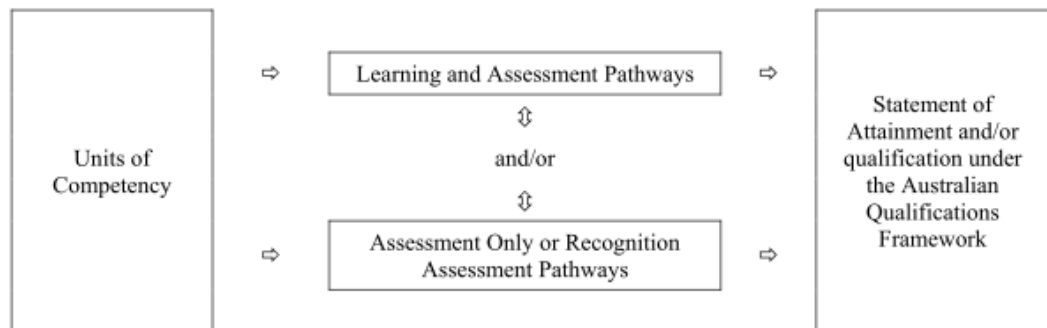
Delivery modes: The program is delivered entirely on campus. Training delivery combines face-to-face trainer led theory classes and practical sessions involving small group and individual activities including what it scenarios, questioning, role-plays and simulations.

Candidates are provided with workbooks that cover all parts of the course. Additional material will be made available during training sessions if required.

There is a practicum component of 80 hours at either an approved aged care or disability service



Pathways: Assessment under the CHC08 Community Services Training Package leading to an AQF qualification or Statement of Attainment may follow a learning and assessment pathway, an assessment-only or recognition pathway, or a combination of the two as illustrated in the following diagram.



Each assessment pathway leads to full recognition of competencies held — the critical issue is that the candidate is competent, not how the competency was acquired. Assessment, by any pathway, must comply with the assessment requirements set out in the Assessment

