

# **CHC10108 Certificate I in Work Preparation (Community services)**

## **Modification History**

CHC08 Version 3	CHC08 Version 4	Comments
CHC10108 Certificate I in Work Preparation (Community Services)	CHC10108 Certificate I in Work Preparation (Community Services)	ISC upgrades of unit codes  No change to qualification outcome

## **Description**

This qualification provides an exposure to work in the community services industry. This is a pathway qualification that may lead to a VET in Schools qualification, career clarification and greater participation of equity groups. It may also serve as a basis for workplace entry training for people with a disability seeking employment in business service or open employment.

## **Pathways Information**

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

3 units are required for award of this qualification, including:

- 2 core units
- 1 elective unit

Elective units available include:

- Group A WHS electives of which one is required for work preparation

#### **Core units**

BSBCMM101A Apply basic communication skills

CHCCS211B Prepare for work in the community sector

#### **Group A WHS electives - one unit must be selected**

One occupational health and safety unit **must** be selected as preparation for entering work.

One of the following units or another unit that provides equivalent skills and knowledge may be selected in line with the Packaging Rules.

CHCWHS312A Follow WHS safety procedures for direct care work

HLTWHS200A Participate in WHS processes

HLTWHS300A Contribute to WHS processes

#### **The importance of culturally aware and respectful practice**

All workers undertaking work in community services need foundation knowledge to inform their work with Indigenous clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification.

Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

# CHC10212 Certificate I in Active Volunteering

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC10208 Certificate I in Active Volunteering	CHC10212 Certificate I in Active Volunteering	updated care WHS units

## Description

This qualification covers people working in a volunteer capacity and includes foundation skills required by all volunteers to enable them to effectively undertake their volunteer work using basic practical skills required for the job.

These foundation skills cover being an effective volunteer, organising their own work routine efficiently and performing a sequence of routine tasks, given clear directions, understanding and following the organisation's occupational health, safety and welfare procedures thus engaging in safe work practices and interacting appropriately with clients, including receiving and passing on messages and information.

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

5 units are required for award of this qualification including:

- 3 core units
- 2 elective unit

A wide range of elective units is available, including:

- Group A elective which is recommended for work in active volunteering
- Other relevant electives
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, one unit of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

BSBWOR404B Develop work priorities

CHCVOL201B Be an effective volunteer

HLTWHS200A Participate in WHS processes

### The importance of culturally aware and respectful practice

All volunteer workers need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification.

Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

### Group A - elective recommended for active volunteering work

The following unit is recommended for selection

SRXGCSO01A Create client relationship

### Other relevant electives

Electives may be selected from other Community Services Training Package units, or from other relevant units of competency. Employers may specify that certain electives are required to address specific workplace needs.

# CHC20112 Certificate II in Community Services

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC20108 Certificate II in Community Services	CHC20112 Certificate II in Community Services	Updated core WHS units

## Description

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.

These positions may have direct contact with clients, identify presenting needs and refer to appropriate services and support.

This qualification may provide an appropriate pathway into higher level qualifications, such as those in aged care, disability and home and community care.

**Occupational titles** may include:

- |  |                                  |
|--|----------------------------------|
| • Assistant community services workers | • Housekeeping assistant         |
| • Care service employee                | • Laundry assistant              |
| • Contact officers                     | • Night/community patrol workers |
| • Customer service staff               | • Personal care assistant        |
| • Domestic assistant                   | • Provision of emergency relief  |
| • Gardener/grounds person              | • Reception/front desk staff     |
| • Home helper                          | • Support worker                 |

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

11 units are required for award of this qualification including:

- 5 core units
- 6 elective units

A wide range of elective units is available, including:

- Relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Packaging to address identified work roles:

- Some industry sectors have identified certain electives recommended for specific areas of work
- These electives are included in the table below

### Core units

CHCCS211B Prepare for work in the community sector

CHCCOM201C Communicate with people accessing the services of the organisation

CHCORG201C Follow policies, procedures and programs of the organisation

CHCORG202C Work with others

*AND one only of the following units:*

HLTWHS200A Participate in WHS processes

**OR**

CHCWHS312A Follow WHS safety procedures for direct care work

### The importance of culturally aware and respectful practice

All workers undertaking work in community services need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

### Relevant electives



Electives are to be selected in line with specified Packaging Rules. Relevant electives are listed below. Employers may specify that certain electives are required to address specific workplace needs.

Electives recommended for specific areas of work are shown in the following table.

Elective groups shown in this table are recommended, but not necessarily required for work in the areas identified on the right	Children's services	Parent help services	Emergency relief services	Support services	First point of contact	Settlement work
<u>CHCAC318B Work effectively with older people</u> <b>OR</b>					✓	
<u>CHCDIS301C Work effectively with people with a disability</u>						
<u>CHCADMIN201D Undertake basic administrative duties</u>				✓		
<u>CHCCN301C Ensure the health and safety of children</u>	✓	✓				
<u>CHCCOM201C Communicate with people accessing the services of the organisation</u>				✓		
<u>CHCCOM302D Communicate appropriately with clients and colleagues</u>			✓			
<u>CHCCS200D Deliver service to clients</u>					✓	
<u>CHCCS308B Provide</u>					✓	

first point of contact

CHCCS401C Facilitate responsible behaviour

✓

CHCCS411C Work effectively in the community sector

✓

CHCCS421B Undertake community sector work within own community

✓

CHCER301B Deliver emergency relief services

✓

CHCFC301A Support the development of children

✓

✓

CHCIC201B Communicate with children

✓

✓

CHCPR301C Provide experiences to support children's play and learning

✓

✓

CHCRF301E Work effectively with families to care for the child

✓

CHCYTH301E Work effectively with young people

✓

HLTCSD306D Respond effectively to difficult or challenging behaviour

✓

HLTIN301C Comply  
with infection control  
policies and procedures

✓

**Additional electives**

CHCAC316D Provide food services  
CHCAC317A Support older people to maintain their independence  
CHCAC318B Work effectively with older people  
CHCAOD201D Prepare for alcohol and other drugs work  
CHCCD307D Support community resources  
CHCCH225A Prepare to work in social housing  
CHCCS405C Identify and address specific client needs  
CHCDIS220B Prepare for disability work  
CHCGROUP201C Support the activities of existing groups  
CHCGROUP302D Support group activities  
CHCMH301C Work effectively in mental health  
CHCRH401C Work effectively in the leisure and health industry  
HLTCPR211A Perform CPR  
HLTCSD203D Prepare and maintain beds  
HLTCSD208D Transport clients  
HLTCSD307D Care for the home environment of clients  
HLTFA311A Apply first aid  
HLTFS201D Distribute meals and refreshments to clients  
HLTFS204D Provide ward or unit based food preparation and distribution services  
HLTFS205D Perform kitchenware washing  
HLTFS207C Follow basic food safety practices  
HLTFS309C Oversee the day-to-day implementation of food safety in the workplace  
HLTFS310C Apply and monitor food safety requirements  
HLTFS208D Transport food  
HLTFS302D Prepare foods suitable for a range of food service settings  
HLTGM201D Perform routine servicing of plant, equipment and machinery  
HLTGM202C Use hand and power tools  
HLTGM203D Perform minor general maintenance  
HLTMS201D Collect and manage linen stock at user-location  
HLTMS206D Perform general cleaning tasks in a clinical setting  
HLTMS208D Handle waste in a health care environment

# CHC20212 Certificate II in Active Volunteering

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC20208 Certificate II in Active Volunteering	CHC20212 Certificate II in Active Volunteering	Updated core WHS units

## Description

This qualification covers people working in a volunteer capacity and builds on the foundation skills required by all volunteers, to deliver competency outcomes including:

- Undertaking administrative tasks that involve basic operational knowledge, accessing and recording information and making choices between a limited range of options relevant to the job
- Acquiring strategies that will assist them as volunteers to communicate more effectively with clients and be able to apply known solutions to a limited range of predictable problems
- Engaging in safe work practices, and applying basic operational knowledge in a moderate range of areas relevant to the job
- Developing a defined range of skills that will assist them as volunteers to work effectively with colleagues (paid and volunteer) and take limited responsibility for their work output and learning.
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## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

9 units are required for award of this qualification including:

- 5 core units
- 4 elective units

A wide range of elective units is available, including:

- Relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCADMIN201D	Undertake basic administrative duties
CHCCOM201C	Communicate with people accessing the services of the organisation
CHCORG202C	Work with others
CHCVOL201B	Be an effective volunteer
HLTWHS200A	Participate in WHS processes

### The importance of culturally aware and respectful practice

All volunteer workers need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

### Relevant electives

Electives are to be selected in line with specified Packaging Rules. The following list of relevant electives may facilitate selection.

CHCCH225A	Prepare to work in social housing
CHCCS200D	Deliver service to clients
CHCGROUP201C	Support the activities of existing groups
CHCNET301D	Participate in networks