

CHC42015 - CERTIFICATE IV IN COMMUNITY SERVICES

RTO CODE: 90010
TAFE NSW - NORTH COAST
TAFEDIGITAL.EDU.AU



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ABOUT THE COURSE

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.

COMPLETION OF YOUR COURSE

Upon successful completion of this course, you will receive a nationally recognised CHC42015 - Certificate IV in Community Services from TAFE NSW

TAFE^{NSW}

TYPES OF ROLES

Gain roles such as;

- Case manager
- Employment coordinator (disability)
- Family support worker
- Residential care officer

“I could work at night, or first thing in the morning whatever suited my day”

STUDENT AND SHEEP STATION MANAGER
BUSINESS ADMINISTRATION

ENTRY REQUIREMENTS

To give yourself the best chance of success in this course it is recommended that you have completed Certificate III in Community Services, or equivalent industry experience before attempting this qualification.

MINIMUM AGE

Minimum age of 17 years. If you are under 18 your application must be signed by a parent and guardian.

ENGLISH LANGUAGE REQUIREMENTS

If English is not your First language and you did not complete the last two years of secondary education in English, you are required to provide evidence of English language competency before enrolling into the course.

FEES

How much is the course?*

Fee for service – people not eligible for government subsidies: \$9,090

NSW Government: subsidised prices (Smart and Skilled)

- First qualification: \$1,990
- Second qualification: \$2,320
- Traineeship (new entrants only): \$1,000
- Concession: \$240
- Exemption: \$0

* Your government subsidised fee and your eligibility for concessions, exemptions and scholarships, are all calculated and confirmed during the enrolment process.

Call us on 1300 823 366 for further information and advice.

Examples of appropriate evidence are listed below:

EVIDENCE	EXAMPLE
IELTS	Overall score of 5.5
TOEFL	530 (paper), 197 (computer) or 71 (internet)
Evidence of 12 months in English-speaking employment	Testimonial or statutory declaration

COMPUTER REQUIREMENTS

You will need access to a computer and the internet to complete this course. Minimum specifications for your computer are:

- Microsoft Windows 7 or later or Mac OS X or above
- Microsoft Office (free download for TAFE NSW enrolled students)
- Up-to-date internet browser and access to reliable fast internet.

You may also need access to a printer and the following applications:

- Adobe Acrobat Reader (free download)
- Adobe Flash Player (free download)

Course timeframe and commitment

We suggest you aim to complete the CHC42015 - Certificate IV in Community Services over 24 months. We recommend you study 10 hours per week.

As you are studying flexibly, this is a guide only and if you feel you are unable to complete within this timeframe, please discuss with your teacher.

Delivery mode

The CHC42015 - Certificate IV in Community Services is offered through TAFE Digital and delivery is online which involves training and assessment using web-based materials where you are supported and guided in your learning by teachers with interaction by email, phone calls, forums and chat groups. You also have access to support services.

INDIVIDUAL LEARNING PLAN

An Individual Learning Plan will be developed in consultation with you, your employer (if applicable) and TAFE Digital.

Your Individual Learning Plan (study plan) will include the units/modules to be completed, the method of assessment and the learning and assessment timeframes. You will also be provided with a copy of your Individual Learning Plan.

UNITS AND ASSESSMENT METHODS

Listed below are the units you will be required to successfully complete to achieve this qualification. This also provides information on how each unit will be assessed. You will be required to produce and submit video recordings in your assessment tasks.

This qualification requires you to complete 15 units. These comprise 7 core units and 8 electives. If you have particular needs in your workplace, contact your course coordinator to discuss options.

For more information on the units of competency below visit <http://training.gov.au>

CORE UNITS

Unit Code	Unit Title	Assessment Methods
CHCADV001	Facilitate the interests and rights of clients	Short answers Written task Portfolio Work Based Assessment
CHCCCS004	Assess co-existing needs	Written task Role Play Work Based Assessment
CHCCOM002	Use communication to build relationships	Written task Role Play Work Based Assessment
CHCDIV001	Work with diverse people	Short answers Research Task Work Based Assessment
CHCLEG001	Work legally and ethically	Written task x2
CHCPRP001	Develop and maintain networks and collaborative partnerships	Written task Portfolio Work Based Assessment
HLTWHS003	Maintain work health and safety	Risk assessment Short answers Work Based Assessment

ELECTIVE UNITS

Unit Code	Unit Title	Assessment Methods
CHCCCS019	Recognise and respond to crisis situations	Written task Portfolio
CHCCOM001	Provide first point of contact	Short answer questions Portfolio
CHCCSM005	Develop, facilitate and review all aspects of case management	Short answer questions Role Play
CHCGRP002	Plan and conduct group activities	Journal Portfolio Report
CHCINM002	Meet community information needs	Short answer questions Portfolio x 2
CHCMGT006	Coordinate client directed services	Short answer questions Portfolio Observation (video)
CHCPRT001	Identify and respond to young people at risk	Short answer questions Written task
CHCPRP003	Reflect and improve on own practice	Written task x 2 Short answer questions

ASSESSMENT OVERVIEW

- This qualification is ungraded. When you finish this course you will receive a qualification which shows your level of achievement as Competent.
- Every assessment event must be successfully completed in order to demonstrate competence in each unit.
- If you do not successfully complete an assessment event you will be given the opportunity to undertake another assessment at another time. Only two (2) attempts may be made on each individual assessment event within your current enrolment. If you experience difficulties please negotiate with your teacher.
- You will receive feedback on each assessment within 5 working days.
- If you want to view your unit results at any time, your teacher can provide you with instructions on how to access your student record via student e-Services.
- All TAFE students are eligible to apply for Recognition of Prior Learning (RPL).
- If you have a permanent or temporary condition that may prevent you successfully completing the assessment task(s) you should immediately talk with your teacher about 'reasonable adjustment'. This is the adjustment of the way you are assessed to take into account your condition however the assessment criteria cannot be altered.
- If you do not agree with the result given for your assessment task, you may appeal the assessment decision. You should first discuss the assessment result with your teacher.
- For more information on assessment, refer to 'Every Student's Guide to Assessment in TAFE NSW.'

PLAGIARISM

Whatever the form of assessment, it is essential that the work you are assessed on is your own. All students should be aware that penalties will be imposed for students found cheating in an assessment. Cheating can take different forms. For example, it may be copying or using the work, writing, drawings or photographs created by other people and passing them off as your own. You must make it clear if you are quoting or using other people's work.

Where you are working in a team with other students on a joint assessment task, your teacher will explain how your own contribution will be assessed.

ABOUT WORK PLACEMENT

Work placement is not required for the qualification, however some units may require you to have some industry experience in order to complete the units.

Work placement can be a rewarding part of your studies as it enables you to experience the workplace and to practise the skills and knowledge you have gained in your studies.

We encourage students to find their own workplace however, guidance will be provided by your Course Coordinator.

Work placement involves doing set tasks and activities over time under supervision in the workplace.

Note that Criminal Record Checks and Working with Children Checks will be required in this industry and, in most cases, before placement is commenced

Workplace Assessments

In addition to written assessments, some units/modules also require workplace assessment. Workplace assessment involves evaluating your performance in a range of practical skills within the context of actual workplace situations and conditions and may occur on several occasions over a period of time. Workplace assessment may involve completing a logbook, a portfolio of workplace evidence and interviews that correlate specifically to workplace activities, tasks, roles and services.

Your Steps to Work Placement

1. Read your [Workplacement Guide](#). This guide provides information about the structured workplace learning process
2. Send out the workplace introduction letter.
3. Fill out the [workplace assessment approval form](#). This form captures important information about your proposed host organisation

RECOGNITION OF PRIOR LEARNING

All students in TAFE NSW are entitled to apply for recognition in the course or qualification in which they are currently enrolled. It is recommended that the application for recognition be made as soon as possible after enrolment.

The aim of granting recognition is to reduce the amount of learning required to achieve a qualification or accredited course by acknowledging an individual's skills and knowledge acquired through formal and informal learning.

Students enrolled in a government subsidised qualification or accredited course can apply for recognition in that qualification at no additional charge and, under NSW Smart and Skilled may be eligible for a reduced student fee based on recognition granted.

For more information [click here](#) or discuss with your Course Coordinator.

GETTING THE MOST OUT OF YOUR COURSE

Online learning is best suited to people who are self-starters and really want to learn to improve their career prospects. Just because you don't have to leave your home or workplace, the online learning isn't necessarily easier than classroom learning, it's just different.

To help overcome these barriers, we would strongly encourage you to:

- **Seek support** from course facilitators, friends, family or workmates in supporting you in your study goals.
- **Set aside regular times for** online learning and study each week. Try not to deviate from these set times.
- **Set clear goals** on what you want to achieve, by when, to ensure you achieve your course outcomes.
- **Engage in the Course Forum.** The Course Forum in your course enables you to engage with your facilitator and fellow students. It is an important opportunity to share your learning experiences and reflect on the course materials. By actively participating in the Course Forum, you will become part of the virtual community. This acts as an important support network as you progress in your studies.
- **FAQs.** Frequently asked questions are available within each course.

STUDENT SUPPORT OPTIONS

The CHC42015 - Certificate IV in Community Services course can be both academically and personally challenging. Learner support is available to assist you with academic writing and referencing, time management, study plans, general study tips and goal setting.

Counselling and Support services

At TAFE Digital you are more than just a number to us. We provide a [Counselling and Career Services](#) website developed by professional counselling and careers staff with comprehensive information and resources to help you with your study, career development or personal issues. Access to online services means there is a wealth of personal, health and study information at your fingertips.

Tutoring Assistance

Stuck writing an assignment or general course work? Get unstuck with Studiosity.

When you have a writing, grammar, research, referencing or other study question, sign in at <https://studiosity.com/connect/users> - use your DEC username, the same user name as you use to sign into TAFE Digital.

Real-life, on-demand experts will help you with your question. You can even get help with essential bridging knowledge for maths, science and business studies.

You can also share a file in real-time for feedback on your writing or to discuss tables, diagrams and charts.

Smart Study Guide

This resource is for students at TAFE NSW. It is a referencing guide adapted from the Harvard referencing style. The Smart Study Guide aims to help you succeed in your course and achieve your goals. This guide includes useful tips to develop your skills in time management, researching, note taking and referencing. [Download your free guide](#)

Library Services

TAFE Digital's full library services are just a click away, whether you are studying near a campus or far away.

OTHER COURSES THAT MAY INTEREST YOU

- [CHC33015 - Certificate III in Individual Support](#)
- [CHC43115 - Certificate IV in Disability](#)
- [CHC43315 - Certificate IV in Mental Health](#)
- [CHC40413 - Certificate IV in Youth Work](#)

BEFORE YOU ENROL

All students participating in Nationally Recognised Training in Australia need to have a Unique Student Identifier, or USI.

How to get a USI

It is free and easy for you to create your own USI online at usi.gov.au. Your local Customer Service office can also provide further information and assistance. If you already have your USI you can enrol with TAFE Digital.

For more information on the USI [click here](#)

HOW TO ENROL

Enrolling with TAFE Digital is easy!



Enrol online today by visiting our website at TAFEDIGITAL.EDU.AU and select your enrolment method from the options available.



Enrol by phone. Just call one of our TAFE Digital Customer Service Staff on **1300 823 366**



Email study@TAFE Digital.com.au and our friendly customer help team will contact you to finalise your enrolment.