

# Certificate IV in Community Services Work

## CHC40708



The Certificate IV in Community Services Work is ideal for people working in a community services based organisation who are seeking a position at the support or case worker level. It is geared at those who are beyond the entry level contact work across all areas of community services from aged care, mental health, youth work, disability services, employment services, alcohol and other drugs.

### Occupational title may include:

- < **Case worker**
- < **Community services worker**
- < **Community support worker**
- < **Domestic violence worker**
- < **Early intervention homelessness worker**
- < **Family support worker**
- < **Health education officer**
- < **Outreach officer**
- < **Support worker**
- < **Welfare support worker**
- < **Welfare worker**

### COURSE REQUIREMENTS:

Training and assessments are conducted in English. Applicants must possess sound written and oral English skills. You will be required to complete a Pre-training and Language Literacy and Numeracy Assessment.

There are no pre-requisite or any other training package entry requirements to enrol in this course.

### TRAINING DELIVERY:

Students have multiple options. They can choose from either a classroom based delivery or a blended learning.

**Classroom delivery:** Face to face training and practical placement.

### Blended learning and practical placement:

Blended learning is a mixed learning experience with some of the delivery in the classroom with a facilitator, some as self-paced learning and some during the practical placement.



Please see over for Units of Study

# Units of Study



Students will need to complete 14 Units of Competency, consisting of 9 Core and 5 Elective units;  
(NB: Elective units will be selected for delivery by ETEA and are subject to change to meet client and industry requirements)

CORE UNITS OF STUDY	
CHCCD412B	Work within a community development framework
CHCCHILD401B	Identify and respond to children and young people at risk
CHCCOM403A	Use targeted communication skills to build relationships
CHCCS400C	Work within a relevant legal and ethical framework
CHCCS411C	Work effectively in the community sector
CHCCS412E	Deliver and develop client services
CHCCS422B	Respond holistically to client issues and refer appropriately
CHCORG405E	Maintain an effective work environment
HLTHIR403C	Work effectively with culturally diverse clients and co-workers
ELECTIVES	
HLTWHS300A	Contribute to WHS processes
CHCCM402E	Establish and monitor a case plan
CHCPROT409E	Provide primary residential care
CHCDIS410A	Facilitate community participation and inclusion
CHCAC416A	Facilitate support responsive to the specific nature of dementia

## RECOGNITION OF PRIOR LEARNING AND/OR CREDIT TRANSFER

You can apply for recognition of prior learning, academic credit and work experience towards this qualification.

Detailed information is available on the ETEA website [www.etea.edu.au](http://www.etea.edu.au)

## FURTHER INFORMATION

For further information, including student pre-engagement information, entry requirements, course duration, assessment methods, how to enrol, RPL, Credit Transfer, pathways etc. please visit our website at [www.etea.edu.au](http://www.etea.edu.au)



**FURTHER INFORMATION**  
Visit our website or contact your  
closest office for further information.

[www.etea.edu.au](http://www.etea.edu.au)



**ADELAIDE**  
Level 2 East, 50 Grenfell Street,  
ADELAIDE SA 5000  
PO Box 261, RUNDLE MALL SA 5000  
Tel: +61 8 8150 9500 Fax: +61 8 8150 9501

**MELBOURNE**  
Head Office  
Level 1, 113 Burgundy Street, HEIDELBERG VIC 3084  
PO Box 699, HEIDELBERG VIC 3084  
Tel: +61 3 9450 0500 Fax: +61 3 9450 0501

**PERTH**  
Unit 4, 78-84 Catalano Circuit  
Canning Vale WA 6155  
Tel: +61 13 13 89 Fax: +61 3 9450 0501

**SYDNEY**  
Australian Technology Park,  
Suite 15202, Locomotive Workshop,  
2 Locomotive St  
Eveleigh NSW 2015  
Tel: +61 2 9260 0400 Fax: +61 2 9260 1194