



CERTIFICATE III COMMUNITY SERVICES PROGRAM INFORMATION

Course Code & Title	CHC32015: Certificate III in Community Services (incorporating CHC22015: Certificate II in Community Services and HLT23215: Certificate II in Health Support Services)
Registered Training Organisation	Connect 'n' Grow [®] (RTO Code 40518) Email: admin@connectngrow.edu.au ; Phone 1300 283 662
IT Platform	The CNG Hub (Canvas)
Third Party Arrangements	These qualifications are delivered in partnership with the nominated secondary school ('Partner School'). The Partner School is authorised to deliver training under the auspices of Connect 'n' Grow [®] .
Venue	Assessment and training will be conducted at the school's Health Training Centre.
Mode of Delivery	Blended delivery - Face-to-face using an online platform
Course Length	2 Years
Prerequisites	HLT23215 Certificate II in Health Support Services and CHC22015 Certificate II in Community Services.
Reason to Study	Health and community services training is linked to the largest growth industry in Australia. The dual qualification reflects the role of workers who provide support for the effective functioning of health and community services.
Learning Experiences	This qualification has been designed to include projects that prepare students for a range of tasks they perform when they enter into a health and/or community services career, including; health checks, health promotion and administration, community engagement, individualised support and is an entry pathway for workers who provide first point of contact and assist individuals in meeting their needs.
Certificate of Education Points	Upon successful completion students are eligible for Certificate of Education credits applicable to your State.
Fee Information	Connect 'n' Grow [®] does not charge students directly for course fees. The Partner School is invoiced a fee for participating students.
Learning & Assessment	The program can be delivered in a weekly or block mode through class-based tasks, with practical activities and practical assessment. A range of teaching/learning strategies will be used to deliver the competencies. These include: <ul style="list-style-type: none"> ● Multiple choice, true/false and short answer questions (online) ● Practical activities and scenarios ● Workplace Learning Log
Equipment & Resources	Students will need to have access to a computer, including relevant software, internet and printer access. There are no other equipment requirements of the students.

UNITS OF COMPETENCY & PROGRAM STRUCTURE

HLT23215 Certificate II in Health Support Services & CHC22015 Certificate II in Community Services

Year 1

Module	Course Code	Course Name	HLT23215	CHC22015	CHC32015
Cert II Module 1	HLTWHS001	Participate in workplace health and safety	Core	Core	
	HLTINF001	Comply with infection prevention and control policies and procedures	Core	Elective	
Cert II Module 2	CHCDIV001	Work with diverse people	Core	Core	Core
	BSBCUS201	Deliver a service to customers	Elective	Imported Elective	
	BSBFLM312	Contribute to team effectiveness	Elective	Imported Elective	
	HLTAID003	Provide first Aid	Imported Elective		Elective
Cert II Module 3	CHCCOM005	Communicate and work in health or community services	Core	Core	Core
	BSBWOR202	Organise and complete daily work activities	Elective	Core	
	CHCCOM001	Provide first point of contact		Core	Elective
	FSKOCM07	Interact effectively with others at work		Elective	
EXIT POINT: Upon obtaining competency of the Units in Module 1- 3 a student completes the qualification of CHC22015 Certificate II in Community Services					
Cert II Module 4	BSBADM101	Use business equipment and resources	Elective		
	BSBINM201	Process and maintain workplace information	Elective		
	BSBWOR204	Use business technology	Elective		
	BSBWOR203	Work effectively with others	Elective		

Upon obtaining competency of the Units in Module 1- 4 a student completes the qualification of HLT23215 Certificate II in Health Support Services

CHC32015 Certificate III in Community Services

Year 2

Module	Course Code	Course Name	
Cert III Module 1	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	Elective
Cert III Module 2	CHCCCS015	Provide individualised support	Elective
	CHCCCS010	Maintain a High Standard of Service	Imported Elective
	BSBWOR301	Organise personal work priorities and development	Elective
	FSKLRG009	Use strategies to respond to routine workplace problems	Imported Elective
Cert III Module 3	CHCCCS016	Respond to client needs	Core
	HLTWHS002	Follow safe work practices for direct client care	Core
	HLTWHS006	Manage personal work stressors in the work environment	Core