

# Introduction to Community Services/ Individual Support

## Communicate and Work in Health or Community Services

### About the course

Students who successfully complete the short course will have gained the skills and knowledge required to communicate effectively with clients, colleagues, management and other industry providers.

This short course applies to a range of health and community service contexts where workers may communicate face-to-face, in writing or using digital media, and work with limited responsibility under direct or indirect supervision.

### Entry requirements

There are no formal entry requirements for this course, however students are expected to have or be able to achieve written and spoken English skills to the certificate level of the course, or the ability to develop these skills whilst in training to meet the requirements of the qualification.

To allow our trainers to support your learning, students will need to complete a student profile, including language, literacy and numeracy indicators before their enrolment application is accepted. Students may need to be able to achieve a clear police check and meet relevant state-based requirements for working with children or vulnerable people.

### Delivery method and course duration

This short course is available through a Virtual Classroom learning approach.

The total duration of this short course will be 48 hours and will take the following format:

- › **2 weeks full-time**  
10 days (2 hours per day, Virtual Classroom session).  
Plus additional online assessment activities. Additional support and training times are available for students if required.

Online platform requires either PC, phone or tablet.

### Course structure

There is one (1) unit of competency requiring successful completion of this course.

- › **CHCCOM005**  
Communicate and Work in Health or Community Services

### AQF Certification Outcome

Students who successfully complete all requirements CHCCOM005 Communicate and Work in Health or Community Services will be issued a Statement of Attainment by MAX.



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### Additional pathways

This unit forms part of the CHC Community Services Training Package and HLT Health Training Package. Students may choose to continue their studies and complete qualifications such as CHC33015 - Certificate III in Individual Support or CHC32015 - Certificate III in Community Services.

### Recognition of Prior Learning (RPL) and Credit Transfers (CT)

Recognition of prior learning (RPL) is a process that assesses a student's competency - acquired through formal and informal learning - to determine if students meet the requirements for a unit of study. Students with previous skills, knowledge or experience are entitled to apply for RPL for a full qualification or individual units of competency.

Students will be required to produce evidence and undertake assessment as part of the RPL process. If students have previously completed a unit/s of competency and can provide valid evidence of AQF certification (issued by an RTO), they are eligible to apply for a credit transfer and would not be required to undertake further study for the unit.

### Unique Student Identifier (USI)

It is mandatory for all students undertaking Nationally Recognised Training in Australia to have a Unique Student Identifier (USI).

Students will need their USI to apply to enrol for training.

Visit [www.usi.gov.au](http://www.usi.gov.au) for more information.

### More information

For upcoming course dates, delivery locations, student handbook information (including relevant policies and procedures such as our privacy, access and equity, complaints and appeals and refund policies) please visit our website or contact our team.

### Contact us



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