

CHC32015

Certificate III in Community Services (Release 3)



MSM TRAINING GROUP

RTO #46318

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Address: Suite G04 / 63-65 Johnston Street,
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CHC32015 - Certificate III in Community Services (Release 3)

Start training in CHC32015 Certificate III in Community Services!

The CHC32015 Certificate III in Community Services qualification is the latest nationally accredited qualification that provides you with the skills and knowledge required for community services workers who support individuals through the provision of person-centred services. Work may include day-to-day support of individuals in community settings or support the implementation of specific community-based programs.

This qualification will help you learn how to respond to client needs, follow safe work practices

for direct client care, and manage personal stressors in the work environment.

MSM Training Group offers the nationally recognised CHC32015 Certificate III in Community Services qualification with high quality course materials and premier student support to deliver a unique learning experience.

MSM Training Group will deliver training that is customised to meet student, industry and where relevant, employer needs in line with the delivery strategy for the qualification.

When you enrol in our courses, you will study under expert trainers with decades of experience in the industry. So what are you waiting for? Enrol now!

Perfect for learners who want to become :

- Residential Support Workers
- Client Contacts
- Youth Workers
- Juvenile Justice Officers

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MSM TRAINING (AUSTRALIA) PTY LTD

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Course Outline and Structure

Training Delivery

Training is delivered via **Online or Blended Learning** to be completed in up to **52 weeks** (*including holidays*) with approximately **1207 hours** of study, depending on learner's skills, knowledge, and experience.

Assessment Methods:

- Observation during on-the-job
- Questioning may include self-assessment, verbal answers, written questionnaires, activity modules or interview
- Structured Activities may include Projects, Case studies, presentations, role play, demonstration, progressive tasks

What are the entry requirements?

There are no prerequisites required to enter this course. However, it is preferred that students:

- Are 17 years of age and over
- Are living or working in Australia
- Have successfully completed at least Australian high school year 10, or equivalent
- Have basic computer skills
- Have sound Language, Literacy and Numeracy skills*

**Learners who do not meet the LLN requirements of the course may still enrol into the course provided the enrolment has been endorsed by the trainer and corresponding additional support strategies have been put in place.*

Course Outline and Structure

Course Resources

To support you in your training with MSM Training Group, we will provide:

- CHC32015 learning and assessment suite which includes:
 - Learner Guides
 - Assessment Workbooks
 - Templates for Projects and other activities;
 - Simulated resources to provide students with simulated assessment pathways (not applicable to all assessment tasks specially those to be done during vocation placement)
- Additional course readings and resources recommended by trainers.

Workplace providers must allow access to:

- Workplace supervisor(s) to supervise and confirm completion of the required tasks included in the Skills Workbook. The workplace supervisor must:
 - Have adequate knowledge and understanding of the provision of person-centred services to individuals, groups and communities
 - Have the ability to effectively supervise and manage the delivery, management and coordination of person-centred services to individuals, groups and communities
 - Have the necessary experience and qualification (s) in the area of community services (e.g., you have the relevant VET qualification/s, Certificate III in Community Services or higher)
- Use of suitable facilities and resources including:
 - organisation policies and procedures
 - PPE relevant to the workplace and job role of the worker
 - Information relating to peak bodies, network groups and web-based network services
 - Client information
- Modelling of industry operating conditions, including:
 - Scenarios that involve interactions with other people, including those from a range of diverse backgrounds
 - Links to other services

- Realistic, in-depth, validated industry scenarios and simulations of crisis situations
- Individualised plans and any equipment outlined in the plan
- Typical workplace reporting processes

Students to arrange access to:

- Computer/laptop with relevant software such as, but not limited to, the following:
 - internet access preferably through Google Chrome
 - MS Word and PowerPoint
 - Adobe Acrobat Reader

Is Recognition of Prior Learning (RPL) available?

MSM Training Group has a Recognition of Prior Learning (RPL) Policy, to ensure that an individual's prior learning, achieved through formal and informal training, work experience or other life experiences, is appropriately recognised. This recognition may assist Learners to progress faster through a unit of competency or allow the student full credit.

What are the qualification pathways after taking the course?

Students enrolled in this course may also choose to study other courses that will support them in their community service skills. Other options available for students may include the following qualifications:

- CHC33021 Certificate III in Individual Support*
- CHC34015 Certificate III in Active Volunteering*
- CHC35021 Certificate III in Community Safety Services*
- CHC42021 Certificate IV in Community Services*
- TAE40122 Certificate IV in Training and Assessment*

*These units/courses are not offered by MSM Training Group



Course Units

This course covers **12 units** of competency (5 core units and 7 elective units).

Core Units

| | |
|------------------|--|
| CHCCCS016 | Respond to client needs |
| CHCCOM005 | Communicate and work in health or community services |
| CHCDIV001 | Work with diverse people |
| HLTWHS002 | Follow safe work practices for direct client care |
| HLTWHS006 | Manage personal stressors in the work environment |

Elective Units

| | |
|------------------|---|
| CHCADV001 | Facilitate the interests and rights of clients |
| CHCMHS001 | Work with people with mental health issues |
| CHCPRP001 | Develop and maintain networks and collaborative partnerships |
| CHCCCS019 | Recognise and respond to crisis situations |
| CHCDFV001 | Recognise and respond appropriately to domestic and family violence |
| CHCCCS009 | Facilitate responsible behaviour |
| CHCDIV002 | Promote Aboriginal and/or Torres Strait Islander cultural safety |



Enrol Now!

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September Special (until 31 August 2025)

**Enrol now for Only \$2,500
Initial payment of \$1,000 with 5 monthly
instalments of \$300**

Please read the **MSM Training Group Student Handbook on our [website](#) containing the Refund Policy, Appeals, Complaints, and other student and course information prior to enrolling.*

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Full Fee Structure* (from July 2024)

| | |
|--|---------|
| Online Learning | \$5,000 |
| Online Learning + Tutorial | \$6,000 |
| Blended Learning | \$7,500 |
| RPL Admin Cost (non-refundable) | \$500 |
| Cost per unit | \$250 |
| RPL Max fee (inc Admin Cost) capped | \$2,500 |

RPL application fee includes one unit (if eligible)

September Special (ends 31 August 2025):
Over 50% off enrollment fees

Enrol for Online Learning now for **Only \$2,500**
Initial payment of \$1,000 with 5 monthly
instalments of \$300

No single payments over \$1,500

* Fees subject to change