



CHC32015

Certificate III in Community Services



Qualification Summary

COMMUNITY SERVICES

The community services sector is experiencing strong growth and job openings are expected to continue. This is due to an increased demand for workers across all community areas.

This course will give you the skills you need to work in community-based organisation.

Our course is designed to provide learners with a range of knowledge and skills application, ensuring you are ready and able to complete the tasks at the required level in the workplace.

WHO SHOULD ENROL?

This course is suitable for anyone wishing gain entry level work in the community services sector.

- This course is the minimum requirement to working in the sector.

CAREER OPPORTUNITIES

People who hold their Certificate III in Community Services provide support in community settings and community-based programs.

This course will equip you for roles such as:

- Senior Personal Care Assistant
- Care assistant
- Accommodation Support Worker
- Residential Support Worker
- Community Access Coordinator
- Community care worker
- Community House Worker
- Residential Care Worker
- Food Services Deliverer
- Transport Support Worker
- In Home Respite Worker
- Disability Service Officer
- Care Worker
- Client Assistant
- School Support Officer (Disability)
- Family Support Worker
- Care Service Employee
- Planned activity assistant
- Residential aide
- Field Officer (Community Services)
- Nurse's Aide
- Home care assistant

QUALIFICATION

This course is a Nationally Recognised Qualification.

AQF LEVEL

This is an AQF Level 3 course. AQF Criteria for this course is below.

- **Summary** - Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning.
- **Knowledge** - Graduates at this level will have factual, technical, procedural and some theoretical knowledge of a specific area of work and learning.
- **Skills** - Graduates at this level will have a range of cognitive, technical and communication skills to select and apply a specialised range of methods, tools, materials, and information to:
 - complete routine activities
 - provide and transmit solutions to predictable and sometimes unpredictable problems.
- **Application of knowledge and skills** - Graduates at this level will apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters.

Course Overview

COURSE OUTLINE

This qualification reflects the role of entry level 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.

At this level, work takes place under the direction of others and supervision may be direct or indirect. Work may take place in a range of community services organisations.

UNITS AND PLACEMENT REQUIREMENTS

To obtain a successful completion a total of 12 units needs to be completed.

- Five (5) core units and Seven (7) elective units.

In addition to the completion of the units a student will be required to complete simulated assessment tasks in a supervised environment.

The average completion for this qualification is 6 - 12 months.

ARE THERE ANY ENTRY REQUIREMENTS?

There are no formal entry requirements applicable to this qualification.

Employment status does not matter, nor is there a minimum education requirement, but students must meet the standard entry requirements for their chosen qualification.

UNITS

The following units are delivered for this course.

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

Electives	
CHCADV001	Facilitate the interests and rights of clients
CHCCCS003	Increase the safety of individuals at risk of suicide
CHCCCS019	Recognise and respond to crisis situations
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCLEG001	Work legally and ethically
CHCMHS001	Work with people with mental health issues

Fees and Charges

WHAT IS THE COST?

Aspire to Succeed charges the following fees for this course:

- Full Fee - \$1200
- RPL (Recognised Prior Learning) - \$750
- All fees must be paid in full for the learner to receive their certificate.

WHEN DO THE FEES HAVE TO BE PAID?

You will be issued with an invoice for payment once your enrolment has been processed.

- Full Fee Payment – You can pay your fees in full
- Please use your invoice number and surname as reference for payments made.
- All fees must be paid in full prior to the learner receiving their certificate.

PAY BY INSTALMENTS

Aspire to Succeed understands that paying for course fees can be difficult for learners, especially for people on low incomes. For interested learners who face financial barriers, payment instalments can be made assisting you to afford the course fees. All learners can pay the course fees off over the duration of the course. At no time do we wish to disadvantage a learner from completing their studies and therefore, payment plans are available.

The fees for this course are payable via instalment. Refer to the payment plan agreement for payment structure

WHAT IF I DON'T FINISH (REFUND POLICY)

The full refund policy is outlined in the Student Handbook.

Refunds are payable on a per unit basis.

- If you have commenced the unit/s, attended training, and been provided the learning and assessment materials – no refund will be provided for those units.
- If you have paid for the course in full – you will be entitled to a refund for any units not commenced.
- The enrolment fee is refundable if no training is commenced.

RESOURCE PRINTING SERVICE

All students have access to their learning material via aXcelerate. We do offer a printing service – this service entails \$20 per unit. We strongly encourage students to access their resources electronically to ensure sustainability – consider our environment before requesting hard copy books.

Classroom students will be provided with a resource on the day of class delivery. If you require a replacement resource, the resource printing fee of \$20 will be applicable per unit to be replaced.

EXTENSIONS

We recognise that every student's situation is unique, and we are committed to providing support to students where required. Sometimes this involves students applying for an extension of time to complete their course.

There is an associated fee to cover the additional administration, trainer support and access to resources.

To apply for an extension to your course, you will need to contact your trainer to request an extension. The following fees apply if you wish to extend your course:

- \$100 – 1 month
- \$190 – 2 months
- \$280 – 3 months
- \$370 – 4 months
- \$460 – 5 months
- \$550 – 6 months

Enrolment

WHEN CAN YOU ENROL?

Aspire to Succeed accept on-going enrolments into this course. You can enrol into the course when you are ready to commence.

HOW TO ENROL?

You can enrol on our website www.aspiretosucceed.com.au or come into one of our offices.

CREDIT TRANSFERS

If you have completed training previously, this may be able to be used to credit towards some of your units. We will require a copy of your certificate or statement of attainment plus your USI transcript.

RECOGNISED PRIOR LEARNING (RPL)

All learners are provided with an opportunity for RPL (Recognised Prior Learning) upon commencement. We will work with you to determine if there are current skills that you can use for RPL (Recognised Prior Learning).

OUR TRAINERS

Our trainers are qualified educators who draw on years of experience from the community services industry.

They are passionate about the industry, engaging, approachable and have backgrounds relevant to the qualification. Our trainers are still actively working within the industry to ensure they maintain their skills and knowledge, so you get the most current industry skills.

IS THERE ACCESS TO THE TRAINERS?

All students have access to their trainer via face-to-face classroom sessions and Zoom sessions. Email and phone contact is available outside of the scheduled classroom training – during business hours. You will receive your trainer details via email after you have enrolled.

ADDITIONAL SUPPORT

We have additional support days available each week at each of our office locations. You can also book in 1-to-1 support with your trainer.

RESOURCES

All learners are provided with the resources to complete their course. These can be downloaded via the aXcelerate portal.

- Student Resources:
 - You can receive these in hard copy via our printing service – the fee is \$20 per unit.
 - You have access to electronic copies via aXcelerate (Learner Portal)
- Visuals – You are provided access to all visual materials relevant to your course via aXcelerate.
- Handouts – Any additional handouts are provided as required to support your training. These are available in your student portal.
- Assessment – All assessment materials are provided to you and can be located in your student portal.
- Students attending face-to-face training will receive a copy of the resource applicable to the day.

ASSESSMENT

Each unit includes a competency-based assessment – both knowledge and application. Assessment work will be required to be completed in class and in your own time.

Assessments may include:

- Written assessments – questions, assignments, projects, or reports
- Class activities – discussions and group work
- Verbal presentations – applicable to specific units
- Practical activities and problem solving
- Simulation – applicable to specific units
- Workplace activities as part of your placement/employment

There are no exams, and you will receive individual feedback and comments on your work.

RESUBMISSION

Individual assistance is available to students having difficulty with an assessment and resubmission opportunities are provided. Resubmission of NYS (Not Yet Satisfactory) assessments are to be submitted within 7 days.

ASSESSMENT MARKING TIME

Assessments are marked in chronological order within 7 days of submission.

Course Delivery

WELLBEING AND INCLUSION

At Aspire to Succeed, we are committed to fostering a culturally safe and inclusive workplace where all staff, students, and stakeholders feel respected, valued, and supported.

We acknowledge and celebrate the diverse cultural backgrounds of our community, including First Nations peoples, and we actively work to eliminate barriers to participation and success.

We strive to create an environment where:

- Cultural identity is recognised and respected, and individuals feel safe to express who they are without fear of discrimination or judgment.
- Cultural safety is embedded into our policies, practices, and daily operations through continuous learning, reflection, and improvement.
- Staff are trained to understand, respect, and respond to cultural differences, ensuring equitable access to education and employment opportunities.
- Culturally respectful communication and practices are the norm, not the exception.
- Feedback is welcomed and valued, and we listen and respond with empathy and accountability to concerns about cultural safety.

We believe that cultural safety is essential to a fair, respectful, and high-quality training environment, and we are committed to upholding this standard in everything we do.

LENGTH OF THE COURSE

Your enrolment is for a 12-month period. Additional time is to be discussed with your trainer / director.

This course is full-time, and includes:

- 84 classroom hours (14 days)
- Simulated classroom assessments
- Reading of resources and materials (average of 15 hours per week)
- Completion of assessment work (average of 10 hours per week)

TRAINING LOCATIONS

- **Caboolture** Face to Face Class is held on Tuesday.
- **Chinchilla** Face to Face Class is held on a Wednesday
- **Kingaroy** ZOOM: Tuesday AM or Tuesday PM
- **Self-Directed (Distance)** This course is offered in a self-directed model.

Provided at each training location:

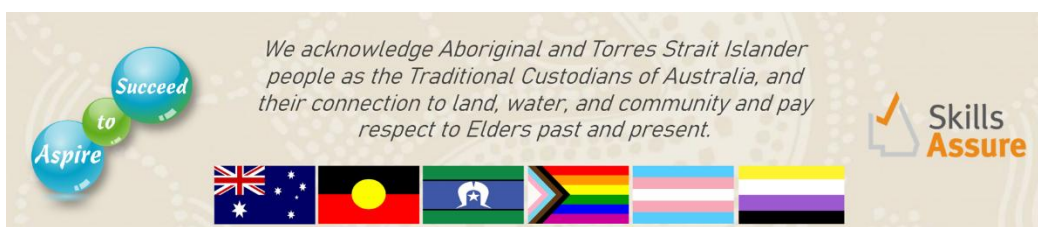
- Free tea, coffee, and water
- Bring your own lunch, or visit local shops nearby
- Free parking on-site

ATTENDANCE

Due to the intensive nature of this course, attendance at all sessions is recommended. Every class will focus on the application assessment of the unit. If a class is missed, students will be responsible for arranging to cover what was missed in their own time.

IMPORTANT INFORMATION FOR DISTANCE/ONLINE STUDENTS

- If you do choose the distance delivery model - you will need access to a laptop, internet, Microsoft Word (this excludes Open Office and Mac Pages) and PDF software.
- Mobile Phones and Tablets are not a recommended option to complete the assessments. If you elect to complete on a tablet or mobile phone, you will need to have Microsoft Word and PDF installed on the device. (this excludes Open Office and Mac Pages)
- You will have access to your learning and assessment materials electronically via our Student Management System (aXcelerate).
- Should you require hard copy books to complete your course – we do offer a printing service at a fee of \$20 per book.



Aspire to Succeed - RTO 32555

ABOUT US

Aspire to Succeed is a Private RTO, our head office is based in Caboolture QLD. We have been registered and delivering quality based courses since 2012.

Our focus and commitment are to ensure all students have a positive training experience, while enjoying the learning experience. We ensure students are 'Industry Ready', providing a mix of knowledge and application of skills assessments throughout the duration of the courses.

OUR GUARANTEE

Aspire to Succeed is dedicated and passionate in all areas of its operations. We are committed to making a difference to the student's life, both work related and professionally through quality and inspirational training methods.

We are committed to improving your workplace skills, assisting you to be able to perform your role and future roles to a high level of competence.

We will endeavour to work with all students to achieve their learning goals and ensure a positive and motivational learning experience. No one will be disadvantaged, and all students will be supported throughout their time with us.

BENEFITS

When considering where to study, consider these benefits of Aspire to Succeeds course:

- Community specialty
- Specialist focus, equipping you for best practice contemporary
- Engaging trainers with strong and current industry experience
- Free work placement support and career advice
- Up to date, industry relevant resources
- Personalised assessment feedback with extra help and re-assessments as needed
- Resources are available via the learner accelerate portal
- Access to additional student support weekly

LOST CERTIFICATES OR STATEMENTS OF ATTAINMENT

Should you misplace your certificate or statement of attainment at any time, we can reissue you with a new copy. There is no fee to re-issue a Certificate or Statement of Attainment. A written request will be required to re-issue the Certificate or Statement of Attainment - this can be via email.

CODE OF PRACTICE

In general, Training Providers provide a value-for-money range of quality training products and services to their clients.

However, in a business environment which is ever increasingly competitive, it is important for training providers to align to best-practice and be able to demonstrate that they provide the client with top quality and cost-effective training products and services.

At Aspire to Succeed we pride ourselves in offering a quality service, at a competitive price. Should you not be happy or satisfied with the service provided, we would like your feedback through our feedback forms, complaints, or appeals process. This is outlined in greater detail in your student handbook.

CONTACT US

For further information or an enrolment pack, you can contact us through any of the following methods at the following sites:

CABOOLTURE OFFICE

Email: ats@aspiretosucceed.com.au
Website: www.aspiretosucceed.com.au
Phone: (07) 5497 4009
Address : 52 King Street, CABOOLTURE
QLD 4510

KILCOY OFFICE

Email: ats@aspiretosucceed.com.au
Website: www.aspiretosucceed.com.au
Phone: (07) 5208 8973
Address : 16B William Street, KILCOY QLD
4515

KINGAROY OFFICE

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QLD 4610