



Training Consultancy

RTO 31888 | CRICOS 04071H



**CHC42021**

# **Certificate IV in Community Services**

**Your first choice training  
provider for quality training  
and education designed for an  
industry ready workforce**

**Study your Way with DP Training**

[View Course Webpage](#) >

RTO Code - 31888



NATIONALLY RECOGNISED  
TRAINING

# Why Choose DP Training

DP Training forges partnerships Australia-wide to provide high quality, accessible, training and education programs in specific areas of the Vocational Education and Training (VET) sector to people wanting to enter the workforce, to individuals wanting to retrain and continually upskill and to employers wanting to improve existing workers' skills.

## Community Service Industry Insights

Community Services related industry sectors and occupations form one part of the overall Health Care and Social Assistance industry. The Health Care and Social Assistance industry is the largest employing industry in Australia and has experienced continuous employment growth since 2001. In 2021, approximately 1.8 million people were employed in this industry, projected to increase to more than 2.0 million by 2025.



The average annual salary for Case Manager jobs in Australia ranges from **\$75,000** to **\$90,000**.



# Course Information

This qualification reflects the role of community service workers who design and deliver person-centred services to individuals and/or groups. Workers may provide support, advocacy or interventions to individual clients, groups or communities across a range of services.

At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals. Workers may also be responsible for supervising other workers and volunteers and/or case management, program coordination or developing new business opportunities.

## What does the course cover?

By pursuing this qualification, you will learn industry skills such as how to -

- Work within a community development framework
- Work legally and ethically
- Confirm client development status
- Facilitate the interests and rights of clients
- Provide advocacy and representation services
- Develop and maintain industry networks and collaborative partnerships
- Use communication to build relationships
- Supervise teams
- Work with diverse people
- Manage and promote diversity

## Key Benefits

### Nationally Recognised

The course is nationally recognised under the Australian Qualifications Framework, so you can use it as a pathway to university qualifications around Australia. When you choose DP Training for your career development, you only move forward. You can start with this qualification to build career opportunities and pathways toward Tertiary Education.

### Job Ready Training

At DP Training, you get the opportunity to undertake practical-based learning and hands-on experience via workplace-driven course content.

## Entry Requirements

The target learners for this course must:

- Be over 15 years of age and no longer attending secondary school
- Undertake Language, Literacy and Numeracy (LLN) Skills Indicator assessment questionnaire
- Have technological skills to undertake computer/online work and have access to a computer and software with the following minimum specifications

## Enrolment Requirements

To enrol in this course, you must provide-

- Proof of ID: Colour copy of Passport or Driver's Licence.
- Unique Student Identification Number (USI)
- Colour copy of Certificates and Statement Results for any previously attained or partially completed qualifications completed in or recognised in Australia.

## Course Delivery

### Online (Self-Paced)

- Rolling intake, start anytime!
- Training Materials offered using electronic-based delivery
- Trainers/Assessors are available to support you through email and/or telephone contact.
- 15 units of competency
- The opportunity to attend weekly trainer-led study support sessions via Zoom for the duration of your course
- Simulated practicals via Zoom and/or workplace demonstration of the skills attained
- Self-paced (up to 12 months to complete)

## Job outcomes

After the completion of this course you will be ready to take on a variety of job roles within the industry like -

- Community Support Worker
- Domestic Violence Worker
- Welfare Support Worker
- Case Worker (Community Services)
- Support Worker (Community Services)
- Outreach Officer

## Course Duration



12 months

## Study Options

This course is delivered via our DP Learning@Home Program offering a blend of

- Online (Self-Paced)
- Blended
- Block or day release for apprentices
- Recognition of Prior Learning (RPL)
- A combination of the above

# RPL Delivery



- Designed for existing workers who are able to demonstrate that they have acquired the required knowledge and skills specified in the training package through formal, non-formal and informal learning
- If you consider yourself to already have the knowledge and skills for the qualification, any person currently working in the industry has the opportunity to apply for the Recognition of Prior Learning (RPL) assessment-only pathway

Take a 60-second Skill Assessment Check Now to determine your eligibility for RPL.



## Course Structure

15 units of competency must be completed for this qualification to be awarded.

Unit code	Unit Name
CHCADV001	Facilitate the interests and rights of clients
CHCCOM002	Use communication to build relationships
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCDIV001	Work with diverse people
CHCLEG001	Work legally and ethically
CHCPRP001	Develop and maintain networks and collaborative partnerships
HLTWHS002	Follow safe work practices for direct client care
CHCCCS006	Facilitate individual service planning and delivery
CHCCCS004	Assess co-existing needs
CHCCCS010	Maintain a high standard of service
CHCCOM001	Provide first point of contact
CHCMHS001	Work with people with mental health issues
CHCCCS020	Respond effectively to behaviours of concern
HLTWHS006	Manage personal stressors in the work environment
CHCCCS009	Facilitate responsible behavior

*\*To receive an award for this qualification Students are required to complete all units listed above as competent within a period of 12 months.*



## Our Industry Partners



## Our Campus

Online Delivery Nationally

### DP Training Campus

- Brisbane – 162 Abbotsford Road, Bowen Hills QLD 4006
- Gold Coast – Level 4, Suite 403, 89 Scarborough Street Southport QLD 4215

## WHY STUDY WITH DP TRAINING

**When you choose DP Training you choose career growth, stability, and success!**

**83.9%**

**Students Recommended DP Training**

**92.2%**

**Overall Student Satisfaction Rate**

**92.1%**

**Graduate Employability Rate**

## Course Fee

Full Fee for Service : \$2900

RPL Assessment – total assessment fee \$1500, then if applicable, \$100 per unit of gap training capped at 10 units.

\*Refer to the Domestic Student Policies Page for full fees policy and procedures - <https://www.dptraining.com.au/domestic-student-policies/>

## Funding

Government funding assists students by subsidising their tuition fees. Funding varies between State / Territories, and students are required to meet eligibility requirements. Find out what types of Government funding or incentives might be available to you in your area by checking your eligibility here - <https://www.dptraining.com.au/government-funded-training/>



# We are excited to hear from you

Commence your CHC42021 Certificate IV in Community Services with DP Training today to take the next step forward in your career.



To discuss the course that's right for you, call  
**1300 130 487**



To find out more information, email  
**[info@dptrainingconsultancy.com](mailto:info@dptrainingconsultancy.com)**



To enrol, visit our website  
**[www.dptraining.com.au/](http://www.dptraining.com.au/)**

