



## CHC22015 Certificate II in Community Services

### Course Description

This course teaches foundation Community Service skills by practical volunteering in a community organisation for a minimum of 20 hrs. Students will learn how to work in teams and as an individual, manage their priorities and workload, WHS, how to manage their own stress and directly assist the clients of the community organisation.

Community organisations in regards to volunteer placement may include Community Organisations, Churches, Not for profits or Schools. If you are unable to organise a placement please contact Mary-Jane at Faith RTO on 435 5600 940 to discuss.

Students receive a nationally recognised qualification on completion. In addition, students receive 4 points towards the QCE when this qualification has been awarded.

You must complete the [VET enrolment form](#) in order to receive your qualification

[Welcome to the Certificate II in Community Service course by the RTO Manager](#)

### Units

CHCCOM001 Provide first point of contact

CHCCOM005 Communicate and work in health or community services

CHCDIV001 Work with diverse people

HLTWHS001 Participate in workplace health and safety

BSBWOR202 Organise and complete daily work activities

V210413

CHCVOL001 Be an effective volunteer

BSBWOR201 Manage personal stress in the workplace

BSBWOR204 - Use business technology

BSBCMM211 - Apply Communication Skills

## Key Activities

<b>Term 1</b>	<b>Preparation stage</b>  Commencing 2 Feb 2021. Prepare for Volunteer Placement
<b>Term 2</b>	Watch videos answer preparation questions
<b>Term 3</b>	<b>Community Service placement stage</b>  Complete WHS Induction  Complete minimum of 20 hrs Volunteer placement  Complete 9 tasks during placement  Complete placement Final Interview
<b>Term 4</b>	<b>Review Lessons Learnt Stage</b>  Complete and submit reflection tasks on lessons learnt

## Course Structure

### Preparation Prior to Volunteer Placement

Complete Workplace Agreement Form

Apply for Volunteer Bluecard if required

Watch Preparation Videos and answer  
questions

Complete the Greet 3 people Roleplay

### During Volunteer Placement

Pre commencement Interview with Centre Manager  
– Get Job Role and WHS Training

20 Hours placement – sign off hours and tasks

Collect evidence for 9 tasks and upload to Moodle  
Get 9 tasks, 100 pass in Moodle prior to Final  
Performance interview

End of Placement Debrief with Centre Manager–  
Sign off the Third Party Supervisor Report. Upload to  
Moodle

#### After Placement

Complete Reflection Questions

### Preparation stage

During this phase students will select a placement in a local community group, church or school and will sign a Community Workplace Agreement form. Once the agreement has been signed by all parties the students may commence their community workplace placement. Students may do more than 20 hrs with the organisation on agreement with the organisation.

1. Students must complete a free Volunteer Blue Card application if required by the volunteer organisation or supply a copy of an existing Blue card to Faith RTO by uploading a photo to Moodle or upload an email from the supervisor stating a Bluecard is not required.

[Click here for a Volunteer Blue Card application](#) then click on the application button on the

website.

Fill in your blue card application

2. Complete the [Workplace Agreement form](#) and supply the name and email contact of the main person responsible at the community organisation. Send the Centre Manager email address to: [mary-jane@faithcsde.com](mailto:mary-jane@faithcsde.com)
3. Complete some lessons and questions in Moodle to prepare for the placement.

### Community Service placement stage

During this phase the student will attend the Community service placement and follow the direction of the responsible person at that organisation. In addition the student will complete [a checklist of tasks](#) to ensure that sufficient evidence for the qualification is collected.

During the placement the student will ensure that:

1. An initial safety induction is conducted
2. They are involved in an initial induction meeting outlining the organisation's expectation of the student. Complete the initial meeting checklist.
3. Receive a written Job Role statement for the volunteer position.
4. Carry out all tasks as directed by the staff of the organisation. Get Daily attendance sheet signed.
5. Complete 9 tasks listed in Moodle and upload the proof of evidence to Moodle
6. Complete the Placement Tasks Checklist.
7. Take part in an end of placement meeting. Complete the End of placement Final Performance review

### **Review Lessons Learnt Stage**

The student will complete and submit a number of reflection tasks in Moodle in regards to Lessons learnt during the placement stage. This may be submitted immediately after the placement stage is completed.

### **Course Dates**

Commence any time

Final Evidence must be submitted by 26 Nov 2021

### **Course Costs**

2021 costs are \$200 in School Fees with \$100 refunded upon satisfying the Faith Family Commitment requirements. Details of these commitments are found on the Faith Website. There are no additional costs involved with this course or additional equipment purchases that are required above the equipment listed above.

## Some Suggested Volunteer activities

(Discuss possibilities with your area teacher if required)

	Potential Volunteer Opportunity	Factors to Consider
	Community op shops, St Vinnies etc	Being able to work with money
	SES	Need weekends available and training nights
	RFS	Help the community
	Church Cafe	Working with others and can handle multiple orders
	Meals on Wheels	Food handling
	Church ministry i.e. Children, youth, IT, etc.	Bluecard, working under supervisor, good communication
	Teach or Tutor people in music (e.g. guitar lessons)	Be able to play and explain how to play
	Old Peoples home	Given the current environment, this is not possible but it will return.
	PCYS	Special needs student can have a support worker accompany them if they have one
	School admin Animal Shelters	Upkeeping privacy
	Leading kids church/youth groups	Blue card, first aid, child safety training
	Help with set up of Faith events (e.g. workshops, cross country, library days)	Availability of hours before End of October.
	Army cadets	
	Sports Clubs	Insurance, qualifications for coaching etc.
	etc. Riding for the Disabled	Being able to handle horses. Can work with horses

	The Rescue Collective	
	Bike shops/mechanics	safety
	Coaching or umpiring sports	Blue card, first aid
	RSPCA	Insurance, availability, 16 yrs or over
	Fundraising for groups eg homeless, foster children	
	Homeless shelter/soup kitchen	Usually weekends/nights
	Tutoring younger students	Blue card
	Mowing, Yardwork for people who may need help	Willingness, equipment Workplace Health and Safety
	Labelling new Biology equipment :-)	Understanding what it is Dangerous substances register and training.
	Posting kits	
	Auditing library books & barcodes	General computer ability.
	Salvation Army	
	Local IT / computer shop	Some IT experience
	Assisting new students-online access	
	Music Lessons/ Tutoring	
	Childcare	
	Animal Rescue Shelters	
	Reading to the aged	
	Food Co-Op	unload the delivery truck – some heavy lifting required

## How is vocation training different?

The primary method of both learning and assessment will be by practical tasks. This course will involve an explanation and demonstration of the task by the supervisor at the work experience placement. Then answering questions with your trainer, doing the practical tasks,



learning by doing and submitting the required evidence by Moodle. Vocational training uses the 10:20:70 method of Instructor mediated training: discussion and collaboration with peers: Learning by real life tasks and reflection.

All training is delivered by Christians with 5 years+ experience in the industry, uses current industry software and methods and is designed to both introduce students to the industry, get an overall sample of different parts of the industry and prepare for entry level jobs in the industry. You also get 4 QCE points for this course.

## **Support the RTO can offer**

The RTO can explain the course requirements in more detail and discuss how this training may link with your future plans. An additional role of the RTO is the provision of assistance with career planning and work experience placement.

Additional adaptation and support can be offered for students with learning barriers and disabilities. Tasks may be explained verbally and answered verbally. Please contact us to discuss other possible adaptations to tasks and individual support that can be provided.

Recognition of Prior learning can be offered for prior experience of tasks and skills. Proof of the prior learning must be supplied.

Credit for previously completed vocational qualifications can also be arranged.

Please contact us to discuss any of these areas or if you have additional questions.

## **RTO Contact details**

**RTO Manager** – Mark Dunnett 0478 196 193

**Admin Assistant** – Mary-Jane Dunnett 0435 560 940