

Course Length

One day per week of class time over 6 weeks including 14 hours of work placement.

Course Dates

Wednesday 9:00am - 3:30pm
8th February - 14th March

Fees

Full Student Fee \$130.00 (including manual)

Fees are due before commencement of the course. Enrolments will be processed in order of payment.

In cases of extreme hardship you may be able to apply for a reduced tuition fee rate. Contact the Training Manager for an appointment.

Refunds

If you leave a course

If you leave a course, you may be entitled to a full or partial refund of the fees paid. To receive a refund you must notify **bestchance** Training in writing of your withdrawal within four weeks of the scheduled start date for the course.

If a course is cancelled

If **bestchance** Training cancels a course a full refund of all fees will be given.

For further information please refer to the student handbook available on our website bestchance.org.au.

bestchance Training is not registered at this time to take overseas students. Please refer to the application form for eligibility requirements.

All information contained in this brochure was current at the time of printing. Course dates may change without notice. Courses with low enrolments will be cancelled.

About bestchance Training

As a private training provider we are able to offer an individualised approach to learning. Group sizes are small, delivery is appropriate to the students' needs and staff are friendly and supportive. Where possible a "hands on" approach is taken and work placement is a key component of all vocational courses.

Training programs include:

Aged Care, Education, Children's Services, Community Information, Computers, and a variety of life skill classes. Mature age students with appropriate knowledge and background may also be eligible for RPL and/or RCC.

bestchance activities now encompass special education for children with social/emotional difficulties, training programs, emergency relief for children and families in need, family support services, child care and early intervention programs for young children with learning disabilities.



bestchance
Training

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trainingenquiries@bestchance.org.au

Child and Family Care Network Inc Assoc. Inc. Act Reg. No. A0023502D
ABN 53 094 161 974 RTO Reg No. 3695

bestchance
Training

**COMMUNITY
INFORMATION WORK**

CHCCS416A

**Assess and provide services
for clients with complex needs**

For enrolment or information contact
p (03) 8562 5177
trainingenquiries@bestchance.org.au
bestchance.org.au



This training is delivered with Victorian and Commonwealth Government funding



“empowering people to change their own lives ...”

Course Outline

This course aims to provide formal training for people who are currently working in the field of community information provision. This includes workers in Community Information and Support Centres (CISC or CAB), in both paid and voluntary positions, as well as people who provide information to the community in their capacity as workers in a variety of human services fields.

Course Content

CHCCS416A Assess and provide services for clients with complex needs.

This nationally recognised unit covers the following topics:

- Assess and analyse client needs
- Identify and provide for the delivery of services to meet client needs
- Evaluate client service delivery

Participants will also gain relevant skills and knowledge in:

- Working in a Community Information and Support Centre
- Interpersonal communication, interview and client assessment skills
- Agency procedures
- Ethical issues and legislative requirements
- Complex situations

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Mode of Study

This course has a nominal duration of 50 hours. This is undertaken as a combination of class based, work placement and independent learning tasks.

Students must attend classes as timetabled and allow time for additional independent study. Work placement totalling 14 hours in a CISC or CAB is a requirement for successful completion.

Assessment Methods

Assessments are undertaken using a variety of methods including observation, written assignments/projects, case studies, scenarios, role plays, oral/written questioning and work placement tasks.

Pre-requisites

Participants must be referred by a CISC or CAB
Appropriate literacy and numeracy skills
Basic computer skills, including internet and email

Personal qualities required

- Dedication, patience and tact
- Ability to relate easily
- Flexible in approach and work hours
- Ability to communicate simply and clearly

Openness to diversity, acceptance and respect for other people's values, enthusiasm, a willingness to commit, learn and be challenged, a preparedness to consult, to work as a team member and to uphold the principles of service provision in an agency are also positive attributes.

How to Apply

All expressions of interest should be made through an initial interview and acceptance as a volunteer by the Coordinator or Manager of an agency. The training is open to people from diverse backgrounds, age groups, education and from diverse work-life experiences.

Contact us for an enrolment form and download the student handbook from bestchance.org.au

Pathways and Employment

Training Pathway

As part of the Community Services package, participants successfully gaining competency may choose to gain credit to further their studies in the fields of Community Services Work or Community Development.

Employment Pathway

A Community Information and Support Centre (CISC or CAB) is a community-based agency offering information, support and referral services to local communities. Some centres provide additional support services including casework, financial counseling and emergency relief.

CISCs/CABs provide services that are free, confidential, impartial and independent and respect the rights of individuals and groups to make decisions for themselves.

CISCs/CABs located in metropolitan, suburban and rural locations throughout Victoria provide a similar range of services, but they do so by reflecting the interest and needs of the community they serve.

CISCs/CABs are staffed by volunteers who have successfully completed this course and are usually referred to as Community Support Workers.

Facilities

State of the art industry designed training rooms and equipment.
Computer room with Internet access
Coffee and tea making facilities with indoor and outdoor dining
On-site child care (subject to availability)
Free on site parking
Disability access

Student Support Services

Recognition of Prior Learning (RPL)
Recognition of Current Competencies (RCC)
Job seeking support
Crisis support / Counselling referral

