



INTRODUCTION

The Unleashed Collective is a Registered Training Organisation (RTO number 45480) registered with the Australian Skills Quality Authority. The Unleashed Collective is proud to offer the **CHC32015 Certificate III in Community Services** as a 12-month part time program. The program involves webinar learning activities, self-paced distance learning, portfolio of evidence building, project works and simulated workplace activities for those units that require it. This program provides learners with skills and knowledge required to be leaders and managers in their workplaces. The course addresses the specific responsibilities, and a range of facets for establishing yourself confidently in a management position. If you work in or wish to pursue a career within a leadership or management role and have prior experience, this is the course for you.

WHO IS RESPONSIBLE FOR YOUR TRAINING?

The Unleashed Collective is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates.

UNITS OF COMPETENCY

The CHC32015 Certificate III in Community Services comprises 12 units of competency. The Unleashed
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Collective delivers these as all stand-alone units of competency. This results in an efficient delivery of training and assessment and a structure that is very logical for learners and can specifically addressed in full.

To be issued the qualification CHC32015 Certificate III in Community Services a learner must be assessed as competent in 12 units of competency. These units of competency are comprised of 5 core units, and 7 elective units. The Unleashed Collective has selected the elective units of competency within this course, and have chosen these based on providing the learner with a broad set of skills and a focus on providing a better chance at gaining insights and expanding business opportunities in gaining or increasing employment chances. The selected units of competency are also supported by the learning content within the prescribed text.

The selection of these units of competency and the course structure has been confirmed through industry engagement undertaken by The Unleashed Collective.

The CHC32015 Certificate III in Community Services is delivered using the course structure outlined below:

	Units	C/E
	CORE UNITS	
1	CHCCCS016 Respond to client needs	C
2	CHCCOM005 Communicate and work in health or community services	C
3	CHCDIV001 Work with diverse people	C
4	HLTWHS002 Follow safe work practices for direct client care	C
5	HLTWHS002 Manage personal stressors in the work environment	C
	ELECTIVE UNITS	
6	CHCADV001 Facilitate the interests and rights of clients	E
7	CHCCCS009 Facilitate responsible behaviour	E
8	CHCCCS015 Provide individualised support	E
9	CHCGRP001 Support group activities	E
10	CHCLEG001 Work legally and ethically	E
11	CHCCDE001 Support participative planning processes	E
12	CHCCCS017 Grief and loss	E

<https://training.gov.au/Training/Details/CHC32015>



NATIONAL RECOGNITION

These competencies have been drawn from the nationally endorsed industry training package the Community Services Training Package (CHC). On successfully completing the training and assessment, the CHC32015 Certificate III in Community Services qualification will be issued. A transcript listing all units of competency will also be issued. The qualification and units of competency are nationally recognised and provide individuals with a valuable qualification that can be applied throughout Australia and the wider business community. The Unleashed Collective will issue a qualification within 30 days of the final assessment being completed.

PROGRAM OUTLINE

Training is delivered in a structured distance learning mode of delivery self-paced learning (we recommend 10 hours per week), this will incorporate regular contact with The Unleashed Collective. Written learning activities will reinforce theoretical knowledge, pre-recorded and live webinars, POE – portfolio of evidence, projects, and skills will be practiced in simulated work environments where learning will be placed into context for units that expect them. The building of a portfolio of evidence will also form part of the learning and assessment to ensure you are ready to operate in your role. The Unleashed Collective trainers offer on-going support throughout each student's enrolment, while

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assisting in the planning, delivery, and review of assessments. The primary purpose of undertaking assessments, will be to collect evidence of knowledge and skills acquired within the program. Learning and assessment will be sequenced in a logical way that allows progression. Participants will be provided with professionally presented reference material to assist them to develop their knowledge of the subject.

LOCATIONS

- Please check the ‘Study Options’, on the website under the qualification, for specific training opportunities, locations and dates. <https://www.theunleashedcollective.com>
- Distance learners will undertake learning via an online platform. Learning can take place anywhere at any time suitable for the learner.
- Assessments that are filmed should be structured in a professional and practical environment, for example, a meeting space suitable to conduct an interview, or in a boardroom with ‘staff’ present. Props suitable should be used. Recordings must be downloadable by the assessor for storing on your file.

EXPECTED DURATION

The program is designed to be delivered over 12 months. The Unleashed Collective is able to support participants that need additional time with course extension options (this may occur a fee). Alternatively, participants who have pre-existing skills and knowledge may be able to complete the course in a shorter duration.

ASSESSMENT REQUIREMENTS

The assessment is conducted using a combination of realistic workplace tasks, knowledge activities, portfolio development, response to case studies and projects, simulated assessment may also occur. The following provides a brief explanation of the assessment methods that are to be applied:

- **Demonstration / Role-Play.** The student is required to demonstrate a range of skills whilst being observed by, or interacting with, the assessor. These activities will be clearly explained and always relate to duties relevant to the workplace. These activities allow the assessor to observe the student apply their knowledge and skills during practical activity.
- **Written Report / Case Study.** The student is required to produce a range of written records or reports based on real workplace scenarios or based on a case study that is provided by the assessor.
- **Portfolio/Projects.** The student is required to undertake a range of projects in the context of developing or supporting a business or on a case study that is provided within the assessment material. A portfolio will require the creation of various workplace documents (that can be applied to the workplace). Portfolios have a presentation component where the student will be asked to

present the outcomes of their portfolios to a professional standard.

- **Training Designed Activities and Assessments.** The student is required to undertake a number of written knowledge activities and assessments over the course of their study. These activities and assessments will be provided to the student by the assessor at an arranged time and the student will be required to individually complete the activities. The student may research their answers from the course training materials and notes as relevant references to structure their responses.
- **Observation Report.** Observation reports will require feedback about the student's performance during a module. A briefing is provided before the student begins study to inform them of the module requirements. Observation assessment will occur as evidence collected.

PRACTICAL (WORK) PLACEMENT

There are no specified practical work placements for this course. Work placement will be arranged for students/units that require it – case by case basis.

ENTRY REQUIREMENTS

There are no specified entry requirements for this qualification specified within the CHC Community Services Training Package.

Noting this, The Unleashed Collective requires persons who undertake this course to:

- Be aged 18 years or over.
- Have the ability to undertake online research.
- BE able to upload and download documents
- Have access to a PC or MAC and net access
- Have the ability to engage via online learning
- Hold an education level of year 10 (or equivalent) if not, experience in the workplace that is within a similar work environment and access to a workplace.
- Have local entry levels of LLN which are assessed in an LLN assessment at the time of enrolment.

An LLN assessment will take place in line with the enrolment to ensure a clear and detailed understanding of competency levels prior to commencing study, this allows for the best training plan and support to be put in place immediately to gain greater outcomes of completion and competency.

Please note. The Unleashed Collective will engage with persons expressing interest in enrolment to discuss their language, literacy and numeracy skills. The Unleashed Collective can provide additional learning support to students who require basic assistance. For students who have more fundamental support needs, The Unleashed Collective can refer these students to a specialist language, literacy and numeracy development provider who can assist students to improve their language, literacy and numeracy skills to enable them to suitably commence the course.

RECOGNITION OF PRIOR LEARNING

Applicants can apply for recognition of their existing skills and knowledge that are relevant to the units of competency within the program. These skills and knowledge may have been obtained through workplace training or experience and may reduce the number of units required to be completed during the program. Students are encouraged to notify The Unleashed Collective of their interest or intention to apply for RPL prior to their enrolment. We will provide you a pre-training review questionnaire that gathers information about your prior experience. This information is then used to determine the best pathway for you to achieve competency.

STUDENT INFORMATION

Detailed student information is available within our Learner Handbook which is supplied with the enrolment package. This booklet contains important information about a student's rights and obligations such as their right to privacy, a safe training environment and the right to complain or appeal an assessment decision. It is important that persons applying for enrolment have had an opportunity to review this information first. Please contact us and we can send this information to you, or you can access the Learner Handbook via our website.

DRESS AND EQUIPMENT REQUIREMENTS

Students are required to present to class (on and offline classrooms) in neat, casual attire suitable for participation in practical activities. Specific clothing requirements for practical assessment will be discussed during practical preparation sessions if applicable.

Students will require basic stationary and a notebook according to their own study preferences during learning sessions and their own self-paced study. Access to a computer which has an internet connection is required to assist students to undertake study and research in response to some assessment tasks during self-paced distance learning. Programs are delivered via an online learning platform. Interaction with trainers/assessors can occur via the learning platform and email, phone or messaging system.

Students may bring portable electronic devices to online and face to face classroom sessions such as small laptops or tablets if they wish. Students are advised that no provision will be made to charge these devices in the classroom and charging or power extension leads are not to be used in the classroom. Students are issued with a prescribed learning platform to assist with their study. This text of learning is:

CHC32015 Certificate III in Community Services The Unleashed Collective. 2021.

COST

This course is available on a fee for service arrangement. The current cost can be found in our Fee Schedule along with details of refund rights and obligations.

CONTACT US AND GET THE BALL ROLLING!

Phone us on 02 4683 3113, send an enquiry to hello@theunleashedcollective.com or visit our website for specific training events and locations: www.theunleashedcollective.com