



**Central
Regional**



Course

Pre-Enrolment Guide

Training Area:

Community Services

Training Product:

CHC32015

**Certificate III in Community
Service**



Your Future. Your Choice. Your TAFE.

Central Regional TAFE spans four regions and around 57% of Western Australia, with nine campuses delivering training that reflects the industries driving our state's economy. From the Midwest and Wheatbelt to the Gascoyne and Goldfields, our footprint is vast – and so are the opportunities.

Studying regionally connects you directly with the jobs that matter. With most agricultural, health, and construction roles based in regional WA, training close to home ensures you build skills where the demand is.

Each campus is shaped by its community and industries. Whether it's aquaculture on the coast, mining in the Goldfields, or agriculture in the Wheatbelt, we work hand-in-hand with employers to make sure your training is current, practical, and linked to real apprenticeships and work placements.

Wherever you live, your local campus is ready to help you succeed – while keeping skills, jobs, and opportunities right here in regional WA.





Your Campus. Your Training. Your Career.

At Central Regional TAFE, it's all about you. We're here to help you shape the future you want, with the right support every step of the way.

Learn from industry experts who bring real-world knowledge into the classroom and gain the confidence and skills employers are looking for. With over 300 nationally recognised courses – from Certificate I through to Advanced Diploma – plus a wide range of short courses, there's a pathway for every ambition.

We know life is busy, so our flexible and online study options help you balance training with work, family, and everything else you've got going on. Add to that payment plans and tailored support, and achieving your goals has never been easier.

Whether you're leaving school, changing careers, or upskilling, you'll find a place at TAFE – and a pathway to a future that works for you.

Train where you live. Build real skills. Shape a future that works – with Central Regional TAFE.

Course Information

CHC32015 Certificate III in Community Services

Release number	4
Required number of units for course completion	Total Units = 12 Core = 5 Elective = 7
Duration	18 months
Location	Northam
Delivery mode	Self-Paced External

IS THIS COURSE RIGHT FOR ME?

Before you choose this course, it's a good idea to think about the skills and knowledge you might need. The information below will help you decide if the course is a good fit for you, or if there are areas where you might need some extra support. CHC32015 Certificate III in Community Services requires more advanced skills and attributes than Certificate II level qualifications, with an emphasis on communication, working effectively and appropriately with individuals and groups in a variety of settings, gathering and providing information, advocacy and community development, ethical behaviour and legal responsibilities. It's important to think about the key attributes you are likely to need to study and work in this field.

Information you need to know about the course

Are you interested in pursuing a career as a community service worker, this qualification highlights the role of professionals who deliver and support person-centred services to individuals and groups. At this level, you may work be supporting mental health, alcohol and other drug services and domestic violence services. This course is ideal for support workers, case workers and client contact officers.

To make an informed choice about the suitability of this course, please consider the essential skills and knowledge below. You must:

Emotional and Mental Requirements

- Display empathy, compassion, and respect for individuals from diverse backgrounds and life experiences, supporting their dignity and inclusion.
- Communicate effectively with individuals, families, and team members, using active listening and clear written documentation.
- Apply strong problem-solving skills and respond appropriately to client needs, especially during moments of heightened risk or crisis.
- Be prepared to encounter sensitive topics and behaviours that may be distressing or triggering and use self-care strategies to maintain wellbeing.
- Show resilience and manage personal stress when faced with challenging, distressing, or triggering situations common in community services work.

Physical Requirements

- Ability to stand and walk for frequent and long periods (e.g., outreach visits, community events)
- Be prepared to lift and carry light loads up to 20 lbs (e.g., moving supplies, documents)
- Manual dexterity to frequently use hands (e.g., handling paperwork, small tools and equipment)

- Capacity to see and read forms and hearing for client communication
- Mobility/Coordination – occasional need (e.g., assisting clients, setting up activities)

Cultural and Social Aspects

- Exhibit cultural competence by working sensitively and respectfully with people from various cultures, including Aboriginal and Torres Strait Islander communities.
- Participate collaboratively in support teams and take directions while contributing to planning and program delivery within community settings.

Administrative Requirements

- Demonstrate organisational and time management skills, using digital tools to maintain information and complete records as required.
- Undertake unpaid workshops and supervised work placements, sometimes outside typical hours, to apply knowledge in real service environments.

Organisational Compliance Requirements

- Obtain a Working with Children Check and/or Police Clearance/National Police History Check, if required by the workplace, and understanding that criminal convictions may affect workplace opportunities.
- Uphold legal and ethical responsibilities, including privacy, confidentiality, and professional

Course Pathways

CHC32015 Certificate III in Community Services - 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.

This course is designed to build the practical skills and technical knowledge you need for a successful career in career in community support as an outreach officer, welfare support worker, or case worker.

It can open pathways to a variety of job roles or further study opportunities in this field. This qualification supports community services roles for those working in the sector as well as those who wish to enter the sector. The training addresses the growing demand for skilled community service workers capable of providing support, advocacy, or interventions to people, groups, or communities across a wide range of services. Further details can be found on our website [here](#).

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

National Course Entry Requirements

There are no National entry requirements for this qualification.

Central Regional TAFE (CR TAFE) Entry Requirements

You must have a Unique Student Identifier (USI) to enrol in and complete any nationally recognised training in Australia. If you do not have a USI or need help getting one, we can assist you with the process.

Before you enrol, CR TAFE is required to review your language, literacy, numeracy and digital (LLND) skills to help you decide if the course is right for you, identify any support you might need, or whether other learning options may be better suited to you at this time.

You are required to participate in an informal interview/chat with your lecturer over the phone or face to face in Northam. This is to gather information about your background and to help you decide if the course is right

for you, identify any support you might need, or whether other learning options may be better suited to you at this time

Fees and Payments

Whether you are enrolling in individual units and/or full qualifications at CR TAFE, you are responsible for paying the enrolment fee for each unit you enrol in.

You will find detailed information about your course costs and how they are calculated on our website [here](#).

You can also check the drop-down box for FEES on your course page on the website which has details about the course fees.

Further information on:

- key payment terms and conditions
- availability of any relevant government training entitlements and subsidies
- our withdrawal and refund requirements is available under the Fees and Payment Options section in the Student Handbook on our website [here](#).

Our Student Business Systems team can help if you are unsure about any fee information. Please refer to the Contacts section, on how to contact us.

Learning Resources

You will need the following learning resources for your course:

Online learning materials

Students will access their learning materials through the designated online learning management system Blackboard. Once enrolled, lecturers will provide access to the relevant units.

Each unit will include:

- Learning resources to support your study.
- Assessment tasks and submission guidelines.

Access to these materials will be available for the duration of your enrolment period. Students are encouraged to regularly log in to the platform to stay up to date with announcements, resources, and deadlines.

Resources and equipment you need to bring

Students are required to provide the following resources and equipment at their own expense:

Stationery and Technology

- Basic stationery supplies (pens, notebooks, folders).
- A laptop or computer with reliable internet access for off-campus study.

Personal Protective Equipment (PPE)

- As required by workplace health and safety standards during practical activities.

Working With Children Check (WWCC)

- Students aged 18 and over must apply for a WWCC clearance.
- Cost: \$11.00 for volunteers and students on unpaid placements.
- Lecturers will complete the relevant section of the application to ensure the student rate applies.
- For students already employed in the industry, renewal

Police Clearance/National Police History Check

- If required by the workplace

CR TAFE online library resources

Our online library has a wide range of electronic resources useful to your course. You can find our online library on the CR TAFE website [here](#). Library staff are available to assist you as required.

Complete Work Experience in a Community Services Organisation

- Commit to completing two (2) separate 10- day periods of structured work experience in suitable community service organisation, one at the end of Stage 2 and one at the end of Stage 4.
- Ability to complete practical assessments on the job with a suitable supervisor to verify practical tasks

Method of study

Self-Paced External

Conducted over 18 months

My Portal

There is a variety of information available to students on our website under [Current Students myPortal](#). Once you are enrolled, the Student Portal will allow you to view the following:

- My application - view the status of your application to study
- My payments - view your payment history and instalment plan details (if relevant)
- My study - view your course details, units and academic records
- My details - view and update your personal information
- My tasks - view any notices from Central Regional TAFE
- Blackboard - links directly to the Blackboard e-learning platform

Recognition of Prior Learning

Recognition of prior learning (RPL) means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product. If you think you have existing knowledge and skills in one or more of your units of study, you may apply for RPL. Should you apply for RPL, you will be supported through the process by a lecturer. For further information visit our website [here](#).

Credit

Credit can be given if you have successfully completed a unit or module that has the same code or is deemed equivalent to one in your current course. You may have completed this unit/module at a Registered Training Organisation or at an alternate authorised organisation such as a university.

You will have to provide some evidence you have successfully completed the unit or module. This might include authenticated VET transcripts or other AQF certification documents like Statements of Attainment, Records of Results etc.

You won't be charged for credit. If you think this might apply to you, contact your lecturer to discuss eligibility, the application process and the evidence you need to provide.

Note: CR TAFE will not issue an Award or Statement of Attainment that is achieved wholly through crediting units completed at another RTO.

Appeals and Feedback

CR TAFE values student feedback and recognises that opportunities to improve products and services arise from the effective handling of student complaints. Complaints are processed in a way that balances the interests of students and CR TAFE while making sure the process is fair for everyone.

Students are supported to [provide feedback and make complaints](#). Students have the right to appeal decisions made by the lecturer/assessor and CR TAFE. For example, if you have concerns about your assessment results, please approach your lecturer to discuss the issue and/or refer to our website for details [here](#).

Student Support Services

CR TAFE aims to provide a supportive learning environment for all students. If you have any support needs, either before you enrol or during your course, we encourage you to speak with your lecturer or the Student Support Services team. CR TAFE will provide, or help you access, the support that can assist you in your studies.

Training Support:

You are encouraged to identify any training support that you may need before you enrol and at any point during your learning journey. This may include but not limited to:

- Accessing and using technology
- Assessments
- Disability support
- Aboriginal and Torres Strait Islander support

Wellbeing Support:

CR TAFE is dedicated to supporting students and to providing a safe and inclusive learning environment for all students including a culturally safe learning environment for Aboriginal people. CR TAFE recognises that student wellbeing is important for a successful learning journey and may provide, or support access to, appropriate services where needed. Wellbeing support may include, but not limited to:

- Counselling and mental health resources (external)
- Career Services and Guidance (internal)
- Financial (fee and debt payment options, scholarships) (internal)
- Abuse, harassment, bullying (internal and external)
- Crisis and Support Lines (external)
- Support for Aboriginal students (internal and external)
- Aboriginal Counselling Support (external)
- Support for students with disability (internal and external)
- Support for international students (internal)

For confidential, no obligation contact information for wellbeing support, please contact our Student Support Services team who can help you with more information on how to access these support services, or go to our [website](#).

Contacts:

Lecturer contact details:

Lecturer Community Services

Name: Leanne Hamling

Phone number: 9622 6830

Email: leanne.hamling@crtafe.wa.edu.au

Availability: Monday to Friday

To speak to our Student Business System Team, Student Support Services Team, our Technical Support Team, Aboriginal Support Services or your local Access and Equity Inclusion Officer, contact: 1800 672 700 or enquiries@crtafe.wa.edu.au.

Alternatively, you can complete an online enquiry form <https://www.centralregionaltafe.wa.edu.au/contact-us>.

For help with all things career, training and employment, contact our Jobs and Skills Centres at either our Geraldton, Kalgoorlie or Northam campuses, or call 13 64 64 or go to www.jobsandskills.wa.gov.au.

Award

Upon successful completion of this course, you are entitled to an Award and a Record of Achievement. Should you not have successfully completed all the units of competency required for the Award, you are entitled to a Statement of Attainment for the individual units for which you have been assessed as competent.

Further Resources and Information

More information can be found in our Student Handbook, available for download off our website [here](#).

Notification of Changes to the Course

You will be informed in writing by your lecturer of any changes that affect your course after enrolment. You will be supported throughout the change to ensure there is minimal disruption to your learning journey.

Overview of Training Hours and Assessment Methods

Assessment Methods

For this course, assessments may include the following:

- Knowledge questions: This involves answering questions, either orally or in writing relating to the unit of competency.
- Observations: This involves your assessor or a third party (workplace supervisor) observing you perform tasks in the workplace and/or simulated workplace to check that you have the knowledge and skills required for the unit of competency.
- Project: This involves completing tasks or activities in the workplace and/or simulated workplace to show that you can apply the knowledge and skills required for the unit of competency.
- Portfolio: This is a collection of evidence you put together, such as documents, examples of your work, or completed activities, to show that you have the knowledge and skills required for the unit of competency.

Note: The specific assessments required for each unit of competency will be outlined in the Training and Assessment Plan (TAP) for that unit. You will receive a copy of the TAP for each unit when you enrol.

The table below outlines the units you need to complete. It shows the types of training you are required to do, approximately how much time they should take, and how each unit will be assessed. This will help you understand how much time you will need to set aside for each unit you are enrolled in.

Stage	National ID	Unit Of Competency	Face to Face	Workshops	Work Placement	Structured Out Of Class Activities	Tutorial Study Support	Total	Assessment	Delivery Mode	Core / Elective	Group	Pre-Requisites National Code/s
Credit	HLTAID010	Provide basic emergency life support [OCD33]						0.00			Elective	Optional Imported	
	HLTAID011	Provide First Aid [OCD30]						0.00			Elective	Optional	
Stage 1	HLTWS002	Follow safe work practices for direct client care [WG739]				20.00	5.00	25.00	10.00	Flexible/Online	Core	Core Units	
	HLTWS006	Manage personal stressors in the work environment [AUZ56]				25.00	5.00	30.00	10.00	Flexible/Online	Core	Core Units	
	CHCGRP001	Support group activities [AWA80]				20.00	5.00	25.00	10.00	Flexible/Online	Elective	Elective Units	
Stage 2	CHCDIV001	Work with diverse people [AVC09]				20.00	5.00	25.00	10.00	Flexible/Online	Core	Core Units	
	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety [AVC08]				20.00	5.00	25.00	10.00	Flexible/Online	Elective	Elective Units	
	CHCPRP001	Develop and maintain networks and collaborative partnerships [AVB49]				40.00	5.00	45.00	20.00	Flexible/Online	Elective	Elective Units	
Stage 3	CHCCS016	Respond to client needs [AVC61]				35.00	5.00	40.00	20.00	Flexible/Online	Core	Core Units	
	CHCADV001	Facilitate the interests and rights of clients [AVC96]				40.00	5.00	45.00	10.00	Flexible/Online	Elective	Elective Units	
	CHCCS009	Facilitate responsible behaviour [AVC68]				25.00	5.00	30.00	10.00	Flexible/Online	Elective	Elective Units	
Stage 4	CHCCOM005	Communicate and work in health or community services [AVC29]				40.00	5.00	45.00	10.00	Flexible/Online	Core	Core Units	
	CHCLEG001	Work legally and ethically [AVB82]				40.00	5.00	45.00	20.00	Flexible/Online	Elective	Imported Elective	
	CHCPRP003	Reflect on and improve own professional practice [AVB48]				20.00	5.00	25.00	10.00	Flexible/Online	Elective	Imported Elective	
		Total	0.00	0.00	0.00	345.00	60.00	405.00	150.00				



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 1800 672 700

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