

Course Brochure

Changing Lives

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ENROL WITH US TODAY

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WHY CHOOSE ESSENTIAL SKILLS TRAINING & RECRUITMENT?

Here at Essential Skills Training and Recruitment we have been **Supporting Communities Through Education** since our doors opened in 2010.

We are committed to delivering high quality education and training and have a range of nationally accredited certificate and diploma level qualifications, and non-accredited training programs in community services and health related fields. We also deliver recruitment programs to help support community service organisations to attract caring and compassionate people to the sector.

We are passionate about our students' success and outcomes and take the time to tailor training and support to meet your individual needs. Training is delivered by our dedicated trainers who have extensive experience of working in the community service sector.

Our campus is located in Newcastle NSW and we deliver training throughout Australia. Take a look at what we have on offer or call our office to speak to one of our friendly staff, who can put you on the path to making the right choice for your future.



NATIONALLY RECOGNISED ACCREDITED QUALIFICATIONS

- BSB40520 Certificate IV in Leadership and Management
- BSB50420 Diploma of Leadership and Management
- CHC32015 Certificate III in Community Services
- CHC33021 Certificate III in Individual Support
- CHC42021 Certificate IV in Community Services
- CHC43015 Certificate IV in Ageing Support
- CHC43121 Certificate IV in Disability Support
- CHC43415 Certificate IV in Leisure and Health
- CHC52021 Diploma of Community Services



NATIONALLY RECOGNISED ACCREDITED COURSES/UNITS

- 10735NAT Course in Disability First Aid
- 10966NAT Certificate IV in End of Life Doula Services
- HLTAID011 Provide first aid
- HLTAID009 Provide cardiopulmonary resuscitation

COURSE DELIVERY MODES

Essential Skills Training and Recruitment delivers courses in the following ways.

FACE TO FACE

Training delivered in person in the traditional classroom environment or remotely in the virtual classroom environment.

BLENDED DELIVERY

A combination of trainer led workshops (either in the classroom or remotely in the virtual classroom environment) and self-paced distance learning components. This model offers flexibility but also the benefits of face-to-face delivery.

SELF-PACED (DISTANCE)

Work independently and take on a greater responsibility for your own learning. i.e., work at your own pace, in your own time and in your own environment. Learning and assessment resources will be accessed and submitted online via your student portal. Your learning will be supplemented with email and telephone contact with a trainer.

COURSE ENTRY REQUIREMENTS

You will need to have a **satisfactory level of literacy and numeracy skills** to undertake any course with Essential Skills Training and Recruitment. You will be asked to complete a Language, Literacy and Numeracy Assessment (LLN) as part of the enrolment application (pre-training review process). This assessment will help us to determine your needs as a learner and whether your chosen course is the most suitable for you.

OTHER COURSE SPECIFIC ENTRY REQUIREMENTS ARE LISTED AGAINST THE RELEVANT QUALIFICATION THROUGHOUT THIS COURSE BROCHURE.

International Students

Unfortunately, Essential Skills Training and Recruitment is not an approved provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). If you are in Australia on a **Study VISA**, you are unable to enrol with us. However, if you are in Australia on **any other VISA** and you can provide a **Visa Entitlement Verification Online (VEVO) Statement** that states that your VISA allows you to study in Australia, you may be able to enrol with us. Please note that even though you may be able to enrol with us, you may not be eligible to receive course funding.

All courses at Essential Skills Training and Recruitment are delivered in English.

HOW DO I APPLY?

TO ENROL OR FOR ANY GENERAL COURSE ENQUIRES PLEASE CONTACT OUR OFFICE OR VISIT OUR WEBSITE

Enrolments close a week before the course commencement date.

We reserve the right to cancel any course if the minimum numbers are not met.

RECOGNITION OF PRIOR LEARNING / CREDIT TRANSFER

Your skills, knowledge and experience gained through working or previous formal or informal training may enable you to apply for credit against unit(s) of competency, which may shorten the duration of your qualification. Essential Skills Training and Recruitment offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students. This will be discussed with you as part of the enrolment pre-training review process.

What is Recognition of Prior Learning (RPL)?

RPL is a process that assesses your competency, acquired through formal and informal learning, to determine if you meet the requirements for a unit of study.

You can use a variety of documentation to apply for RPL. This includes, but is not limited to:

- Records of completed training
- Photos and videos of you on the job
- Declarations from your employer
- Job descriptions and current resume
- Workplace documents

What is Credit Transfer (CT)?

Credit Transfer (CT) is the process of recognising your competency gained through formal study. If you hold a qualification(s) or statements of attainment(s) gained through formal study with other Registered Training Organisations (RTO), professional bodies or enterprises and universities which covers the same units of competency as those listed in your chosen course, you are able to apply for Credit Transfer.

WORK PLACEMENT

Some courses require a mandatory work placement to provide exposure to real workplace situations and circumstances which cannot be replicated in a learning environment or simulation and to practice the skills and knowledge learnt in the classroom within the workplace.

If you are not currently employed in the community services industry and enrol in a program where there is work experience placement, Essential Skills Training and Recruitment will work with you to secure an **unpaid** work experience placement with one of our local employers.

You will be required to:

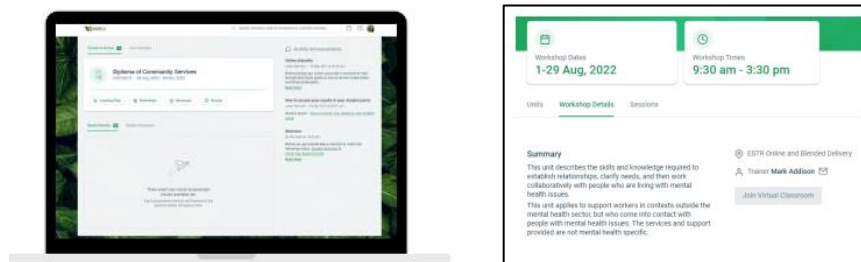
- Have a clear criminal history and undergo a Criminal Record Check and/or Working with Children's Check/NDIS Workers Check and/or NDIS Workers Screening Check (*if applicable*) prior to commencing your work experience placement.
- Be fully vaccinated against COVID-19 for industries where this is mandated.
- Have the latest Influenza (Flu) vaccination.
- Be able to perform the physical requirements of the job e.g., manual handling.
- Undertake a set number of industry placement hours as indicated within your chosen qualification, before the completion of your course.

STUDENT LEARNING PORTAL

On enrolment, you will receive an invitation to create an aXcelerate account. This will give you access to your Student Learning Portal.

This is where you will access all of your course information, learning and assessment materials, links to your online virtual classroom workshops (if applicable) and submit your assessments.

You can access the student portal at <https://essentialskills.app.axcelerate.com/learner/>. It is also accessible via our website, or if you are using a mobile device or tablet, you can down the aXcelerate app from the Apple App or Google Play Stores.



DIGITAL LITERACY AND TECHNOLOGY REQUIREMENTS

You will need to have some basic digital literacy skills and access to the required technology to successfully undertake your course with Essential Skills Training and Recruitment. As part of the Enrolment Application Pre-Training Review process, we will assess your level of digital literacy and access to technology by asking you to undertake a Digital Literacy Self-Assessment Quiz.

<p>The minimum TECHNOLOGY REQUIREMENTS include</p>	<ul style="list-style-type: none"> • Access to a computer, laptop, iPad or Tablet with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment. Note: Please be wary of your data usage within your limits. • Latest version of Google Chrome for optimum compatibility. • Latest version of Adobe PDF Reader. • Microsoft Word 2010 or higher or equivalent application. Some units of competency may require you to also have access to other Microsoft Office applications i.e., Excel, PowerPoint etc. • Microsoft Teams (for Virtual Classroom) Free download from https://www.microsoft.com/en-au/microsoft-teams/download-app or to a mobile device/iPad from the App Store or Google Play. • Some courses may require you to create and upload photographs or videos, so you may also need access to a digital camera or mobile video device.
<p>The minimum DIGITAL LITERACY SKILLS REQUIRED include</p>	<ul style="list-style-type: none"> • Internet Skills such as using the internet to search and find information and completing online forms. • Email Skills such as composing and sending emails, attaching files and replying to emails. • Computer Skills such as logging into apps, using a webcam and microphone, creating, saving, uploading and downloading documents.

GOVERNMENT SUBSIDISED TRAINING OPPORTUNITIES

Essential Skills Training and Recruitment is an approved provider of the **NSW Government's Smart and Skilled program**. This program provides eligible students with funding to subsidise the cost of qualifications. There are also fee concessions and exemptions available for eligible students.

Are you:

- 15 years old or over?
- No longer at school?
- Living or working in NSW?
- An Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen?

If you answered 'Yes' to all four questions, then you're eligible to enrol in a NSW Smart and Skilled government-subsidised course with Essential Skills Training and Recruitment.

This training is subsidised by the NSW Government.

Please contact our office, visit our website or www.smartandskilled.nsw.gov.au for more information.

COURSE FEES

Course fees will vary depending on whether you are enrolling in a subsidised course, or whether you are paying fee-for-service (non-subsidised training). Refer to the relevant course listing in this brochure for the course specific pricing.

On enrolment you will be provided with a quote for your total course fees. This fee will be invoiced according to our standard payment fee structure below unless you have made alternative arrangements via a payment plan.

Standard STUDENT Fee Structure		
Enrolment Fee	Payable on enrolment	\$200 or \$50 (<i>concession</i>)
Administration Fee	Payable on commencement of training	\$300 or \$50 (<i>concession</i>)
Commencement Fee	Payable 3 months after enrolment	50% of remaining course fee
Final Fee	Payable 6 months after enrolment	Final 50% of remaining course fee

Standard EMPLOYER fee Structure		
If the course fees are under \$1,000, employers will be invoiced for the full course fee on enrolment. Otherwise, employers will be invoiced in accordance with our standard employer fee structure outlined below, unless alternative arrangements have been negotiated.		
Enrolment Fee	Payable on enrolment	50% of student fee
Final Fee	Payable 6 months after enrolment	Final 50% of remaining student fee

Note:

- If your Student Fee is calculated as \$0.00, your course is Fee-Free, and you will not be required to make a payment for your chosen course.
- If your Student Fee is below \$500 then full payment will be required on enrolment.
- If you are enrolling in a Diploma level qualification, you will be invoiced for the enrolment and administration fees as outlined in the table above, however your remaining course fees will be invoiced over (4) instalments over the first (10) months of your course. Agreed dates for payments will be finalised with you at the time of the confirmation of your enrolment.
- Essential Skills Training and Recruitment cannot accept more than \$1,000 upfront from any individual student. This complies with our financial management policy to ensure fee protection for our students.

OTHER FEES

- If external support services are required, this is the expense of the student/employer. E.g. Interpreter
- If a replacement Certificate or Statement of Attainment is required to be reproduced there will be a \$20 fee associated with this that must be paid before the certificate is released.
- If you are working in the community services sector and require a Working with Children's check, this will be at your own expense and your responsibility to obtain. Approximately \$80
- If you sign up to a direct debit payment plan through Xplor Debit Success, additional fees apply – see Payment Plans for specific information.



STUDENT PAYMENT PLANS

If an individual student would like to pay their course fees off in weekly or fortnightly instalments so that the payments are smaller and more manageable, a direct debit payment plan can be arranged through a third-party provider called Xplor Debit Success Pty Ltd (ABN 32 095 551 581).

Through Xplor Debit Success, the course payments will be direct debited from a bank account or debit/credit card according to the agreed frequency until all course fees are paid. Please note, there will be an **additional cost of \$12 administration fee** related to this service **and an additional 5.54% (Debit Card) or 5.56% (Credit Card) on top of the course fees**, to be paid directly to Xplor Debit Success for their services. This additional fee is spread out over the term of the student's contract. Students will be made aware of this prior to entering into this arrangement.

More information is available in your Student Handbook. This can be downloaded from our website.

REFUND POLICY

Essential Skills Training and Recruitment recognises that there are circumstances where you may need to cancel your enrolment or withdraw from your course. Our course refund policy is outlined below. Please read this carefully to determine if you are able to request a refund.

Course Type	Notice period	Fees payable and refunds applicable
Short Course <i>i.e., Skill Set, Single Units, one day courses or non-accredited training.</i>	(3) or more days <u>before</u> course commencement.	No charge. <i>ESTR will refund any fees paid in advance.</i>
	<u>Less than (3) days before</u> course commencement	20% of course fee is payable. <i>ESTR will refund any fees paid in advance, <u>minus</u> 20% of the course fee OR it can be held in credit for future programs (minus 20% of the Course Fee**).</i>
	<u>After</u> course commencement	No refund applicable. <i>All fees invoiced after commencement are payable.</i>
Full Qualification	<u>At least (3) or more days before</u> course commencement.	No charge. <i>ESTR will refund any fees paid in advance</i>
	<u>Less than (3) days before OR within (3) days of</u> course commencement	Enrolment and Administration Fee of \$500 is payable ** <i>ESTR will refund any fees paid in advance, <u>minus</u> the Enrolment & Administration fee OR it can be held in credit for future programs (<u>minus</u> the \$500 Enrolment and Administration Fee**).</i>
	<u>After</u> course commencement	No refund applicable. <i>All fees invoiced after commencement and up to the point of withdrawal is payable.</i>

****Enrolment and Administration Fees apply because ESTR has spent time and money processing your enrolment and arranging course materials.**

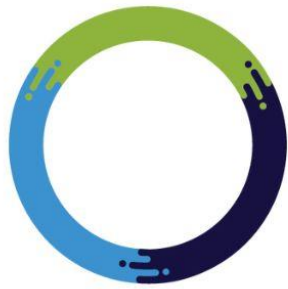
- Under normal circumstances, no refunds will be given after course 'commencement', unless you can provide a medical certificate or show extreme hardship. In these cases, fees will be refunded on a *pro-rata* basis or reduced to cover our costs for course materials etc.
- The term 'commencement' in this policy refers to your first scheduled workshop for face-to-face/blended students, or your course induction for self-paced (distance) students.**
- Full or part refund of fees may be given in the following exceptional circumstances;
 - Fees have been overpaid
 - The course has been cancelled by Essential Skills Training and Recruitment.
 - The CEO determines that you would be unreasonably disadvantaged if you were not granted a refund e.g., serious misadventure and unable to continue with enrolment.
 - Partial refunds of fees paid will also be issued where recognition of prior learning and/or credit transfer have been granted for NSW Smart and Skilled funded enrolments after enrolment.

HLTHPS006 ASSIST CLIENTS WITH MEDICATION REQUIREMENTS

Due to the high risk associated with medication administration and the requirements of the training package, if your course contains the unit **HLTHPS006 Assist clients with medication**, the following conditions apply;

- Students enrolling in the **CHCSS00070 Assist clients in Medication Skill Set** that contains this unit must meet the course pre-entry requirement to hold a qualification at Certificate III level or higher in an area involving provision of direct client care or support and provide evidence of this on enrolment.
- If students are enrolling in **HLTHPS006 Assist clients with medication** as an individual unit enrolment or elective choice as part of a qualification, the above pre-entry requirement to hold a qualification at Certificate III level or higher is not required, however, all students must be currently employed in the community services sector and have the support of the workplace to undertake accredited medication training due to the workplace observations involved. Access to clients is essential.
- The content of the unit will be delivered over **two face-to-face workshops**. All students **MUST** attend both workshops as the performance evidence for the unit must be demonstrated using simulation prior to demonstration in the workplace with clients. Students will not be given the assessment until they have attended the workshops. If a student is absent from the workshop they will need to make up the class with another group when a workshop is available.
- Students are required to undertake some medication practice rounds to prepare themselves for formal assessment in the workplace. This should be provided by a senior person responsible for medication management in the student's workplace.
- Workplace assessment will be conducted by a suitably qualified ESTR Assessor, who is also either a current Registered Nurse, Endorsed Enrolled Nurse or Registered Aboriginal and/or Torres Strait Islander Health Practitioner. The person responsible for the medication round in the facility/organisation must also be present at the time of the workplace assessment. The ESTR Assessor is in the workplace to observe the student only and does not take the place of the person in charge for medication management in the organisation.
- Alternatively, a representative from the workplace may complete the Workplace Observation Tool and provide it to ESTR. This will be discussed with the employer prior to enrolment. Where this arrangement is made, the formal Workplace Observer **MUST** be a current registered nurse or registered enrolled nurse or registered Aboriginal and/or Torres Strait Islander health practitioner. If the organisation does NOT employ someone from these categories the ESTR Assessor **MUST** carry out the workplace assessment.
- To be clear the Workplace Observer is NOT assessing the student's overall competence, rather observing them undertaking the task in the workplace and providing ESTR with feedback on the student's workplace performance. It is the role of the ESTR Assessor to assess all of the evidence collected from the student's written assessments, classroom activities and observations and make the final judgement regarding the student's overall competence.
- Before overall competence is determined the ESTR Assessor will verify any external evidence provided. This will include also verifying the workplace observer's registration details with the Australian Health Practitioner Registration Authority's Register of Practitioners.

ESTR reserves the right to refuse to deliver medication training if these requirements cannot be met. If an organisations circumstances change after the commitment to a medication program, and they can no longer meet the above-mentioned requirements all enrolments will need to be cancelled and students withdrawn.



The Community Services Specialists



Changing Lives

Essential Skills Training and Recruitment is a Community Services focused Registered Training Organisation assisting employers and workers to set the benchmark for support and service in the community. We support the industry through recruiting a new workforce that is equipped with the skills, knowledge and passion to provide a quality experience for their clients.

www.essentialskills.com.au

RTO ID: 91729



Practical end-of-life planning and services

Doula Connections provides support for End-of-life planning and doula services. End of life Doulas provide a very broad range of services — in general, they assist people to plan for and navigate the end of their lives.

www.doulaconnections.com.au



People for Positions

Community Services Recruitment Specialists

Connecting Great People with Great Organisations




People for Positions is a community services recruitment specialist that focus on professional services and advice. We support you in recruiting your ideal talent whilst saving you time and money. We pride ourselves on our knowledge, experience and networks in the Community Services sector and have a person centred approach to all.

www.peopleforpositions.com.au

ACCREDITED QUALIFICATIONS/COURSES

BSB40520 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT

This qualification is suitable for anyone working as developing and emerging leaders and managers. In this course you will develop the comprehensive skills required to lead, guide and support others and apply solutions to a wide range of predictable and unpredictable business problems.

 Course Duration	 Delivery Modes	 Learning Portal
12 - 18 Months <i>(Part-Time)</i>	Face-to-Face Blended, Self-Paced (Distance)	All learning resources and assessments are assessable via our eLearning portal



Career Opportunities

This qualification provides pathways to work in a broad range of roles including; Coordinator, Team Leader, Supervisor, Project Coordinator.



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN)** skills at a **minimum of an ACSF Level 3**, sufficient to read, complete, maintain, prepare and interpret documents, communicate information via emails and reports, present issues in meetings and manage the discussion effectively, and use numeracy skills to plan and manage time, resources and budgets, at an intermediate level. It is also expected that students will have reasonable computer skills (as typically required by managers or leaders) to send emails, word process correspondence and short reports, and research information on the internet.
- **Be working in or have access to a workplace** that will provide you with the opportunity to complete a range of assessment tasks that are based on/in a real workplace environment *and* have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*



Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Standard Fee	New Entrant Traineeship (NSW Only)	Smart and Skilled (NSW Only)
\$5,000	\$0	\$0

'Training under JobTrainer is fee-free and fully funded by the NSW and Commonwealth governments'



Units of Competency

There is a total of **(12) units** to complete this qualification. **(5) Core Units** and **(7) Elective Units**.

CORE UNITS

All (5) Core Units must be completed as part of this course.

BSBLDR411 Demonstrate leadership in the workplace
BSBLDR413 Lead effective workplace relationships
BSBOPS402 Coordinate business operational plans
BSBXC401 Apply communication strategies in the workplace
BSBXTW401 Lead and facilitate a team

ELECTIVE UNITS

(7) Elective Units must be completed as part of this course.

At least (4) elective units must be selected from Group A

GROUP A ELECTIVES

BSBCRT411 Apply critical thinking to work practices
BSBLDR412 Communicate effectively as a workplace leader
BSBOPS403 Apply business risk management processes
BSBPEF402 Develop personal work priorities
BSBSTR401 Promote innovation in team environments
BSBTWK401 Build and maintain business relationships
BSBWHS411 Implement and monitor WHS policies, procedures and programs

GROUP B ELECTIVES

BSBOPS401 Coordinate business resources
BSBOPS404 Implement customer service strategies
BSBOPS405 Organise business meetings
BSBPEF401 Manage personal health and wellbeing
BSBPMG430 Undertake project work



NATIONALLY RECOGNISED
TRAINING



Further Study




On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.

- BSB40420 Certificate IV in Human Resource Management
- BSB40920 Certificate IV in Project Management Practice
- BSB50420 Diploma of Leadership and Management
- BSB50120 Diploma of Business

Note: This RTO may not offer all qualifications listed above in possible pathways.

BSB50420 DIPLOMA OF LEADERSHIP AND MANAGEMENT

This qualification is suitable for supervisors, team leaders or middle managers that have responsibility for a team of people, who participate in operational planning and are involved in change management, wanting to build on or consolidate their current leadership and management skills and gain practical skills that make an effective leader/manager.

 Course Duration	 Delivery Modes	 Learning Portal
12 - 18 Months (Part-Time)	Face-to-Face Blended, Self-Paced (Distance)	All learning resources and assessments are assessable via our eLearning portal



Career Opportunities

This qualification provides pathways to work in a broad range of roles including; Team Leader, Supervisor, Coordinator, Office Manager, Service Manager, Operations Manager, Project Manager.



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN)** skills at a **minimum of an ACSF Level 4**, sufficient to read, complete, maintain, prepare and interpret documents, communicate information via emails and reports, present issues in meetings and manage the discussion effectively, and use numeracy skills to plan and manage time, resources and budgets, at an advanced level. It is also expected that students will have reasonable computer skills (as typically required by managers or leaders) to send emails, word process correspondence and short reports, and research information on the internet.
- **Be working in or have access to a workplace** that will provide you with the opportunity to complete a range of assessment tasks that are based on/in a real workplace environment and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*



Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Standard Fee	New Entrant Traineeship (NSW Only)	Smart and Skilled (NSW Only)
\$7,000	\$0	\$0

'Training under JobTrainer is fee-free and fully funded by the NSW and Commonwealth governments'



Units of Competency

There is a total of **(12) units** to complete this qualification. **(6) Core Units** and **(6) Elective Units**.

CORE UNITS

All (6) Core Units must be completed as part of this course.

BSBCMM511 Communicate with influence
BSBCRT511 Develop critical thinking in others
BSBLDR523 Lead and manage effective workplace relationships
BSBOPS502 Manage business operational plans
BSBPEF502 Develop and use emotional intelligence
BSBTWK502 Manage team effectiveness

ELECTIVE UNITS

(6) Elective Units must be completed as part of this course.

The electives can be selected from any of the units of competency listed below.

BSBLDR522 Manage people performance
BSBOPS504 Manage business risk
BSBOPS505 Manage organisational customer service
BSBPEF501 Manage personal and professional development
BSBSTR501 Establish innovative work environments
BSBSTR502 Facilitate continuous improvement
BSBTWK503 Manage meetings
BSBWHS521 Ensure a safe workplace for a work area
BSBXCM501 Lead communication in the workplace



Further Study




On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.

- BSB50120 Diploma of Business
- BSB50320 Diploma of Human Resource Management
- BSB60420 Advanced Diploma of Leadership and Management
- Bachelor of Business

Note: This RTO may not offer all qualifications listed above in possible pathways.

CHC32015 CERTIFICATE III IN COMMUNITY SERVICES

Community services is one of the fastest growing sectors in Australia. This qualification reflects the role of entry level community services workers who support individuals through the provision of person-centered services. Work may include day-to-day support of individuals in community settings or support the implementation of specific community-based programs.

 Course Duration	 Delivery Modes	 Learning Portal
12 - 18 Months <i>(Part-Time)</i>	Blended, Self-Paced (Distance)	All learning resources and assessments are assessable via our eLearning portal



Career Opportunities

This qualification provides pathways to work in the community services sector in a broad range of roles including; **Community Services Worker, Assistant Community Worker, Welfare Support Worker, Youth Worker.**



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN)** skills at a **minimum of an ACSF Level 2**, sufficient to interpret documents, complete and maintain documentation and communicate effectively with clients, families and colleagues.
- **Be employed in a community services organisation** in a role that involves direct contact with clients *e.g, Community Services Worker, Welfare Support Worker, Youth Worker or a range of other roles in the community service sector* and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*
- If *HLTAID011 Provide first aid* is chosen as an elective unit; be able to perform at least 2 minutes of uninterrupted CPR on an adult manikin placed on the floor.



Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Standard Fee	New Entrant Traineeship (NSW Only)	Smart and Skilled (NSW Only)
\$5,500	\$0	\$0

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Units of Competency

There is a total of **(12) units** to complete this qualification. **(5) Core Units** and **(7) Elective Units**.

CORE UNITS

All (5) Core Units must be completed as part of this course.

CHCCCS016 Respond to client needs
CHCCOM005 Communicate and work in health or community services
CHCDIV001 Work with diverse people
HLTWHS002 Follow safe work practices for direct client care
HLTWHS006 Manage personal stressors in the work environment

ELECTIVE UNITS

(7) Elective Units must be completed as part of this course.

The electives can be selected from any of the units of competency listed below.

CHCADV001 Facilitate the interests and rights of clients
CHCAOD001 Work in an alcohol and drugs context
CHCCCS009 Facilitate responsible behaviour
CHCCCS015 Provide individualised support
CHCCCS019 Recognise and respond to crisis situations
CHCCOM001 Provide first point of contact
CHCMHS001 Work with people with mental health issues
CHCPRP001 Develop and maintain networks and collaborative partnerships
CHCPRT001 Identify and respond to children and young people at risk
HLTAID011 Provide First Aid **** See First Aid for specific delivery requirements**



Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.

- CHC42021 Certificate IV in Community Services
- CHC43315 Certificate IV in Mental Health

Note: This RTO may not offer all qualifications listed above in possible pathways.

CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT

This qualification reflects the role of individuals in the community, home or residential care setting who work under supervision and delegation as a part of a multi-disciplinary team, following an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason.

This qualification requires the completion of at least 120 hours of work in a direct support role in an aged care, home and community care, disability or community service organisation.



Career Opportunities




This qualification provides pathways to work in an Aged Care, Home and Community Care or Disability Service Organisation in a role that involves direct client support e.g., Assistant in Nursing, Care Worker, Community Care Worker, Disability Support Worker etc.

Course Delivery Options

We deliver this qualification in (2) different ways. Our **Full-Time (Jobseeker) program** is targeted at those looking to start their career in the Aged Care, Home and Community Care or Disability industry. Our **Employment Based program** is targeted at those already employed with an Aged Care, Home and Community Care or Disability Service provider who are looking to reinforce their current skills by gaining a qualification.

FULL-TIME (JOBSEEKER)





Suitable for those seeking work in the industry.

 Course Duration	 Delivery Modes	 Work Experience Placement
6 Months (Full-Time)	Face to Face	135 hours of work placement required. Organised by ESTR.



Full-Time (Jobseeker) Course Entry Requirements

- **Be 17 years of age or older.** If you are under 18 years of age, you will require parent or guardian consent to enrol.
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** at a **minimum of an ACSF Level 2**, sufficient to allow you to complete and maintain documentation, interpret health terminology and communicate effectively with clients, families and colleagues.
- Undergo a **Criminal Record Check (CRC)**. ESTR will arrange the CRCs.
- Obtain a **Working with Children's Check (WWCC)** and a **NDIS Worker Screening Check (NDIS-WC)** prior to attending work placement in the disability sector or with an organisation that is delivering supports or services under the National Disability Insurance Scheme (NDIS). It is your responsibility to obtain these checks prior to the work placement.
- Be **fully vaccinated against COVID-19** in accordance with public health orders and/or individual community services organisational requirements.
- Have received the **latest Influenza (Flu) Vaccination** prior to the work experience placement.
- Be **reasonably physically fit**, as the role may involve a variety of tasks that require physical activity such as providing direct personal care including showering, transferring, and assisting clients with mobility and a range of other manual handling tasks.

EMPLOYMENT BASED		
Suitable for those currently employed and working in the industry.		
 Course Duration	 Delivery Modes	 Learning Portal
16 – 18 Months (Part-Time)	Face to Face	All learning resources and assessments are assessable via our eLearning portal
 Employment Based Course Entry Requirements		

- **Be 17 years of age or older.** If you are under 18 years of age, you will require parent or guardian consent to enrol.
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** at a **minimum of an ACSF Level 2**, sufficient to allow you to complete and maintain documentation, interpret health terminology and communicate effectively with clients, families and colleagues.
- **Be employed in an Aged Care, Home and Community Care or Disability Service Organisation** in a role that involves direct client support *e.g., Assistant in Nursing, Care Worker, Community Care Worker, Disability Support Worker*, and have the support of the workplace supervisor or employer to participate in this training.

Students who do volunteer work in these organisations or work in other roles such as kitchen or laundry, but who are aiming to transition to an assistant in nursing job role, may also be considered for entry into the course, as long as they can gain experience in a ‘care worker’ role for at least 120hrs to meet the performance evidence requirements of this qualification.

- If *HLTAID011 Provide first aid* is chosen as an elective unit; be able to perform at least 2 minutes of uninterrupted CPR on an adult manikin placed on the floor.

Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Standard Fee	New Entrant Traineeship (NSW Only)	Smart and Skilled (NSW Only)
\$6,000	\$0	\$0

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Units of Competency

There is a total of **(15) units** to complete this qualification. **(9) Core Units** and **(6) Elective Units**.

CORE UNITS

All (9) Core Units must be completed as part of this course.

CHCCCS031 Provide individualised support
 CHCCCS038 Facilitate the empowerment of people receiving support
 CHCCCS040 Support independence and wellbeing
 CHCCCS041 Recognise healthy body systems
 CHCCOM005 Communicate and work in health or community services
 CHCDIV001 Work with diverse people
 CHCLEG001 Work legally and ethically
 HLTINF006 Apply basic principles and practices of infection prevention and control
 HLTWHS002 Follow safe work practices for direct client care



ELECTIVE UNITS

(6) Elective Units must be completed as part of this course.

At least (3) elective units must be selected from the units listed under Group A or B.
 For a qualification with an *Ageing* specialisation, all Group A Elective Units must be selected.
 For a qualification with a *Disability* specialisation, all Group B Elective Units must be selected.

GROUP A – Ageing

CHCAGE011 Provide support to people living with dementia
 CHCAGE013 Work effectively in aged care
 CHCPAL003 Deliver care services using a palliative approach

GROUP B – Disability

CHCDIS011 Contribute to ongoing skills development using a strengths-based approach
 CHCDIS012 Support community participation and social inclusion
 CHCDIS020 Work effectively in disability support

GROUP C – Other Electives

CHCAGE007 Recognise and report risk of falls
 CHCCCS017 Provide loss and grief support
 CHCCCS036 Support relationships with carer and family
 CHCCCS037 Visit client residence
 CHCCCS044 Follow established person-centred behaviour supports
 CHCMHS001 Work with people with mental health issues
 HLTAID011 Provide First Aid ** See First Aid for specific delivery requirements
 HLTGPS006 Assist clients with medication * *Conditions apply. See page 9.*



Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.

- CHC42021 Certificate IV in Community Services
- CHC43015 Certificate IV in Ageing Support
- CHC43121 Certificate IV in Disability Support

Note: This RTO may not offer all qualifications listed above in possible pathways.



Community Services Jobs

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We have a **FREE Community Services Job Board** on Facebook to help connect employers to job seekers.

If you are an employer and you have any vacancies you would like to promote please feel free to join our group and post your jobs for all of our followers to see, share and tag.




If you would like us to post the vacancy for you just send the job details through to leisa@essentialskills.com.au.



RTO ID: 91729 | P: 02 4961 0016
17 Warabrook Boulevard, Warabrook NSW 2304
www.essentialskills.com.au

CHC42021 CERTIFICATE IV IN COMMUNITY SERVICES

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

 Course Duration	 Delivery Modes	 Learning Portal
16 – 24 Months (Part-Time)	Face to Face, Blended, Self-Paced (Distance)	All learning resources and assessments are assessable via our eLearning portal



Career Opportunities

This qualification provides pathways to work in the community services sector in a broad range of roles including; **Case Worker, Family Support Worker, Domestic Violence Worker, Welfare Worker, Support Worker, Service Coordinator.**



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** at a **minimum of an ACSF Level 3**, sufficient to interpret documents, prepare written reports complete and maintain documentation and communicate effectively with clients, families and colleagues.
- **Be employed in a community services organisation** in a role that involves direct contact with clients *e.g. Community Services Worker, Welfare Support Worker, Youth Worker, Case Manager, Family Support Worker, Domestic Violence Worker*, and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*
- if *HLTAID011 Provide first aid* is chosen as an elective unit; be able to perform at least 2 minutes of uninterrupted CPR on an adult manikin placed on the floor.



Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Standard Fee	New Entrant Traineeship (NSW Only)	Smart and Skilled (NSW Only)
\$7,000	\$0	\$0

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Units of Competency

There is a total of **(15) units** to complete this qualification. **(7) Core Units** and **(8) Elective Units**.

CORE UNITS

All (7) Core Units must be completed as part of this course.

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



ELECTIVE UNITS

(8) Elective Units must be completed as part of this course.

The electives can be selected from any of the units of competency listed below.

CHCCCS004 Assess co-existing needs
 CHCCCS006 Facilitate individual service planning and delivery
 CHCCCS009 Facilitate responsible behaviour
 CHCCCS019 Recognise and respond to crisis situations
 CHCCCS020 Respond effectively to behaviours of concern
 CHCCOM001 Provide first point of contact
 CHCDIS017 Facilitate community participation and social inclusion
 CHCMHS001 Work with people with mental health issues
 CHCMHS011 Assess and promote social, emotional and physical wellbeing
 CHCPRP003 Reflect on and improve own professional practice
 HLTAID011 Provide First Aid **** See First Aid for specific delivery requirements**



Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.




- CHC52021 Diploma of Community Services
- CHC51015 Diploma of Counselling
- CHC53215 Diploma of Alcohol and Other Drugs
- CHC53315 Diploma of Mental Health
- BSB50420 Diploma of Leadership and Management

Note: This RTO may not offer all qualifications listed above in possible pathways.

CHC43015 CERTIFICATE IV IN AGEING SUPPORT

This qualification reflects the role of support workers who maintain quality service delivery through the development, facilitation, and review of individualised service planning and delivery in aged services; either in residential, home or community-based environments. Workers may be required to demonstrate leadership and have limited responsibility for the organisation and the quantity and quality of outputs of others within limited parameters.

This qualification requires the completion of at least 120 hours of work, in a direct support role, in an aged care, home and community, disability or community service organisation.

 Course Duration	 Delivery Modes	 Learning Portal
18 - 24 Months (Part-Time)	Face to Face, Blended, Self-Paced (Distance)	All learning resources and assessments are assessable via our eLearning portal



Career Opportunities

This qualification provides pathways to work in residential or community-based organisation as an Aged Care Worker, Residential Care Worker, Personal Care Assistant, Care Services Team Leader, Care Supervisor etc.



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** at a **minimum of an ACSF Level 3**, sufficient to allow you to complete and maintain documentation, interpret documents, interpret health terminology and communicate effectively with clients, families and colleagues.
- **Be employed in an Aged Care, Home and Community Care or Disability Service Organisation** in a role that involves direct client support *e.g., Assistant in Nursing, Care Worker, Community Care Worker, Disability Support Worker*, and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*



Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.

- CHC52021 Diploma of Community Services
- HLT54121 Diploma of Nursing
- Bachelor of Nursing

Note: This RTO may not offer all qualifications listed above in possible pathways.



Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Standard Fee	New Entrant Traineeship (NSW Only)	Smart and Skilled (NSW Only)
\$8,000	\$0	\$0



Units of Competency

There is a total of **(18) units** to complete this qualification. **(15) Core Units** and **(3) Elective Units**.

CORE UNITS

All (15) Core Units must be completed as part of this course.

CHCADV001 Facilitate the interests and rights of clients
 CHCAGE001 Facilitate the empowerment of older people
 CHCAGE003 Coordinate services for older people
 CHCAGE004 Implement interventions with older people at risk
 CHCAGE005 Provide support to people living with dementia
 CHCCCS006 Facilitate individual service planning and delivery
 CHCCCS011 Meet personal support needs
 CHCCCS023 Support independence and wellbeing
 CHCCCS025 Support relationships with carers and families
 CHCDIV001 Work with diverse people
 CHCLEG003 Manage legal and ethical compliance
 CHCPAL001 Deliver care services using a palliative approach
 CHCPRP001 Develop and maintain networks and collaborative partnerships
 HLTAAP001 Recognise healthy body systems
 HLTWHS002 Follow safe work practices for direct client care



ELECTIVE UNITS




(3) Elective Units must be completed as part of this course.

The electives can be selected from any of the units of competency listed below.

BSBMGT401 Show leadership in the workplace
 CHCCCS001 Address the needs of people with chronic disease
 CHCCCS017 Provide loss and grief support
 CHCMHS001 Work with people with mental health issues
 CHCPAL002 Plan for and provide care services using a palliative approach
 HLTHPS006 Assist clients with medication **Conditions Apply. See Page 9*

CHC43121 CERTIFICATE IV IN DISABILITY SUPPORT

This qualification reflects the role of individuals in a range of community settings and peoples' homes, who provide support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing. Workers promote a person-centred approach, work according to and may contribute to an individualised plan, and work without direct supervision. They may be required to supervise and/or coordinate a small team.

 Course Duration	 Delivery Modes	 Learning Portal
12 - 18 Months <i>(Part-Time)</i>	Face to Face, Blended, Self-Paced (Distance)	All learning resources and assessments are assessable via our eLearning portal



Career Opportunities

This qualification provides pathways to work in disability or other community service organisations in a role that involves direct client support e.g., Disability Support Worker, Disability Team Leader, Behaviour Support Officer, House Manager, Personal Care Assistant etc.



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- **Have previously completed one (1) of the following qualifications;**
 - **CHC33021 Certificate III in Individual Support (Disability); OR**
 - **CHC33015 Certificate III in Individual Support (Disability); OR**
 - **CHC30408 Certificate III in Disability PLUS the CHCSS00125 Entry to Certificate IV in Disability Support Skill Set.**

You will need to provide a copy to Essential Skills Training and Recruitment on enrolment.

- Have the **Language, Literacy, and Numeracy (LLN) skills** at a **minimum of an ACSF Level 3**, sufficient to complete and maintain documentation, interpret documents, interpret health terminology and communicate effectively with clients, families and colleagues.
- **Be employed in a disability or other community services organisation** in a role that involves direct client support of people with disabilities e.g., *Assistant in Nursing, Community Care Worker, Disability Support Worker, House Manager, Team Leader*, and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. See *Digital Literacy*.



Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Standard Fee	New Entrant Traineeship (NSW Only)	Smart and Skilled (NSW Only)
\$7,000	\$0	\$0

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Units of Competency

There is a total of **(10) units** to complete this qualification. **(7) Core Units** and **(3) Elective Units**.

CORE UNITS

All (7) Core Units must be completed as part of this course.

CHCCCS044 Follow established person-centred behaviour supports
 CHCDIS017 Facilitate community participation and social inclusion
 CHCDIS018 Facilitate ongoing skills development using a person-centred approach
 CHCDIS019 Provide person-centred services to people with disability with complex needs
 CHCLEG003 Manage legal and ethical compliance
 CHCMHS001 Work with people with mental health issues
 HLTWHS003 Maintain work health and safety

ELECTIVE UNITS

(3) Elective Units must be completed as part of this course.

The electives can be selected from any of the units of competency listed below.

BSBLDR411 Demonstrate leadership in the workplace
 CHCADV001 Facilitate the interests and rights of clients
 CHCCCS004 Assess co-existing needs
 CHCCCS006 Facilitate individual service planning and delivery
 CHCCCS007 Develop and implement service programs
 CHCCCS019 Recognise and respond to crisis situations
 CHCDIS015 Develop and provide person-centred service responses
 HLTFS001 Follow basic food safety practices
 HLTHPS006 Assist clients with medication ***(See Medication Training for specific delivery requirements)*



Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.




- CHC52015 Diploma of Community Services
- 10951NAT Graduate Certificate in Positive Behaviour Support
- BSB50420 Diploma of Leadership and Management

Note: This RTO may not offer all qualifications listed above in possible pathways.

CHC43415 CERTIFICATE IV IN LEISURE AND HEALTH

This qualification reflects the role of workers participating in the design, implementation and evaluation of leisure, health activities and programs for clients in community services. Workers may be in residential facilities and/or in community agencies and day centers, completing specialised tasks and functions in relation to leisure and health.

This qualification requires the completion of at least 120 hours of work experience/placement in a leisure and health role.

 Course Duration	 Delivery Modes	 Learning Portal
18 – 24 Months <i>(Part-Time)</i>	Face to Face, Blended, Self-Paced (Distance)	All learning resources and assessments are assessable via our eLearning portal



Career Opportunities

This qualification provides pathways to work as a Leisure and Activities Worker, Recreational Activities Officer, Leisure and Health Assistant, Diversional Therapy Assistant, Community Leisure Officer.



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN)** skills at a **minimum of an ACSF Level 3**, sufficient to allow you to complete and maintain documentation, interpret documents, interpret health terminology and communicate effectively with clients, families and colleagues.
- **Be employed in a residential facility, community or disability organisation or day centre** in a role that involves direct client support in relation to leisure and health e.g., Leisure and Health Assistant, Activities Officer and have the support of the workplace supervisor or employer to participate in this training.
Please note: Other staff working in residential or community-based organisations who are aiming to transition to a leisure and lifestyle role may also be considered for entry into the course as long as they can gain experience in a 'leisure and lifestyle' role for at least 120hrs to meet the performance evidence requirements of this qualification.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*



Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Standard Fee	New Entrant Traineeship (NSW Only)	Smart and Skilled (NSW Only)
\$7,000	\$0	\$0

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Units of Competency

There is a total of **(17) units** to complete this qualification. **(10) Core Units** and **(7) Elective Units**.

CORE UNITS

All (10) Core Units must be completed as part of this course.

CHCCOM002 Use communication to build relationships
 CHCDIV001 Work with diverse people
 CHCLAH001 Work effectively in the leisure and health industries
 CHCLAH002 Contribute to leisure and health programming
 CHCLAH003 Participate in the planning, implementation and monitoring of individual leisure and health programs
 CHCLAH004 Participate in planning leisure and health programs for clients with complex needs
 CHCLAH005 Incorporate lifespan development and sociological concepts into leisure and health programming
 CHCPRP003 Reflect on and improve own professional practice
 HLTAAP002 Confirm physical health status
 HLTWHS002 Follow safe work practices for direct client care

ELECTIVE UNITS

(7) Elective Units must be completed as part of this course.

The electives can be selected from any of the units of competency listed below.

BSBLDR403 Lead team effectiveness
 CHCAGE001 Facilitate the empowerment of older people
 CHCAGE005 Provide support to people living with dementia
 CHCCCS015 Provide individualised support
 CHCCCS020 Respond effectively to behaviours of concern
 CHCCCS025 Support relationships with carers and families
 CHCDIS002 Follow established person-centered behaviour supports
 CHCDIS003 Support community participation and social inclusion
 CHCDIS007 Facilitate the empowerment of people with disability
 CHCMHS001 Work with people with mental health issues



NATIONALLY RECOGNISED
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Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.




- CHC53415 Diploma of Leisure and Health

Note: This RTO may not offer all qualifications listed above in possible pathways.

CHC52021 DIPLOMA OF COMMUNITY SERVICES

This qualification reflects the role of community services workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities. At this level community services workers support people to make change in their lives to improve personal and social wellbeing and may also undertake case management and program coordination.

This qualification requires the completion of at least 200 hours of work within a community service workplace.

 Course Duration	 Delivery Modes	 Learning Portal
18 – 24 Months (Part-Time)	Face to Face, Blended, Self-Paced (Distance)	All learning resources and assessments are assessable via our eLearning portal



Career Opportunities

This qualification provides pathways to work as a **Community Services Coordinator or Manager, Community Case Coordinator or Manager, Welfare Support Worker, Community Services Worker.**



Course Entry Requirements

- Be **over 18 years** of age
- Have a **Unique Student Identifier (USI)**
- Have the **Language, Literacy, and Numeracy (LLN) skills** at a **minimum of an ACSF Level 4**, sufficient to allow you to interpret and analyse documents, prepare written reports and communicate effectively with clients and relevant networks.
- **Be employed in a community services organisation** in a role that involves direct contact with clients *e.g. Case Management Coordinator or Manager, Community Services Coordinator or Manager, Program or Service Coordinator or Manager, Welfare Support Worker, Mental Health Case Manager, House Manager/Leader*, and have the support of the workplace supervisor or employer to participate in this training.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*



Course Fees

The price for this qualification will vary and is based upon specific eligibility requirements for government subsidies available at the time of your enrolment. We will determine your eligibility for any subsidies available as part of our pre-training review process. You will be issued with a quote detailing your exact course fee before your enrolment is finalised.

Standard Fee	New Entrant Traineeship (NSW Only)	Smart and Skilled (NSW Only)
\$9,000	\$0	\$0

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Units of Competency

There is a total of **(20) units** to complete this qualification. **(12) Core Units** and **(8) Elective Units**.

CORE UNITS

All (12) Core Units must be completed as part of this course.

CHCCCS004 Assess co-existing needs
 CHCCCS007 Develop and implement service programs
 CHCCCS019 Recognise and respond to crisis situations
 CHCCSM013 Facilitate and review case management
 CHCDEV005 Analyse impacts of sociological factors on people in community work and services
 CHCDFV001 Recognise and respond appropriately to domestic and family violence
 CHCDIV001 Work with diverse people
 CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety
 CHCLEG003 Manage legal and ethical compliance
 CHCMGT005 Facilitate workplace debriefing and support processes
 CHCPRP003 Reflect on and improve own professional practice
 HLTWHS003 Maintain work health and safety

ELECTIVE UNITS

(8) Elective Units must be completed as part of this course.

The electives can be selected from any of the units of competency listed below.

For a qualification with a *Case Management specialisation*, all listed (4) Group A Elective Units must be selected, and the remaining (4) Elective Units should be selected from the General Electives List.

GROUP A – Case Management

CHCCSM009 Facilitate goal-directed planning
 CHCCSM010 Implement case management practice
 CHCCSM012 Coordinate complex case requirements
 CHCCSM014 Provide case management supervision

GENERAL ELECTIVES

BSBPEF401 Manage personal health and wellbeing
 CHCCCS009 Facilitate responsible behaviour
 CHCCCS038 Facilitate the empowerment of people receiving support
 CHCCOM003 Develop workplace communication strategies
 CHCDIS017 Facilitate community participation and social inclusion
 CHCMGT003 Lead the work team
 CHCMHS001 Work with people with mental health issues
 CHCMHS007 Work effectively in trauma informed care
 CHCMHS013 Implement trauma informed care
 CHCMHS011 Assess and promote social, emotional and physical wellbeing
 CHCPRP001 Develop and maintain networks and collaborative partnerships



NATIONALLY RECOGNISED
TRAINING



Further Study

On completion of this qualification, you may like to further your education and job prospects by completing any of the following qualifications.





- BSB50420 Diploma of Leadership and Management
- CHC53315 Diploma of Mental Health

Note: This RTO may not offer all qualifications listed above in possible pathways.

10966NAT CERTIFICATE IV IN END OF LIFE DOULA SERVICES

This qualification is delivered via a Third-Party Arrangement, in partnership with Preparing the Way PTW Pty Ltd.

This qualification reflects the role of end of life doulas, who provide non-medical support to those living with life limiting conditions, terminal illness or advanced ageing, as well as to their families and/or those close to them. End of life doulas also qualify to provide or facilitate home (or other facility) based after-death care, vigil, and ceremony while providing grief and bereavement support.

 Course Duration	 Delivery Modes	 Delivered by
18 Months	Blended	 Preparing the Way



Career Opportunities

This qualification provides pathways to work as an End of Life Doula.

Who is this course suitable for?

The skills and knowledge necessary to work as an end of life doula include witnessing death, providing physical care of the deceased and emotional support to those who may experience deep grief and possible trauma. This course is suitable for those who:

- want to support others at end of life as part of a world-first accredited course,
- have previously attended end of life training courses and are ready to take the next step in their End of Life Doula career or vocation.
- are actively pursuing ways to deepen and enhance their skills in nursing, healthcare, allied and community service professions or vocations.



Course Entry Requirements

- Participants seeking entry into this course will be subject to an **interview process with Preparing the Way** to determine their suitability for providing support services to those living with life limiting conditions.
- **Be over 25 years of age** and have **high level language, literacy and numeracy levels** sufficient to interpret complex documents, prepare written reports and prepare budget spreadsheets.
- Provide a current **Police and Working with Children/Working with Vulnerable People Check** (checks relevant to your state/territory).
- **Have the emotional and professional maturity to deal with traumatic and complex situations.**
- agree to **adhere to the COVID-19 protocols** for the venues we will use for face-to-face training. The venues we use may require patrons to be vaccinated.
- Have **Digital Literacy skills** to complete the online course content, such as: be able to participate in and interact with online video conferencing applications (Zoom), have basic computer skills (e.g., Word, Email, etc.) and access to the technology requirements.

Please note that the face-to-face events will be held in Sydney NSW and Regional Victoria. You must be willing to travel to attend the face-to-face training. Travel and accommodation costs are in addition to the course fee. You are responsible for arranging your own travel and accommodation.



Units of Competency

There is a total of **(15) units** to complete this qualification.

CORE UNITS

(14) Core Units must be completed as part of this course.

CHCCCS017 Provide loss and grief support
 CHCCCS025 Support relationships with carers and families
 CHCCOM006 Establish and manage client relationships
 CHCDIV001 Work with diverse people
 CHCINM002 Meet community information needs
 CHCLEG001 Work legally and ethically
 CHCPAL002 Plan for and provide care services using a palliative approach
 CHCPRP003 Reflect on and improve own professional practice
 CHCPRP005 Engage with health professionals and the health system
 HLTWHS002 Follow safe work practices for direct client care
 NAT10966001 Explore end of life care options and the role of the end of life doula
 NAT10966002 Provide holistic support through the active dying stage and at the time of death
 NAT10966003 Undertake holistic after death care
 NAT10966004 Provide holistic funeral and bereavement support



ELECTIVE UNITS

(1) Elective Unit must be completed as part of this course

BSBESB401 Research and develop business plan
 CHCADV001 Facilitate the interests and rights of clients



Course Fees

Standard Fee

\$12,195

Payment plans are available.

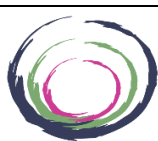
**Additional costs for travel and accommodation to attend face-to-face and practical sessions are not included in the course fees. You must organise your own travel & accommodation.*

**Participants who have completed previous End of Life Doula programs with Preparing the Way may be eligible for a discount*



Course Delivery Information

This course is delivered in partnership with Preparing the Way PTW Pty Ltd, which is the leading provider of end of life doula training across Australia and New Zealand. You will be enrolled with Essential Skills Training and Recruitment; and all training and assessment delivered by industry experts from Preparing the Way. It will be delivered in a blended format which will include face-to-face sessions, virtual classroom sessions via Zoom, tutorials, forums and practical sessions. The face to face and practical sessions will be held in Sydney NSW and Regional Victoria.



Preparing
the Way

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10735NAT COURSE IN DISABILITY FIRST AID

This Nationally Accredited unit of competency has been officially endorsed by the Australian College of Nursing. The course is ideal for care workers in the disability sector, who may be required to assist clients or family members with a disability in an emergency situation.






How is Disability First Aid Different?

The standard first aid course provides you with the skills to assist people in an emergency, however it does not teach the skills often required to save the lives of people with disabilities. This course uses the principles of first aid and teaches you to recognise and apply the variants required for a person with a disability. It uses a combination of theory and practical elements, providing critical skills in the following key areas;

- Assist a person in a wheelchair who is having a seizure
- Recognise and assist a person with a disability in a mental health crisis
- Consent and communication in a disability setting
- Apply CPR in a bed
- Assist a person who is choking in a bed or wheelchair
- Recognise and assist with autonomic dysreflexia
- Recognise and assist with infection and pressure sores



 Course Duration	 Delivery Mode	 Course Fee
1 Day Workshop	Face to Face with an online learning component	\$250

Please see our website for available workshop dates

**We reserve the right to cancel this course if the minimum numbers are not met. Maximum of 9 per class*



Course Entry Requirements

- **Be aged 16 years or over.** Students under 18 years must have parent or guardian consent to participate in this program.
- Have a **Unique Student Identifier (USI).**
- **Have a current First Aid Certificate** – HLTAID003/HLTAID011 Provide first aid. A copy will need to be provided on enrolment.
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access to complete the online pre-course theory and knowledge assessment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*

Note: There is an online pre-course theory and knowledge assessment that should be reviewed PRIOR to attending the practical workshop and must be completed within 2 weeks of attending the practical session. Login details will be provided on enrolment. You should allow approximately (2) to (3) hours to complete the online reading and knowledge assessment.



Refunds Policy

- If ESTR cancels the workshop, the course fee will be refunded in full.
- If you don't show up for the workshop and have not notified ESTR prior to the workshop of your inability to no-longer attend, no refund will be given.
- If you withdraw within (3) days prior to the workshop, no refund will be given. If you withdraw in advance of (3) days before the workshop, your fee will be refunded or credited, minus a 20% administration fee.
- Swapping of workshop dates is allowable up until (3) days prior to the workshop. A maximum of (1) date swap is allowed. If you do not then attend the swapped workshop, no refund will be given.

HLTAID011 PROVIDE FIRST AID

In this course, you will learn the skills and knowledge required to be able to provide a first aid response and life support, manage casualties, the incident, and other first aiders, until qualified emergency help arrives at the scene of an incident.

 Course Duration	 Delivery Mode	 Course Fee
1 Day Workshop	Face to Face with an online learning component	\$120
Please see our website for available workshop dates <i>*We reserve the right to cancel this course if the minimum numbers are not met.</i>		



Course Entry Requirements

- **Be aged 16 years or over.** Students under 18 years must have parent or guardian consent to participate in this program.
- Have a **Unique Student Identifier (USI).**
- **Be able to kneel** to perform at least 2 minutes of uninterrupted CPR on a manikin that is placed **on the floor.**
- *If you have any limitations that may affect your ability to perform this, please contact us to discuss prior to booking.*
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access to complete the online pre-course theory and knowledge assessment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*

Note: *There is an online pre-course theory and knowledge assessment that should be reviewed PRIOR to attending the practical workshop and must be completed within 2 weeks of attending the practical session. Login details will be provided on enrolment. You should allow approximately (2) to (3) hours to complete the online reading and knowledge assessment.*



Units of Competency

HLTAID009 Provide cardiopulmonary resuscitation
 HLTAID010 Provide basic emergency life support
 HLTAID011 Provide first aid



This qualification is valid for (3) years. The Australian Resuscitation Councils recommends the CPR component is renewed annually.






Refunds Policy

- If ESTR cancels the workshop, the course fee will be refunded in full.
- If you don't show up for the workshop and have not notified ESTR prior to the workshop of your inability to no-longer attend, no refund will be given.
- If you withdraw within (3) days prior to the workshop, no refund will be given. If you withdraw in advance of (3) days before the workshop, your fee will be refunded or credited, minus a 20% administration fee.
- Swapping of workshop dates is allowable up until (3) days prior to the workshop. A maximum of (1) date swap is allowed. If you do not then attend the swapped workshop, no refund will be given.

HLTAID009 PROVIDE CARDIOPULMONARY RESUSCITATION (REFRESHER)

This course covers the knowledge and skills required to provide CPR, manage and assess an emergency situation, use an automatic external defibrillator (AED), understand DRSABCD and the First Aider's legal responsibilities. Provide CPR is trained and assessed in line with Australian Resuscitation Council (ARC) guidelines.

 Course Duration	 Delivery Mode	 Course Fee
3 hours	Face to Face with an online learning component	\$65

Please see our website for available workshop dates

**We reserve the right to cancel this course if the minimum numbers are not met.*



Course Entry Requirements

- **Be aged 16 years or over.** Students under 18 years must have parent or guardian consent to participate in this program.
- Have a **Unique Student Identifier (USI)**.
- **Be able to kneel** to perform at least 2 minutes of uninterrupted CPR on a manikin that is placed **on the floor**.
- *If you have any limitations that may affect your ability to perform this, please contact us to discuss prior to booking.*
- **Have access to a computer/laptop/iPad/Tablet** with reliable internet and email access to complete the online pre-course theory and knowledge assessment.
- Have the **Digital Literacy Skills** required to complete assessment work online. *See Digital Literacy.*

Note: *There is an online pre-course theory and knowledge assessment that should be reviewed PRIOR to attending the practical workshop and must be completed within 2 weeks of attending the practical session. Login details will be provided on enrolment. You should allow approximately (1) to (2) hours to complete the online reading and knowledge assessment.*



Units of Competency

HLTAID009 Provide cardiopulmonary resuscitation

This qualification is valid for (1) year. The Australian Resuscitation Council recommends that CPR is renewed annually.



NATIONALLY RECOGNISED
TRAINING










Refunds Policy

- If ESTR cancels the workshop, the course fee will be refunded in full.
- If you don't show up for the workshop and have not notified ESTR prior to the workshop of your inability to no-longer attend, no refund will be given.
- If you withdraw within (3) days prior to the workshop, no refund will be given. If you withdraw in advance of (3) days before the workshop, your fee will be refunded or credited, minus a 20% administration fee.
- Swapping of workshop dates is allowable up until (3) days prior to the workshop. A maximum of (1) date swap is allowed. If you do not then attend the swapped workshop, no refund will be given.






NON-ACCREDITED COURSES

We have industry experts on board to offer their knowledge and insight with these non-accredited workshops. They are an excellent opportunity to learn new skills and enhance your knowledge. Continuing Professional Development (CPD) points are attached to some of these programs.






Suitable for people with experience and currently working in the community services sector.

 MENTAL HEALTH FIRST AID		
 Course Duration	 Delivery Mode	 Course Fee
2 DAYS	CLASSROOM	\$270 (GST Inclusive)
To register your place please see our website for available workshop dates <i>*We reserve the right to cancel this course if the minimum numbers are not met.</i>		
 Location	WARABROOK NSW 2304	
 Entry Requirements	Be aged 18 years or over	
 Content	This course will teach you how to provide initial support to other adults who may be experiencing a mental health problem or mental health crisis until appropriate professional help is received or the crisis resolves, using a practical, evidence-based Action Plan	






CLINICAL SKILLS FOR CARE WORKERS

 Course Duration	 Delivery Mode	 Course Fee
4 HOURS	CLASSROOM	\$176 (GST Inclusive)
To register your place please see our website for available workshop dates <i>*We reserve the right to cancel this course if the minimum numbers are not met.</i>		
 Location	WARABROOK NSW 2304	3 CPD POINTS
 Content	This course will teach you the clinical observation skills and knowledge needed to support your client's physical health. Delivered by Registered Nurses, topics include; <ul style="list-style-type: none"> • TPR - temperature, pulse, and respiration • BP - Blood Pressure • Urinalysis • Blood Glucose Levels 	

EPILEPSY AND MIDAZOLAM WITH COMPETENCY ASSESSMENT

 Course Duration	 Delivery Mode	 Course Fee
3.5 HOURS	CLASSROOM	\$187 (GST Inclusive)
To register your place please see our website for available workshop dates <i>*We reserve the right to cancel this course if the minimum numbers are not met.</i>		
 Location	WARABROOK NSW 2304	3 CPD POINTS
 Content	<p>This course will give you an understanding of epilepsy and the importance of using the drug Midazolam as an emergency intervention for some types of seizures. Delivered by Registered Nurses and designed around industry relevant legislation and practices, topics include;</p> <ul style="list-style-type: none"> • Epilepsy causes, classifications of seizures, triggers, medications, • Planning and documentation, SUDEP • Midazolam – overview, basic pharmacology, administration in emergency, • Authority to administer, legal considerations. 	





COMPLEX CARE NEEDS IN DISABILITY

 Course Duration	 Delivery Mode	 Course Fee
1 DAY	CLASSROOM	\$275 (GST Inclusive)
To register your place please see our website for available workshop dates <i>*We reserve the right to cancel this course if the minimum numbers are not met.</i>		
 Location	WARABROOK NSW 2304	5 CPD POINTS
 Content	<p>This course will provide you with skills and knowledge to assist with caring for people with complex needs in disability. Delivered by Registered Nurses, topics include;</p> <ul style="list-style-type: none"> • Enteral feeding - Types, Diagnosis need, Physiology, Feeding/supporting, nutritional needs, Role of multidisciplinary team, Supporting & troubleshooting • Bowel management - Anatomy, Common bowel problems, The neurogenic bowel, Autonomic Dysreflexia, Goals of bowel care, Methods of bowel evacuation • Epilepsy - Physiology of epilepsy, Types of seizures, Management, Documentation, Medications, authority to administer, legal considerations. 	

ONLINE SHORT COURSES

These online programs are suitable for anyone working in the community services sector

Staff training is an important part of maintaining quality service delivery but also a key component of your Aged Care or Disability compliance requirements. We have a great range of programs available for organisations to choose from to suit individual needs. All programs are visually engaging and have voice over from our expert trainers. There is a knowledge quiz to check understanding, and on successful completion, participants will be awarded with a certificate of completion to add to their portfolio.

 Delivery Mode	ONLINE - Access anytime, anywhere
 Topics Available	<ul style="list-style-type: none"> • Asthma Management • Basic Wound Care • Catheter Care • Changed Behaviour • Complex Bowel Care • Compulsory Reporting • Discrimination, Bullying and Harassment • Enteral Feeding and Management • Epilepsy and Midazolam • Food Safety • Infection Control • Managing Diabetes • Mealtime Management • Medication Assistance • Mental Health in the Workplace • NDIS and reportable incidents • Oxygen Management • Severe Dysphagia Management • Stoma Care • Understanding the New Aged Care Standards • Ventilation Management • Workplace Health and Safety including Manual Handling
 Course Fees	<p>Individual topics range from \$30 - \$100</p> <p>Group pricing is available for organisations.</p> <p>Call (02) 4961 0016 for a quote.</p>
 Register Online	<p>essential-skills-training-and-recruitment.teachable.com</p>



Find us on social media



The Community Services Specialists

