RTO Code 0305
W: jsw.org.au

CHC22015

Certificate II in Community Services

(Traineeship pathway)

Do you want a make a difference?

Are you interested in the growing community care industries in aged care; disability support; alcohol and drugs; financial aid; homelessness support; family support; social work or counselling; and mental health support?

This nationally recognised and accredited qualification provides an introduction into the community services industry, perfect to help you get an entry level job or go on to further study. Skilled workers in this field are highly sought after, and there's many job opportunities available.

Traineeships are an excellent way to combine training with work, enabling you to have a job while you complete training towards a nationally recognized qualification.

A training plan agreement is developed which outlines how the program is delivered to the trainee. A copy of the training plan is also provided to the trainee's employer.

You will learn how to:

- Greet clients and follow organisational procedures
- Provide service information
- Organise a work schedule, complete tasks and seek feedback
- Understand safe work practices
- Appreciate diversity and inclusiveness
- Understand and participate in workplace health and safety
- Recognise the signs of stress, and use stress management techniques
- Use digital technology to create a professional portfolio
- Write and proof workplace texts
- Participate in spoken interactions and review performance

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Level 1 Lotteries House, 101 Victoria St, Bunbury WA 6230

YOUR

Training

JSW Training & Community Services, through consultation with industry representatives, has determined that the following list of units will provide candidates with the best opportunities for future employment.

Course Structure

9 Units comprising:

- ✓ 5 Core
- ✓ 4 Electives (*based on discussion and package rules)

Entry requirements:

* There are no formal educational pre-requisites for this course.
* Eligible to apply, and gain a *Working With Children* check card if over 18 years (where / if required for work placement)

Core Units

BSBWOR202	Organise and complete daily work activities
CHCCOM001	Provide first point of contact
CHCCOM005	Communicate and work in health or community services
CHCDIV001	Work with diverse people
HLTWHS001	Participate in workplace health and safety

Elective Units (example)

BSBPEF201	Support personal wellbeing in the workplace
FSKLRG009	Use strategies to respond to routine workplace problems
FSKOCM007	Interact effectively with others at work
FSKDIG003	Use digital technology for non-routine workplace tasks

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COURSE

Information

Location

South West

Duration

As per agreed training plan
For example: 18 months

Delivery

Ongoing

Study Mode

Workplace based

Fees

TBC

LOWER FEES LOCAL SKILLS

*This qualification is directly aligned with priority industry areas where the jobs are today, and into the future. As part of the state government Lower fees, local skills initiative, from 1 January 2020, you'll only pay half the tuition fees, *capped for each year at $1,200; or $400 if you're aged 15-24 or eligible for a concession.*

Fees and Payment Options

The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student Service and resource fees eg. textbooks.

In 2025/26 this course is a *Lower fees, Local Skills!* subsidised funded program where reduced tuition fees and a concession fee rate and cap may apply. For further information please see the VET Fees and Charges Policy available on the DTWD website.

Additionally, students can enter into a payment plan with a direct deposit arrangement.

If you have any questions regarding fees and charges, please contact JSW on 9721 5033 (select 2) or email courseinfo@jsw.org.au

Credit Transfer

Should a student hold a qualification or Statement of Attainment or USI transcript showing any unit of competency within this course, they may apply for a credit transfer.

Have your questions been answered?

If you need to know more check out our website www.jsw.org.au or contact us on courseinfo@jsw.org.au or 9721 5033 (select 2 Training)

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STEPS TO START

Traineeship

When can you start?

Now! Enquire today

Call us for a friendly chat on 9721 5033 (select 2)

Website: www.jsw.org.au

1

TALK

Discuss with your potential employer or ASSN (Australian Apprenticeship Support Network) provider about entering a Traineeship. Your local Jobs & Skills Centre can provide you with information and advice (or visit the Jobs & Skills website for information).

2

Signup

You must be signed up into a formal training contract. This is a contract between yourself and your employer.

Your employer will need to contact an Apprentice Connect Australia provider (or vice versa). They will help with applications for incentives or allowances and is your first point of contact for any support. Where JSW Training & Community Services is selected as the RTO to deliver training, the trainer will contact your employer and yourself to agree on a Traineeship Training Plan and Agreement..

3

Enrol

Select and enrol with JSW Training & Community Services for your Certificate II in Community Services. Once JSW receives your enrolment information we will begin the process of starting your traineeship.

JSW is a Nationally Accredited Registered Training Organisation (RTO) 0305 based in Bunbury. We have been delivering training and services in the South West for over 25 years.

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