REGISTERED TRAINING ORGANISATION 45177

NATIONALLY RECOGNISED TRAINING

CHC42021

Certificate IV in Community Services

This nationally recognised course builds the knowledge and skills needed for entry-level roles in the community services sector.

DELIVERY	DURATION	STRUCTURE	COURSE FEE	ENTRY
Face to face	**52 weeks**	**15 units**	**$8,000**	**Interview and LLND**
Plus live online sessions and online learning	Four terms, term breaks and a year-end closure	7 core and 8 electives	Total course fee	Completed as part of the enrolment process.

Your Enrolment Process

During the enrolment process, ICAN Learn will assess course suitability, identify your learning support needs and provide written information about training, fees, costs and your obligations before enrolment is finalised or payment is required.

ENROL AT
icanlearn.edu.au

CHC42021 Certificate IV in Community Services (AQF Level 4), delivered by ICAN Learn, RTO 45177.

Email administration@icanlearn.edu.au

Phone (03) 5471 7777

ICAN Learn is a division of the Indigenous Consumer Assistance Network Ltd.

Nationally Recognised Training

About the course

The course suits people who support individuals, families and communities through community services, advocacy, referrals and financial literacy education. Learning focuses on safe and ethical practice, communication, responding to complex needs and helping clients build financial capability.

Financial capability is the focus of the delivery; it is not part of the qualification title. The course does not on its own qualify a participant as a financial counsellor, but it can be a pathway to the CHC51122 Diploma of Financial Counselling.

THE QUALIFICATION

The qualification is awarded once competence in all 15 units is confirmed. A **Statement of Attainment** is issued for units successfully completed if a participant withdraws or does not finish.

A place, completion and employment are not guaranteed.

ON COMPLETION

Graduates will have foundational knowledge and practical skills for entry-level community services roles, providing respectful, confidential support to individuals and communities.

Roles this qualification may lead to

- Community services worker
- Community support worker
- Support worker
- Welfare worker
- Family support worker
- Health education officer

The qualification also provides a pathway to specialisations such as mental health and alcohol and other drugs work.

Further study pathways

Graduates may pursue further study, including the CHC51122 Diploma of Financial Counselling or other relevant diploma qualifications. Following diploma studies, further options may include advanced diploma qualifications or higher education to support their career goals and interests.

THIS COURSE
CHC42021 Certificate IV in Community Services
AQF Level 4

›

POSSIBLE DIPLOMA PATHWAYS
CHC51122 Diploma of Financial Counselling, or another relevant diploma
AQF Level 5

›

FURTHER STUDY OPTIONS
Advanced diploma or higher education
AQF Level 6 and above

Further study is optional. Entry to other courses depends on each provider's entry requirements, and credit is not guaranteed.

Your course structure

15 units of competency (7 core and 8 electives), studied in order across four terms.

C Core E Elective

TERM 1 · 10 weeks · 4 units — Foundations for community services practice

C	HLTWHS002	Follow safe work practices for direct client care
C	CHCLEG001	Work legally and ethically
C	CHCCOM002	Use communication to build relationships
C	CHCDIV001	Work with diverse people

WHAT YOU WILL LEARN

Safe and ethical practice, communicating with clients and colleagues, and working respectfully with diverse people.

Term 1 break (Weeks 11 and 12). No new scheduled teaching; catch-up and reassessment only by agreed arrangement.

TERM 2 · 10 weeks · 3 units — Client rights, advocacy and partnerships

C	CHCADV001	Facilitate the interests and rights of clients
E	CHCADV002	Provide advocacy and representation services
C	CHCPRP001	Develop and maintain networks and collaborative partnerships

WHAT YOU WILL LEARN

Supporting clients to understand and act on their rights, advocating on their behalf, and working with other services.

Term 2 break (Weeks 11 and 12)

TERM 3 · 10 weeks · 4 units — Responding to complex client needs

E	CHCCCS004	Assess co-existing needs
E	CHCCCS019	Recognise and respond to crisis situations
C	CHCDFV001	Recognise and respond appropriately to domestic and family violence
E	CHCSOH013	Work with people experiencing or at risk of homelessness

WHAT YOU WILL LEARN

Recognising and responding to co-existing needs, crisis, domestic and family violence, and homelessness, with care and cultural safety.

Term 3 break (Weeks 11 and 12)

TERM 4 · 10 weeks · 4 units — Financial capability, community education and professional practice

E	CHCEDU005	Work with clients to identify financial literacy education needs
E	CHCEDU006	Improve clients' fundamental financial literacy skills
E	CHCEDU007	Provide group education on consumer credit and debt
E	CHCPRP003	Reflect on and improve own professional practice

WHAT YOU WILL LEARN

Identifying financial literacy needs, building individual financial capability, running group education on credit and debt, and reflecting on your own practice.

Term 4 break (end of course)

End-of-year closure. The 52 calendar weeks include an end-of-year closure of about five weeks, when no training, assessment or support is scheduled. Closure dates are confirmed in your written course schedule before you enrol.

How the course is delivered

52 calendar weeks: four terms of 10 study weeks, term breaks and an end-of-year closure, delivered through three connected parts.

FACE-TO-FACE TRAINING

24 days

Tuesday to Thursday in **Weeks 1 and 6** of each term, 9:00 am to 3:30 pm: 6 days a term and 24 days across the course. Days combine teaching, practical assessment and learner support.

LIVE ONLINE SESSIONS

30 minutes

A trainer-led group session each week in **Weeks 2–5 and 7–9**, and a 2-hour session in **Week 10** for consolidation, feedback and progress review.

ONLINE LEARNING

Unit by unit

Learning, practice and staged assessment on ICAN Learn's online learning system. Units are studied one after another, each with its own **assessment due date**.

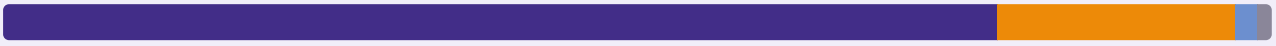
STUDY TIME

About 15 hours a week

of study outside scheduled training in each study week

About 766

learner hours in total



- **600 hours** study
- **144 hours** face to face
- **14 hours** 30-minute online group sessions
- **8 hours** Week 10 consolidation sessions

Scheduled training totals 166 hours. Face-to-face hours are 24 days of 6 learning hours, excluding 30 minutes of breaks.

Assessment

Knowledge tasks, case studies, practical demonstrations, observed activities and workplace evidence, as each unit requires.

Two attempts at each task are included in the course fee, provided the first attempt is submitted by its due date or an approved extended date. Approved extensions, including those in an adjusted training plan, keep both attempts. Late submissions without approval and any further attempts are managed under ICAN Learn's assessment policy.

Attendance

Attendance at **all face-to-face days is mandatory**. If a day is missed, the trainer will discuss it with the participant and develop an adjusted training plan.

Work placement

There is no formal work placement requirement.

Fees and payment

TOTAL COURSE FEE
$8,000

Course fee	**$8,000 total.** This covers learning materials, access to the online learning system, assessment (two attempts at each assessment task) and certification.
Payment	Fees are payable over a scheduled invoicing period. The payment schedule is provided to you in writing before enrolment is finalised or payment is required.
Travel and accommodation	**Not included.** Travel and accommodation for face-to-face training are the responsibility of the participant.
Face-to-face venue	ICAN Learn will confirm the venue before enrolment is finalised, so participants and employers can plan travel and availability.
Other costs	You need a computer, internet access and a suitable study space. Any other fees, costs or charges are listed in the written fee schedule you receive before enrolment.
Withdrawal and refunds	Withdrawal and refund arrangements are explained in the written information you receive before enrolment. Participants who withdraw or do not finish their course receive a **Statement of Attainment** for the units they successfully completed.
Unique Student Identifier (USI)	You need a USI to be enrolled and to receive your certificate or Statement of Attainment. Creating a USI is free at usi.gov.au, and ICAN Learn can help you with the process.

What you need to study this course

ICAN Learn requires participants to:

- ✓ be currently working, or have worked, in the community services sector
- ✓ be able to work self-paced and commit to the suggested hours of personal study time
- ✓ demonstrate Certificate IV level literacy and numeracy skills
- ✓ be able to work collaboratively using digital media platforms
- ✓ take part in a pre-training interview

Applicants should have an interest in, or relevant experience of, social and community services, and the maturity and interpersonal skills to work with a diverse range of people.

Support and how to enrol

IS THIS COURSE RIGHT FOR YOU?

As part of the enrolment process, you will complete a Language, Literacy, Numeracy and Digital (LLND) assessment and a pre-training interview. These help ICAN Learn assess course suitability, identify your learning needs and plan appropriate support.
Enrolment is finalised after this process is completed.

RECOGNITION OF PRIOR LEARNING AND CREDIT

If you already have skills, experience or earlier study, you can ask for recognition of prior learning (RPL) or credit transfer. For example, a completed CHCSS00077 skill set may be recognised toward matching units.

Support for participants

Your trainer

Your trainer is your main contact for learning questions, feedback and progress.

Cultural and community obligations

If cultural or community obligations affect your study, ICAN Learn can help you catch up under its Flexible Catch-Up and Cultural/Community Obligations Policy.

Digital skills and orientation

New to online learning? ICAN Learn provides an orientation and help using the learning system.

Reasonable adjustments

Tell us about any needs or disability early, and we will discuss reasonable adjustments to support your learning.

How to enrol

1 **Enquire.** Contact us to discuss the course and your goals.

2 **Apply.** Submit your application and complete the LLND assessment and pre-training interview.

3 **Review.** Read your course information, fees, payment schedule and policies.

4 **Provide Details.** Submit your USI and any required supporting documents.

5 **Enrolment Confirmed.** Receive confirmation and your course commencement information.

ICAN Learn will notify you as soon as practicable about any change to this course or its delivery that may affect you.

Contact ICAN Learn

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Phone (03) 5471 7777

Website icanlearn.edu.au

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