

## **Certificate IV in Community Services CHC42015 [with financial literacy units]**

### **Course Information Guide**



#### **Gain skills in**

- Working with people accessing community services
- Client centred practice
- Community development
- Understanding financial wellbeing and integrated practice

#### **Delivery Mode & Location**

- One day per week
- Live online real time

#### **Course duration**

- 12 months

#### **Who can do the course?**

This course is open to anyone living in Australia [residential status] who is seeking to gain skills applicable to community services work.

#### **Resources needed to do this course**

To participate and engage in learning and assessment for this course, students must have regular access to a laptop or desktop computer or other computer [e.g. iPad] and have stable internet access and computer skills for classroom attendance and assessment completion.

Your computer must have

- Access to Microsoft Office [Word, Excel]; and
- Chrome / Firefox as browsers; and
- Video capacity [webcam]; and
- Audio capacity [with headset or suitable computer settings for computer sound]

All learning and assessment resources are provided to you by ICAN Learn

## Why learn about community services and financial wellbeing?

Community services including financial wellbeing work is a great way to contribute to the wellbeing of others and make a real difference in a practical way.

Outcomes for those completing this course include roles in mental health, aged care, disability services, housing and homelessness services, health roles, financial wellbeing roles and other community services roles with the ultimate outcome that improves overall wellbeing of individuals and communities.

Learning the content of the financial literacy education skillset as part of this course means you can provide some information to your clients and know when to refer to a financial counsellor. It's a great way to assist people to a better longer-term outcome.

If you'd like to provide practical advice and support for people and you're passionate about social justice and client rights, this course is for you!

## Study requirements

Candidates must have appropriate maturity and interpersonal skills to work with a diverse range of people. Candidates must be prepared to put aside personal values and judgments to build understanding of the situations of others and be open to develop an understanding of client centred practice.

Applicants must demonstrate functional English literacy skills equivalent to ACF level 3 or above. All candidates are required to undertake a Language Literacy and Numeracy [LLN] test prior to enrolment. This is a regulatory requirement and enrolment cannot progress without it.

## Skill development

This course challenges you to learn about:

- Exploring your own values as these relate to money and social justice;
- Being open to thinking about the barriers to wellbeing and service access for others in our society;
- Demonstrating how you can learn financial facts and share financial information with others individually and in groups;
- Being creative about how to work with clients

## Job opportunities

Upon successful course completion you can apply to work in roles that relate to community services and financial resilience and wellbeing.

Career advancement is possible through building skills in financial capability, wellbeing and resilience roles to enhance other community services roles or to advance to undertaking the Diploma of Financial Counselling or the Diploma of Community Services.

## Our team

### Administration & management

We have a great administration team that handles all enquiries and student communication relating to enrolment and outcomes. The administration team assists students to problem solve and handles process relating to your student journey. Our managers assist you to get the best course and meet your education needs.

To get in touch with a member of the administration team, email [administration@icanlearn.edu.au](mailto:administration@icanlearn.edu.au)

For enquiries outside of course enrolments, email [enquiries@icanlearn.edu.au](mailto:enquiries@icanlearn.edu.au)

### Teachers

Our teachers are experts in the subjects they teach and provide a professional learning environment, access to resources and are the touch point for the student if they have any problems.

All teachers are experienced financial counsellors, financial capability workers and teachers. Teachers undertake annual professional development, and all have qualifications in Training and Assessment.

Management staff have higher Vocational Education and Training qualifications. Our educators have other qualifications in social work, health and other key areas.

The teachers are supported by the Teaching, Learning and Course Coordinator and a competent management team.

## The course

The Certificate IV community services [CHC42015] includes units that give the graduate a working understanding of how to support consumers in the community in a variety of settings. ICAN Learn includes three units in financial literacy education which make up the Financial Literacy Education Skillset which is required for people who want to pursue a career in financial capability, resilience and wellbeing.

The three financial literacy education units [CHCEDU005, CHGCEDU006 and CHCEDU007] prepare the student to understand barriers to financial wellbeing, identify their own values and ethics relating to money and financial wellbeing and to learn about financial rights and responsibilities through exploring credit and debt in Australia.

The remainder of the course assists the participant to understand the nature of community services and ways to advocate for and provide support to consumers accessing community services in a variety of settings.

Many people from low-socioeconomic backgrounds are marginalised and are not afforded their rights as consumers and members of society.

ICAN Learn strives to give you the best learning experience possible through our teachers, all of whom are experienced in community services work and have significant understanding of and experience in financial capability and related roles. They are able to provide insight into the role and the breadth of community services work. ICAN Learn teachers provide study support throughout all aspects of the course and facilitate a variety of ways to learn.

ICAN Learn prides itself on our approach to real education linked to the community services, financial capability and financial counselling industry. Our learning model is focused on a mentoring approach to ensure the student can get assistance at any time to achieve the best learning outcomes.

ICAN Learn expects you to commit to the learning process and that you will communicate challenges that risk success, should these arise, to enable us to assist you to jump those hurdles. We pride ourselves in assisting you to achieve success!

## Competency based training

The community services training package supports competency based training. This means that the student can work with the teachers to become competent. Competence refers to the consistent application of knowledge and skill to the standard of that profession in the workplace. Anyone completing a competency based skillset should be able to apply their knowledge in a work environment on course completion.

People who complete this qualification will have:

1. Theoretical and practical knowledge and skills for work in the related area and/or further learning.
2. Factual, technical, procedural and some theoretical knowledge about a specific area of work and learning.
3. A range of cognitive, technical and communication skills to:
  - complete routine work activities
  - provide and transmit solutions to predictable and sometimes unpredictable problems
4. Ability to apply knowledge and skills in an autonomous way.

## What else do you need to use and develop during this course?

### Verbal and non-verbal expression and understanding

Students must use, respond to and be aware of verbal and non-verbal communication throughout the course. These are skills used every day in financial counselling and allow the development of client relationships to ensure positive outcomes whilst maintaining dignity and unconditional positive regard.

Students selected for this course will demonstrate an awareness of non-verbal communication such as: eye contact, gestures, facial expression, speaking volume, tone of voice, proximity and verbal turn-taking. These skills are crucial when undertaking Learning in the Workplace activities.

### Computer skills

ICAN Learn uses a significant amount of computer technology [e.g. all assessment is on an online platform; the student is required to access and interact with this and other technology]. Students are expected to be able to use a computer and associated software for their studies to engage in learning and assessment. This is not limited to the skills below- which relate to reading, writing and comprehension, but also to skills that include computer processes such as upload, download and use of Word and Excel functions.

### Reading

You will be able to read and understand a range of written material in differing forms from a variety of sources such as: on screen material, image-based and sign/symbol-based texts. The ability to read, understand and interpret written information is fundamental for the delivery of client support services.

### Writing

You will be required to have a good command of written English. [This refers not to the physical act of writing but rather to understanding the written content and writing answers to questions which can be applied to the client situation].

### Numeracy

You will be able to correctly analyse, accurately apply and interpret numerical data for classroom based, assessment and tasks which lead to the ability to assist clients to create a budget. This involves minor calculations.

### Concentration, memory and problem solving skills

You will be able to retain information from classroom based learning and apply this to assessment tasks. Concentration is required consistently throughout classroom and assessment based activities.

### Mental Wellness

You must be mental well to successfully complete this course. This means that you commit to a state of well-being and can realise your own abilities or potential, can cope with the normal stresses of life and can work productively and fruitfully. It means that you can moderate your behaviour to adjust to classroom learning where there are regular challenging concepts.

If you have periods of being mentally unwell, we ask that you self-identify and seek assistance from ICAN Learn staff to prevent impact on studies and workplace-based client interactions.

## Course Structure

The Certificate IV community services is a competency based Vocational Education course that has 15 units of study. Information about the course framework can be found on <https://training.gov.au/Training/Details/CHC42015>

Information about the financial literacy education units that are part of this course can be found on <https://training.gov.au/Training/Details/CHCSS00077>

Cluster	Week Number	Date	Unit Code	Unit Name	Time (QLD)
Intro	1	TBA	Induction to course/expectations		0930 - 1130
Cluster	Semester 1				
1	2	TBA	CHCEDU005 CHCEDU006 CHCEDU007	Work with clients to identify financial literacy education needs Improve clients' fundamental financial literacy skills. Provide group education on consumer credit and debt	0930 – 1530
	3	TBA			0930 – 1530
	4	TBA			0930 – 1530
	5	TBA			0930 – 1530
2	6	TBA	HLTWHS003 CHCPRP001	Maintain work health and safety Develop and maintain networks and collaborative partnerships	0930 – 1530
	7	TBA			0930 – 1530
	8	TBA			0930 – 1530
3	9	TBA	CHCADV001	Facilitate the interests and rights of clients	0930 – 1530
	10	TBA	CHCADV002	Provide advocacy and representation services	0930 – 1530
	11	TBA			0930 – 1530
	12	TBA			0930 – 1530
4	13	TBA	CHCDIV001	Work with diverse people	0930 – 1530
	14	TBA	CHCLEG001	Work legally and ethically	0930 – 1530
	15	TBA			0930 – 1530
	16	TBA			0930 – 1530
5	17	TBA	CHCCOM001	Provide first point of contact	0930 – 1530
	18	TBA	CHCCOM002	Use communication to build relationships	0930 – 1530
	19	TBA			0930 – 1530
	20	TBA			0930 – 1530
6	21	TBA	CHCSOH001	Work with people experiencing or at risk of homelessness	0930 – 1530
	22	TBA	CHCCCS019	Recognise and respond to crisis situations	0930 – 1530
	23	TBA			0930 – 1530
	24	TBA			0930 – 1530
7	25	TBA	CHCCCS004	Assess coexisting needs	0930 – 1530
	26	TBA	CHCCCS006	Facilitate individual service planning and delivery	0930 – 1530
	27	TBA			0930 – 1530
	28	TBA			0930 – 1530
	29	TBA			0930 – 1530
	30	TBA			0930 – 1530



## Attendance and study commitment

The Certificate IV community services is a twelve [12] month course that requires personal commitment and application to study. Weekly attendance at classes according to the timetable and completion of all assessments is a requirement for successful course completion.

Should you have to miss a day due to extenuating circumstances, you are required to let us know and seek an alternative with the unit teacher. [outlined in student handbook].

## Course resources

You will have access to all learning, reading and assessment resources through ICAN Learn electronic platforms. You will not be required to purchase books and any other resources are available free through our student e-lecta [School network] portal.

Resources	Description
Language Literacy & Numeracy	You are given access to an electronic approved platform for the required Language Literacy and Numeracy test. Enrolment will not progress without this being completed
Catapult e-learning	This is a fully electronic portal that hosts all learning and assessment materials. You are given access to this portal when enrolled;
e-Lecta portal	You will have access to additional resources and can download these for free

## Fees and payments

ICAN Learn charges fees for this course which are payable according to the invoicing schedule received on enrolment. ICAN Learn invoices 2 weeks in advance of a new cluster of study and payment is due for that cluster prior to commencement.

Scholarships are available for Indigenous students and students who come from a multicultural background and are residents of Australia. Identification and / or visa is required to be presented as a part of enrolment into this course. Specific entry processes apply [online expression of interest form must be completed].

Fee paying students who suffer financial difficulty are encouraged to contact the finance department by

emailing [accounts@ican.org.au](mailto:accounts@ican.org.au) to discuss payment options. Failure to pay or negotiate a suitable arrangement can result in course withdrawal.

ICAN Learn has policies and procedures that govern enrolment and associated financial management. Refunds are issued as per the [refund policy](#),

Important policies are found on the ICAN Learn website <https://icanlearn.edu.au/policy/students/>

## Where can I find out more?

You can email [enquiries@icanlearn.edu.au](mailto:enquiries@icanlearn.edu.au) for more information or go to our website [www.icanlearn.edu.au](http://www.icanlearn.edu.au)