

# Certificate IV in Community Services

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|--------------|-----------------------------------------------------------------------------------------------------------|
| COURSE CODE  | CHC42021                                                                                                  |
| LOCATIONS    | Warrnambool                                                                                               |
| STUDY MODE   | Full-time, On Campus                                                                                      |
| Length       | 12 months                                                                                                 |
| Commencement | February, July 2026                                                                                       |
| Timetable    | Two days a week (9am - 3.30pm) on campus plus structured self-directed learning at a time that suits you. |

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## Course Overview

*This section gives you an introduction to what you will be learning in this course, plus course outcomes, career opportunities, and student support.*

### Introduction

The Certificate IV in Community Services gives you the skills to support individuals and families, respond to crisis situations, and advocate for positive change.

This qualification is ideal for those new to the sector, or those with limited experience or previous study in community services, as it provides a solid foundation in the core knowledge and skills needed to work effectively in the field. Throughout the course, you'll develop essential capabilities in areas such as social justice, cultural competence, and ethical practice.

The program covers a broad spectrum of topics, including effective communication strategies, organising personal work priorities, working safely and professionally, and engaging with diverse client groups. It's an excellent starting point for building confidence and experience before progressing into more advanced roles or further study, such as the Diploma of Community Services.

### Mode of delivery

Two days a week (9am - 3.30pm) on campus plus structured self-directed learning at a time that suits you.

## Course Outcomes and Career Opportunities

- Community Services Worker
- Support Worker
- Outreach Officer
- Community Development
- Case Practice Support Worker

### Pathways

Upon completion of this course, you may continue study with the [Diploma of Community Services](#).

## Information Session

Why don't you come along to our next course info session to find out everything you need to start your learning journey? You can chat with our teachers, tour our facilities, learn more about the course, find out about the application process and get your questions answered by our course experts.

[Find the next info session near you](#)

## Course Requirements

*This section gives you an overview of entry requirements, course units and electives, skills recognition, and assessment criteria.*

### Entrance requirements & pre-requisites

You must be at least 18 years of age at the time of commencement. You must also meet the requirements of the written selection questionnaire and the language, literacy and numeracy assessment or have a support plan in place.

### Course requirements

To be eligible for this qualification you must successfully complete 15 units: 7 core and 8 electives.

### Units offered

#### Core Units

| Unit Code | Unit Name                                                           | Unit Hours | Unit Consumables |
|-----------|---------------------------------------------------------------------|------------|------------------|
| CHCDIV001 | Work with diverse people                                            | 40         | \$0.00           |
| CHCLEG001 | Work legally and ethically                                          | 55         | \$0.00           |
| CHCADV001 | Facilitate the interests and rights of clients                      | 100        | \$0.00           |
| HLTWHS002 | Follow safe work practices for direct client care                   | 25         | \$0.00           |
| CHCCOM002 | Use communication to build relationships                            | 55         | \$0.00           |
| CHCDFV001 | Recognise and respond appropriately to domestic and family violence | 50         | \$0.00           |
| CHCPRP001 | Develop and maintain networks and collaborative partnerships        | 80         | \$0.00           |

#### Elective Units

| Unit Code | Unit Name                                                        | Unit Hours | Unit Consumables |
|-----------|------------------------------------------------------------------|------------|------------------|
| CHCDIV002 | Promote Aboriginal and/or Torres Strait Islander cultural safety | 25         | \$0.00           |
| CHCCOM001 | Provide first point of contact                                   | 35         | \$0.00           |
| HLTWHS006 | Manage personal stressors in the work environment                | 25         | \$0.00           |
| CHCGRP002 | Plan and conduct group activities                                | 70         | \$0.00           |
| CHCMHS001 | Work with people with mental health issues                       | 80         | \$0.00           |
| CHCCCS006 | Facilitate individual service planning and delivery              | 120        | \$0.00           |
| BSBPEF301 | Organise personal work priorities                                | 30         | \$0.00           |
| CHCAOD001 | Work in an alcohol and other drugs context                       | 80         | \$0.00           |



## Assessment

This course involves accredited units. You will be required to complete assessment tasks to demonstrate your underpinning knowledge, skills and attributes to meet the course outcomes. A combination of written, oral and practical assessment strategies will be used in either a classroom, online or workplace environment.

Where units require demonstration of skills in a workplace environment, you will have the opportunity to do this either in your own workplace (where appropriate), through a practical placement, or by using one of the Institute's simulated workshops/classrooms. Detailed information about the types, conduct and dates of assessments will be provided in advance. You will also be provided with information about the opportunity for reassessment and appeal.

## Fees

*This section gives you an overview of course fees, subsidies, and how they can be paid.*

### Course Fees

Here's an outline of fees and costs associated with your course.

**Your fees each year can be made up of 3 different elements.** Everyone has different circumstances that can affect what you pay and how much you pay. :

1. Tuition fees - charged as an hourly rate that varies from course to course. A large portion of the tuition is subsidised by the Victorian Government for eligible students.
2. Resource and/or materials costs - covers the cost of materials and other incidentals. This fee will vary according to the course being undertaken.
3. Booklist items - such as textbooks, equipment and stationery recommended for your course

### Tuition fees

**There are 4 different rates of tuition fees.** Only one will apply to you (depending on your eligibility and circumstances).

1. **Government Subsidised Fee** - you could be eligible for a government-subsidised rate under the Skills First funding depending on your age, educational history, and citizenship or residency status. If you are eligible, the government will contribute to the cost of your training.  
[Find out more about subsidised training](#)
2. **Government Subsidised Concession Fee** - If you are eligible for a Skills First government-subsidised place and hold a current healthcare or pension card, that you can provide at enrolment, you may be eligible for the concession rate. Note, the concession rate is not applicable to Diploma level courses.  
[Find out more about concession rates](#)
3. **If the course is a Free TAFE course or part of the Free TAFE Pathways Program** - Eligible students will not pay course tuition fees for the duration of their enrolment in this course, however, there may be some consumable/material fees for the course (find out more below). Any resource or material costs, or booklist items for this course are listed in the table below.  
[Find out more about Free TAFE](#)  
[Find out more about Free TAFE Pathways Programs](#)
4. **Full fee** - If you are not eligible for a Skills First government-subsidised place, exemption, concession or are enrolling in a course that isn't government-subsidised, you may be required to pay the full fee rate.

#### **FIND OUT MORE ABOUT FEES AND ELIGIBILITY**

The fees listed below are indicative only. The course fees published are subject to change given individual circumstances at enrolment. Course fee funding is made available to eligible individuals by the Victorian and Commonwealth Governments. If funding is utilised, this may affect opportunities to access additional funding in the future. An accurate quote for this course will be provided during the enrolment process.

| Course fees by student type              | Indicative Course Fee |
|------------------------------------------|-----------------------|
| Government subsidised rate (if eligible) | \$6,110.00            |

| Concession rate                                  | \$1,225.00            |
|--------------------------------------------------|-----------------------|
| Full fee rate (if not eligible for govt subsidy) | \$13,245.00           |
| Additional course fees                           | Indicative Course Fee |
| Course consumable/materials (approximate)        | \$0.00                |

## This is a Free TAFE course

Students who are eligible for Free TAFE place will not pay course tuition fees for the duration of their enrolment in this course, however, there may be some consumable/material fees for the course (find out more below). The consumable fees for this course are listed in the above table.

[Find out more about Free TAFE courses and eligibility](#) or contact our Customer Service team.

## This course is part of the Free TAFE Pathways Program

A Free TAFE Pathways Program is a group of courses that complement each other to help you continue to train for the career and industry you may wish to work in. For eligible students, these courses are tuition fee free. Depending on the course, you may still be required to pay material fees. The consumable fees for this course are listed in the above table.

[Find out more about the Free TAFE Pathways Program and eligibility](#) or contact us.

## Resource and/or materials costs

Some courses require specific resources or materials necessary for your study eg: tools of the trade, excursions, etc. Final costs will be determined upon enrolment.

## How do I pay my fees?

Once we have processed your enrolment form, you will receive an email with your invoice.

You have [three options when organising your payment](#):

1. [Upfront payment](#) - can be made over the phone with EFTPOS
2. [Payment plan](#) - can be directly debited from your bank account or via a [VET Student Loan](#) (for diploma or advanced diploma courses only)
3. [Paid by employer, school or job network agency](#) - if your fees are being paid by your employer, school or job network agency, you will need to complete an Authority to Invoice form.

Payments will need to be arranged within five(5) business days of receiving the email containing your invoice.

We also offer a range of [scholarships](#) each year which you may be eligible to apply for to assist with course fees.

## Next Steps

*Ready to take the next step? Here you can [make an enquiry](#), [attend an information session](#) or [begin the application process](#).*

## How to apply

There are [five simple steps to apply for a course](#) with us.

1. Apply - complete a [short online application form](#). Once this form is submitted we'll send you a thank-you email.



2. Literacy and Numeracy Assessment - we will assess whether you need to undertake a Language, Literacy and Numeracy (LLN) assessment and email it to you if required.  
If you are not required to undertake this assessment, you will skip to step 3.
3. Chat to our team - your teacher or course specialist will contact you to discuss the course in more detail and ensure the right units of study are selected for you.
4. Enrol – you will be sent an email to accept your offer for the course. By accepting, you will be directed to verify your details and submit your enrolment for processing.
5. Pay - once we've completed your enrolment, we will send you an invoice to arrange [payment of your course fees](#).

If you need any assistance with applying, [contact our team](#) on 1300 648 911 or visit your nearest campus.

## Careers and Course Advice

Not sure which course is right for you? South West TAFE will help you find your way.

Our Careers Coaches at the [Skills and Jobs Centre](#) is here to support you. Whether you're exploring career options, transitioning from school to the workforce or looking to study after school we're here to help you.

## Student Support

As a SWTAFE student, you can access a variety of support services that will enhance your study experience and help you complete your studies successfully. For more information about any of these services, [visit our student page](#).