



COURSE OUTLINE

CERTIFICATE II COMMUNITY SERVICES YEAR 11: 2021



The Certificate II in Community Services will run over two years. Student results will not be available until they have completed the full certificate and results are verified.

Term	Week	Topic and key teaching points	Syllabus content	Assessment
1	1	AIET Induction LLN assessment		LLN Assessment
1	2-7	HLTWHS001 – Participate in workplace health and safety <ul style="list-style-type: none"> • Employer rights and responsibilities • Your responsibilities • WHS legislation • Duty of care • Hazard Identification • Risk and risk assessment • Pre-start checks of equipment • Conduct work safely • Work procedures • Use of chemicals • Causes of stress • Follow emergency response procedures • Client-related risk factors • Manual handling procedures 	Elements <ol style="list-style-type: none"> 1. Follow safe work practices 2. Implement safe work practices 3. Contribute to safe work practices in the workplace 4. Reflect on own safe work practices 	Oral/written responses Observation/demonstration Portfolio
1	8-9	FSKDIG03 – Use digital technology for routine workplace tasks <ul style="list-style-type: none"> • Identifying routine tasks • Digital technology 	Elements <ol style="list-style-type: none"> 1. Prepare to use digital technology 2. Complete routine workplace task 	Oral/written responses Observation/demonstration
2	1-3	<ul style="list-style-type: none"> • Benefits and challenges associated with online client services • Case Studies • Completing routine tasks 		



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2 3	4-10 1-2	CHCCOM005 – Communicate and work in health or community services <ul style="list-style-type: none"> • Communication skills • Defining communication • The Communication Cycle • Telephone technique • Written communication • Individual differences • Questioning techniques • Your values and beliefs 	Elements <ol style="list-style-type: none"> 1. Follow safe work practices 2. Implement safe work practices 3. Contribute to safe work practices in the workplace 4. Reflect on own safe work practices 	Oral/written responses Observation/demonstration
3	3-10	CHCDIV001 – Work with diverse people <ul style="list-style-type: none"> • Communicating with people from diverse backgrounds • Dealing with cross-cultural misunderstandings • Legislation 	Elements <ol style="list-style-type: none"> 1. Reflect on own perspectives 2. Appreciate diversity and inclusiveness, and their benefits 3. Communicate with people from diverse backgrounds and situations 4. Promote understanding across diverse groups 	Oral/written responses Observation/demonstration
4	1-6	BSBWOR202 – Organise and complete daily work activities <ul style="list-style-type: none"> • Setting up the business • Time management • Review and evaluation of your own work performance 	Elements <ol style="list-style-type: none"> 1. Organise work schedule 2. Complete work tasks 3. Review work performance 	Oral/written responses Observation/demonstration