



## COURSE OUTLINE

### CERTIFICATE II COMMUNITY SERVICES YEAR 12: 2020



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	2-9	CHCCOM001 – Provide first point of contact <ul style="list-style-type: none"> <li>Greeting and responding to people accessing the service</li> <li>Collecting and documenting information</li> <li>Confidentiality</li> <li>Identifying and referring clients according to their needs and organisation procedures</li> <li>Collect information from clients</li> <li>Assist clients when contacting other services or agencies</li> </ul>	Elements <ol style="list-style-type: none"> <li>Greet and observe people</li> <li>Follow organisational procedures to collect routine client information</li> <li>Identify priority of need</li> <li>Provide service information</li> </ol>	Oral/written responses Observation/demonstration Portfolio
2	1-8	HLTAID003 – Provide first aid <ul style="list-style-type: none"> <li>Recognising emergency situations</li> <li>Assessing hazards</li> <li>Performing CPR</li> <li>Providing first aid</li> <li>Conveying incident details to emergency staff</li> <li>Confidentiality</li> <li>Debriefing</li> </ul>	Elements <ol style="list-style-type: none"> <li>Respond to an emergency situation</li> <li>Apply appropriate first aid procedures</li> <li>Communicate details of the incident</li> <li>Evaluate the incident and own performance</li> </ol>	Oral/written responses Observation/demonstration



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Term	Week	Topic and key teaching points	Syllabus content	Assessment
2 3	9-11 1-2	FKSLRG11 – Use routine strategies for work-related learning <ul style="list-style-type: none"> <li>• Work related learning goals</li> <li>• Formal and informal learning pathways</li> <li>• Barriers to learning</li> <li>• Learning strategies to achieve learning goal</li> <li>• Seeking feedback</li> </ul>	Elements <ol style="list-style-type: none"> <li>1. Prepare for learning</li> <li>2. Use strategies for learning</li> <li>3. Review own learning progress</li> </ol>	Oral/written responses  Observation/demonstration
3	3-10	BSBWOR201 – Manage personal stress in the workplace <ul style="list-style-type: none"> <li>• Recognising signs and sources of stress</li> <li>• What is stress</li> <li>• Effects of stress overload</li> <li>• The causes of stress</li> <li>• Stress management techniques</li> <li>• Managing time</li> <li>• Personal stamina and resilience</li> <li>• Resilience at work</li> <li>• Work / life balance</li> <li>• What is stress again?</li> <li>• Evaluating stress management techniques</li> </ul>	Elements <ol style="list-style-type: none"> <li>1. Develop personal awareness of stress</li> <li>2. Develop stress management techniques</li> <li>3. Manage time</li> <li>4. Recover from a stressful contact</li> <li>5. Maintain personal stamina and resilience</li> <li>6. Maintain work/life balance</li> </ol>	Oral/written responses  Observation/demonstration