



COURSE OUTLINE

CERTIFICATE II COMMUNITY SERVICES YEAR 11: 2022



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 - 2	<ul style="list-style-type: none"> AIET Induction LLN assessment Worksafe SmartMove Certificates 		LLN Assessment
1	3 - 8	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"> Follow safe work practices Implement safe work practices Contribute to safe work practices in the workplace Reflect on own safe work practices 	Oral/written responses Observation/demonstration Portfolio
1 2	9 – 10 1 - 6	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"> Follow safe work practices Implement safe work practices Contribute to safe work practices in the workplace Reflect on own safe work practices 	Oral/written responses Observation/demonstration



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2 3	4-10 1-2	SITXFSA001 – Use hygienic practices for food safety <ul style="list-style-type: none"> Follow organisational hygiene procedures Identifying and reporting any unsafe practices, food contamination and food hazards Report personal health issues likely to cause a hygiene risk Use of PPE Prevent food contamination from clothing and worn items Personal hygienic practices Washing hands procedure 	Elements <ol style="list-style-type: none"> Follow hygiene procedures and identify food hazards Report any personal health issues Prevent food contamination Prevent cross-contamination by washing hands 	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"> Reflect on own perspectives Appreciate diversity and inclusiveness, and their benefits Communicate with people from diverse backgrounds and situations Promote understanding across diverse groups 	Oral/written responses Observation/demonstration
4	1 - 5	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"> Organise work schedule Complete work tasks Review work performance 	Oral/written responses Observation/demonstration