



COURSE OUTLINE

CERTIFICATE II COMMUNITY SERVICES YEAR 12: 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	AIET Induction LLN assessment		LLN Assessment
1	2-8	HLTAID011 – Provide first aid <ul style="list-style-type: none"> • Recognising emergency situations • Assessing hazards • Performing CPR • Providing first aid • Conveying incident details to emergency staff • Confidentiality • Debriefing 	Elements <ol style="list-style-type: none"> 1. Respond to an emergency situation 2. Apply appropriate first aid procedures 3. Communicate details of the incident 4. Review the incident 	Oral/written responses Observation/demonstration
1 2	9-10 1-6	CHCCOM001 – Provide first point of contact <ul style="list-style-type: none"> • Greeting and responding to people accessing the service • Collecting and documenting information • Confidentiality • Identifying and referring clients according to their needs and organisation procedures • Collect information from clients • Assist clients when contacting other services or agencies 	Elements <ol style="list-style-type: none"> 1. Greet and observe people 2. Follow organisational procedures to collect routine client information 3. Identify priority of need 4. Provide service information 	Oral/written responses Observation/demonstration Portfolio

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2 3	7-10 1-2	<p>HLTINF001 – Comply with infection prevention and control policies and procedures</p> <ul style="list-style-type: none"> Hand hygiene practices and procedures Use of PPE Policies and procedures for handling and cleaning of linen, contaminated waste, clothing etc. Precautions to minimise transmission of infection Identify and assess risks of infection hazards Minimise contamination and spills 	<p>Elements</p> <ol style="list-style-type: none"> Follow standard and additional precautions for infection prevention and control Identify infection hazards and assess risks Follow procedures for managing risks associated with specific hazards 	<p>Oral/written responses</p> <p>Observation/demonstration</p>
3	3-8	<p>SITXFSA001 – Use hygienic practices for food safety</p> <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 	<p>Elements</p> <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 	<p>Oral/written responses</p> <p>Observation/demonstration</p>
3	9-10	<p>SITHFAB002 - Provide Responsible Service of Alcohol (RSA)</p> <p>Time permitting, or students to do in own time</p> <ul style="list-style-type: none"> Alcohol legislation and legalities Standard drinks sizes Dealing with difficult and intoxicated customers Communication and conflict resolution strategies 	<p>Elements</p> <ol style="list-style-type: none"> Sell or serve alcohol responsibly Assist customers to drink within appropriate limits Assess alcohol affected customers and identify those to whom sale or service must be refused Refuse to provide alcohol 	<p>Oral/written responses</p> <p>Observation/demonstration</p>