



Australian Government

Department of Education, Employment and Workplace Relations

CHC41008 Certificate IV in Community Services Advocacy

Release: 1

CHC41008 Certificate IV in Community Services Advocacy

Modification History

Not Applicable

Description

This qualification covers workers who provide information, advice and advocacy and would also be appropriate for community education and policy workers.

Occupational titles may include:

- Community education worker
- Community legal officer
- Court support worker
- Information worker
- Para-legal worker
- Phone advice worker
- Tenant advice and advocacy service coordinator
- Tenant advice and advocacy worker
- Welfare rights worker
- Worker in peak organisation

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

Packaging Rules

PACKAGING RULES

15 units are required for award of this qualification including:

- 9 core units
- 6 elective units

A wide range of elective units is available, including:

- Relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the NTIS or other public listing

Core units

BSBINM201A Process and maintain workplace information

CHCAD401D Advocate for clients

CHCCD412B Work within a community development framework

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400B Work within a relevant legal and ethical framework

CHCNET402A Establish and maintain effective networks

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

HLTOHS300B Contribute to OHS processes

The importance of culturally aware and respectful practice

All workers undertaking community services advocacy work need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

Relevant electives

Electives are to be selected in line with specified Packaging Rules. The following list of electives is provided to facilitate selection. Employers may specify that certain electives are required to address specific workplace needs.

CHCAC318B Work effectively with older people

CHCAD504A Provide advocacy and representation services

CHCAD603A Provide systems advocacy services

<u>CHCAOD402B</u>	<u>Work effectively in the alcohol and other drugs sector</u>
<u>CHCCD402A</u>	<u>Develop and provide community education projects</u>
<u>CHCCD404D</u>	<u>Develop and implement community programs</u>
<u>CHCCD505D</u>	<u>Develop community resources</u>
<u>CHCCH301B</u>	<u>Work effectively in social housing</u>
<u>CHCCH427A</u>	<u>Work effectively with people experiencing or at risk of homelessness</u>
<u>CHCCH522A</u>	<u>Undertake outreach work</u>
<u>CHCCHILD404A</u>	<u>Support the rights and safety of children and young people</u>
<u>CHCCS411B</u>	<u>Work effectively in the community sector</u>
<u>CHCCS422A</u>	<u>Respond holistically to client issues and refer appropriately</u>
<u>CHCCS503A</u>	<u>Develop, implement and review services and programs to meet client needs</u>
<u>CHCDIS301B</u>	<u>Work effectively with people with a disability</u>
<u>CHCINF407D</u>	<u>Meet information needs of the community</u>
<u>CHCLEG411A</u>	<u>Use relevant legislation in response to client needs</u>
<u>CHCLLN403A</u>	<u>Identify clients with language, literacy and numeracy needs and respond effectively</u>
<u>CHCNET404A</u>	<u>Facilitate links with other services</u>
<u>CHCORG405D</u>	<u>Maintain an effective work environment</u>
<u>CHCORG506D</u>	<u>Coordinate the work environment</u>
<u>CHCPOL402B</u>	<u>Contribute to policy development</u>
<u>CHCPOL403B</u>	<u>Undertake research activities</u>
<u>CHCPOL404A</u>	<u>Undertake policy review</u>

The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups.

Tenant advice and advocacy electives

<u>CHCAD505A</u>	<u>Represent clients in court (<i>Note pre-requisite: CHCLEG411A</i>)</u>
<u>CHCCD402A</u>	<u>Develop and provide community education projects</u>
<u>CHCCD505D</u>	<u>Develop community resources</u>
<u>CHCCH428A</u>	<u>Work effectively within the Australian housing system</u>
<u>CHCCS407B</u>	<u>Operate referral procedures</u>
<u>CHCINF407D</u>	<u>Meet information needs of the community</u>
<u>CHCLEG411A</u>	<u>Use relevant legislation in response to client needs</u>
<u>CHCPOL404A</u>	<u>Undertake policy review</u>

Social housing

<u>CHCCH301B</u>	<u>Work effectively in social housing</u>
<u>CHCCH427A</u>	<u>Work effectively with people experiencing or at risk of homelessness</u>

Working with people with alcohol and other drug issues

<u>CHCAOD402B</u>	<u>Work effectively in the alcohol and other drugs sector</u>
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Working with people with mental health issues

<u>CHCMH301B</u>	<u>Work effectively in mental health</u>
<u>CHCMH402A</u>	<u>Apply understanding of mental health issues and recovery processes</u>
<u>CHCMH411A</u>	<u>Work with people with mental health issues</u>

Working with people with a disability

<u>CHCDIS301B</u>	<u>Work effectively with people with a disability</u>
<u>CHCDIS411A</u>	<u>Communicate using augmentative and alternative communication strategies</u>
<u>CHCICS409A</u>	<u>Recognise and respond to suspected abuse of vulnerable people</u>

Child protection electives

CHCCHILD401A Identify and respond to children and young people at risk

CHCPROT429A Work collaboratively to maintain a child safe environment

Settlement work

CHCSW401A Work effectively with forced migrants

CHCSW402A Undertake bicultural work with forced migrants in Australia