



Australian Government

Department of Education, Employment and Workplace Relations

CHC41012 Certificate IV in Community Services Advocacy

Release: 1

CHC41012 Certificate IV in Community Services Advocacy

Modification History

| CHC08 Version 3 | CHC08 Version 4 | Comments |
|--|--|------------------------|
| CHC41008 Certificate IV in Community Services Advocacy | CHC41012 Certificate IV in Community Services Advocacy | Updated core WHS units |

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 TGA 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
CHCCS400C Work within a relevant legal and ethical framework
CHCNET402B 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
HLTWHS300A Contribute to WHS 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
CHCAD504B Provide advocacy and representation services
CHCAD603B Provide systems advocacy services
CHCAOD402B Work effectively in the alcohol and other drugs sector
CHCCD402B Develop and provide community education projects
CHCCD404E Develop and implement community programs
CHCCD505E Develop community resources
CHCCH301C Work effectively in social housing
CHCCH427B Work effectively with people experiencing or at risk of homelessness
CHCCH522B Undertake outreach work
CHCCHILD404B Support the rights and safety of children and young people
CHCCS411C Work effectively in the community sector
CHCCS422B Respond holistically to client issues and refer appropriately
CHCCS503B Develop, implement and review services and programs to meet client needs
CHCDIS301C Work effectively with people with a disability
CHCINF407D Meet information needs of the community
CHCLEG411A Use relevant legislation in response to client needs
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively
CHCNET404B Facilitate links with other services
CHCORG405E Maintain an effective work environment
CHCORG506E Coordinate the work environment
CHCPOL402C Contribute to policy development
CHCPOL403C Undertake research activities
CHCPOL404A Undertake policy review

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

CHCAD505A Represent clients in court (*Note pre-requisite: CHCLEG411A*)
CHCCD402B Develop and provide community education projects
CHCCD505E Develop community resources
CHCCH428B Work effectively within the Australian housing system
CHCCS407C Operate referral procedures
CHCINF407D Meet information needs of the community
CHCLEG411A Use relevant legislation in response to client needs
CHCPOL404A Undertake policy review

Social housing

CHCCH301C Work effectively in social housing
CHCCH427B Work effectively with people experiencing or at risk of homelessness

Working with people with alcohol and other drug issues

CHCAOD402B Work effectively in the alcohol and other drugs sector

Working with people with mental health issues

CHCMH301C Work effectively in mental health
CHCMH402B Apply understanding of mental health issues and recovery processes
CHCMH411A Work with people with mental health issues

Working with people with a disability

CHCDIS301C Work effectively with people with a disability

CHCDIS411A Communicate using augmentative and alternative communication strategies

CHCICS409A Recognise and respond to suspected abuse of vulnerable people

Child protection electives

CHCCHILD401B 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

CHCSW402B Undertake bicultural work with forced migrants in Australia