



Portland WorkSkills Inc.
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Refund Policy

Government Funded Training Programs

Refunds will be made in the following circumstances:

1. To learners who have overpaid the tuition/administration fee.
2. Where Portland WorkSkills cancels the course.
3. Where the learner's application for enrolment is declined by Portland WorkSkills, a refund of all fees will be made, within 30 days, without deduction.
4. When, the learner provides evidence of eligibility for a concession to reduce the amount already paid in tuition fees. Evidence to be provided prior to course commencement.
5. Where a learner withdraws, by written notice, from government-funded training or further education in a qualification at any time up until 4 weeks after the scheduled commencement date of classes, Portland WorkSkills will refund the tuition contribution paid in respect of the enrolment and any other fees and charges paid by or on behalf of the learner which have not been expended.
6. For the purposes of clause 5, if a learner withdraws from only part of an enrolment, Portland WorkSkills will only refund the portion of the tuition fee and materials fee applicable to that part of the course.
7. If a learner has paid a fee for tuition which is no longer required because of recognition of prior learning, Portland WorkSkills will refund an amount equal to the difference between the tuition fee paid, and the tuition fee payable for the adjusted hours of tuition that are to be undertaken. Please note that the RTO may charge a fee for the assessment of RPL.
8. Portland WorkSkills will refund the learner for the hours granted where a Credit Transfer has been granted and therefore reduce the number of nominal scheduled training hours.

Fee-for-Service Training

1. As above for clauses 1, 2 and 3.
2. Portland WorkSkills reserves the right to retain an administrative fee for learners who have enrolled in a course but failed to attend without notifying WorkSkills.
3. Course deposits on Fee for Service courses will not be refunded when a learner does not attend scheduled sessions.
4. Learners enrolling in Fee for Service courses are advised to consider carefully. Course costs are kept to a minimum for learners. Therefore, if a learner withdraws, in writing, from a Fee for Service course
 - an administrative fee will be retained by WorkSkills
 - a refund will only be provided if the course has not commenced
 - fees will not be refunded after the commencement of the course except those fees that have been charged for materials and/or General Service and the materials/General Service have not been provided as yet.



Certificate II
in Community
Services
(CHC22015)
2018



This course is delivered to eligible individuals with funding support from the Victorian and Commonwealth governments.



Certificate II in Community Services (CHC22015)

COURSE SUMMARY

This qualification may be used as a pathway for workforce entry as community services workers who provide a first point of contact and assist individuals in meeting their immediate needs. At this level, work takes place under direct, regular supervision within clearly defined guidelines.

ENTRY REQUIREMENTS

There are no formal pre-requisites. To complete the course, prospective students will need basic literacy and numeracy skills. Additional literacy and numeracy support is available.

Basic computer skills would be an advantage. Students with previous studies and/or experiences relevant to this qualification will be offered Credit Transfers (CT), Recognition of Prior Learning (RPL) or Recognition of Current Competencies (RCC). People with disabilities are encouraged to participate.

PATHWAYS

Further Study

Internal - Certificate III in Individual Support, Certificate IV in Ageing Support or Certificate IV in Disability

External - Nationally recognised training is available, at Certificate III and higher levels, through Registered Training Organisations. Studies may focus on Aged Care, Child Care, Disability Studies, Welfare, Youth Work etc.

Employment

Open employment as a Community Services worker.

COURSE OUTLINE & CONTENT

Certificate II in Community Services requires satisfactory completion of 5 core units and 4 elective units.

Units

- CHCCOM001 Provide first point of contact
- CHCCOM005 Communicate and work in health or community services
- CHCDIV001 Work with diverse people
- HLTWHS001 Participate in workplace health and safety
- BSBWOR202 Organise and complete daily work activities
- CHCVOL001 Be an effective volunteer
- FSKWGT09 Write routine workplace texts
- HLTAID003 Provide first aid
- HLTFSE001 Follow basic food safety practices

ENROLMENT PROCEDURES

1. Pre-enrolment interview. Contact WorkSkills to arrange an appointment
2. Pre-training review.
3. Enrolment form and evidence of eligibility.
4. RPL and/or Credit Transfers identified.
5. Determination of fees as they apply to your enrolment.
6. Enrolment is confirmed on receipt of fees.
7. Classes are due to commence in Term 3, 2018

COURSE COSTS

Course fees vary depending on each individual's situation. Under the Victorian Skills First Program, a government contribution is available for tuition for eligible individuals. To be eligible for the Skills First Program you must:

- be an Australian citizen; **or**
- a holder of a permanent visa; or
- a New Zealand citizen
- **and**
- be upskilling **OR**
- be under 20 years of age as at 1 January 2018

To be eligible for concession you must meet the above criteria **and** have a valid concession card.

To find out more about your eligibility, contact WorkSkills on 5523 1645.

Tuition Fees

Skills First eligible	\$375.00
Concession	\$75.00
Fee-for-Service students	\$1,600.00

Learners may apply for fee support through WorkSkills' Education, Training & General Support Fund.

Materials & General Service Fees

Materials up to \$222 (includes learner guides, handouts, First Aid and Food Handling materials etc.)

General Service Fee \$50

NB. Costs are indicative only and may be adjusted. Each student will be advised of actual costs at time of enrolment.