



Study with us

# CHC32015 Certificate III in Community Services



This qualification prepares you for entry-level roles where you'll help individuals in community settings and contribute to delivering community-based programs. You'll gain practical skills to make a positive impact and support people to live safer, more connected lives.

## Where and When:

- 3 days per week (Wed, Thurs, Frid)
- Duration: 20 weeks which includes practical placement
- Rolling admissions are available until classes reach full capacity.
- Location: Yarraville Community Centre, 59 Francis St, Yarraville
- Face to face / hybrid / online study options. For hybrid study you must have access to a laptop/desktop, the Microsoft office package and an internet browser
- Face to face for practical

## Assessment Method:

- Assessment methods: Written questions, scenarios/case study, role play, research, projects and observation of practical skills during work placement.

## Pathways:

- This qualification prepares you for roles as Community Service Workers, Contact Officers, Care Service Employees or Support Workers in the community services sector.



**Course starts :  
22 April 2026**

**Rolling intake for 2026!  
Enrolments are being  
accepted, unless classes  
reach capacity.**

## HOW TO ENROL

Contact Karishma Karki for further information and to enrol.  
E: [Education\\_Manager@ycc.net.au](mailto:Education_Manager@ycc.net.au)  
P: 03 9687 1560

Yarraville Community Centre Inc

59 Francis Street, Yarraville

[info@ycc.net.au](mailto:info@ycc.net.au) | 03 9687 1560

[www.ycc.net.au](http://www.ycc.net.au) RTO TOID: 4207





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To be awarded this qualification, learners must successfully complete a total of 12 units of competency (includes 5 core and 7 electives). Refer to the units following.

Unit Code	Unit Title	Nominal Hours
CHCCCS016	Respond to client needs (core)	60
CHCCOM005	Communicate and work in health or community services (core)	30
CHCDIV001	Work with diverse people (core)	40
HLTWHS002	Follow safe work practices for direct client care (core)	25
HLTWHS006	Manage personal stressors in the work environment (core)	25
CHCADV001	Facilitate the interests and rights of clients (elective)	100
CHCCOM001	Provide first point of contact (elective)	35
CHCCDE019	Work within a community development framework (elective)	75
CHCPRT025	Identify and report children and young people at risk (elective)	40
CHCSET003	Work with forced migrants (elective)	50
CHCSET004	Undertake bicultural work with forced migrants in Australia (elective)	55
CHCMHS007	Work effectively in trauma-informed care	40
CHCCCS020	Respond effectively to behaviours of concern	20

Concessions and special eligibility rules apply.  
Please refer to the website for eligibility rules, fees and charges.

\*Subject to interview

This training is delivered with Victorian and Commonwealth Government funding.  
Individuals with disabilities are encouraged to access training through the Skills First program.

## Yarraville Community Centre Inc

59 Francis Street, Yarraville

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Close to Public Transport. Bus 409

stops outside the Centre