



Community Service

CHC32015

Certificate III in Community Services

All information correct as of Jul 2025

ABOUT THE COURSE

This qualification reflects the role of entry level community services workers who support individuals through the provision of person-centred services. Work may include day-to-day support of individuals in community settings or support the implementation of specific community-based programs.

At this level, work takes place under the direction of others and supervision may be direct or indirect. Work may take place in a range of community services organisations.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

JOB ROLES

The following job roles are defined for this course:

- Residential Support Worker
- Aboriginal Intake and Referral Worker
- Community care worker
- Client Contact, Aboriginal Community Development Worker
- Welfare Support Worker
- Support Worker (Community Services)

PATHWAYS FROM THIS QUALIFICATION

After completing the Certificate III in Community Services the participant may continue further qualifications in this industry including Certificate IV qualifications.

COURSE REQUIREMENTS

There are no entry requirements for this course.

COURSE LOCATION, DURATION AND MODE OF STUDY

Locations: Batchelor campus

Duration: 1 year full time study,
2 year part-time study

Mode: Workshop (on campus)

Workshops: This course includes approx. 10 x 1 week workshops

COURSE FEES

Students who are Northern Territory (NT) residents and wish to enrol in a course that is subsidised by the Northern Territory and/or Commonwealth Government will also be charged fees.

The fees will be charged at:

- \$2.20 per nominal hour for enrolment

Freecall 1800 677 095
Email enquiries@batchelor.edu.au
RTO provider 0383

batchelor.edu.au



**Batchelor
Institute**

Students are eligible to apply for a fee exemption in accordance with Fee Exemption rules for the relevant year
<https://www.batchelor.edu.au/students/fees/>

More information regarding course fees and paying course fees can be found on the Batchelor Institute website
<https://www.batchelor.edu.au/students/fees/>

FEE FREE TAFE PLACES

Batchelor Institute is offering Fee Free TAFE (Vocational Education and Training (VET) places in 2025. Fee Free TAFE is a joint initiative of the Australian and Northern Territory Governments to provide tuition-free training places to students wanting to train, retrain or upskill with an approved Registered Training Organisation (RTO).

For eligible students, this means that 2025 course fees for subsidised courses will be fee free, however places are limited. For more information, please visit <https://www.batchelor.edu.au/students/fees/>

MATERIALS AND EQUIPMENT

The learner must provide the following materials and equipment:

- Basic stationery—paper, pencil, pen

COURSE REQUIREMENTS

To achieve CHC32015 Certificate III in Community Services a total of 12 units of competency must be completed comprising of 5 core and 7 elective units as detailed in the packaging rules and listed below.

The core units are mandatory. The elective units have been selected following consultation with local industry requirements. The elective units may vary between delivery locations.

Core Units (5 required)

Unit Code	Unit Title	Nominal Hours
CHCCCS016	Respond to client needs	60
CHCCOM005	Communicate and work in health or community services	30
CHCDIV001	Work with diverse people	40
HLTWHS002	Follow safe work practices for direct client care	25
HLTWHS006	Manage personal stressors in the work environment	25

Elective Units (7 required)

Unit Code	Unit Title	Nominal Hours
CHCAOD002	Work with clients who are intoxicated	50
CHCCCS017	Provide loss and grief support	55
CHCCCS019	Recognise and respond to crisis situations	45
CHCDFV001	Recognise and respond appropriately to domestic and family violence	50
CHCMHS001	Work with people with mental health issues	80
CHCPRT001	Identify and respond to children and young people at risk	40
HLTAID011	Provide First Aid	18

General information

BACHELOR INSTITUTE ENTRY REQUIREMENTS

Literacy and Numeracy

When you enrol in a course at Batchelor Institute, you should be able to speak, read and write in English at the level required for the course you are undertaking. If you need help to improve your literacy and numeracy skills, there are specific courses and other assistance available.

Minimum age for students

Students must meet the minimum age requirement to be able to enrol with Batchelor Institute. The minimum age will depend on several factors.

Where:

- Training is delivered in a regional or remote community, and the student no longer engages and/or participates in secondary schooling, the student must be 15 years or older at the time training commences
- Training is delivered on the Batchelor Campus or Desert People Centre Campus, and where the student attends training during the day, but are not accommodated overnight, the student must be 17 years or older at the time training commences; or
- Training is delivered in any location, and the student requires to be travelled by Batchelor Institute to a training delivery location, the student must be 18 years or older at the time training commences.

ABSTUDY

You will need to apply to ABSTUDY once you have enrolled at Batchelor Institute so your travel can be arranged (if travel is applicable). To do this you will need to obtain a VET Enrolment and Fees Invoice from the Institute and then take it to your nearest Centrelink Office, to complete an ABSTUDY application.

STUDENT TRAVEL

The Away from Base (AFB) Mixed-Mode program supports Indigenous students who are studying an approved mixed-mode course by distance education to access compulsory course elements in another location away from their permanent home for short periods of time.

A 'mixed-mode' AFB course is a nationally accredited course that is delivered through a combination of distance education and face-to-face residential teaching. AFB contributes towards the costs of travel, meals and accommodation.

If you have to attend a workshop away from your home, are in receipt of ABSTUDY and are enrolled in an ABSTUDY approved course, your travel, accommodation and meals will be organised by Batchelor Institute.

RECOGNISING YOUR KNOWLEDGE

Batchelor Institute recognises the importance of skills and knowledge that you may already have. You may have gained these through other work or study you have done or through life experience.

Recognition of Prior Learning (RPL) is a process that tries to match these skills and knowledge to the outcomes of your course to assess whether you have achieved the required learning outcomes. If you think you are eligible for RPL, contact us for more information.

Batchelor Institute also recognises qualifications and statements of attainments gained from any other Australian Registered Training Organisation, where nationally accredited training has been undertaken. This form of recognition may include Credit Transfers.

EDUCATIONAL AND STUDENT SUPPORT

Students who have been identified as needing additional support services, beyond those already in place, will have the required support outlined in their individual training plan, and the necessary services will be arranged accordingly.

Student Support

Freecall: 1800 677 095 | Email: student.support@batchelor.edu.au

TIMETABLES

Timetables for students attending workshops at the Batchelor or Desert Peoples Centre Campuses can be found here:
<https://www.batchelor.edu.au/students/timetables/>

OTHER COURSES

Batchelor Institute offers many VET courses across a range of different disciplines. You can study courses relating to community services, construction, health, business, education, resource and infrastructure and creative arts.

To get more information about Batchelor Institute and the courses we offer, go to:
<https://www.batchelor.edu.au/students/courses/vet-courses/>

FOR MORE INFORMATION

Please visit: <https://training.gov.au/Training/Details/CHC32015>