



We deliver face-to-face training in various locations across Brisbane, Bay Islands, Ipswich, Gold Coast, Sunshine Coast and Hervey Bay.

Phoenix  
Learning

HEAD OFFICE  
154 BAY TERRACE  
WYNNUM QLD 4178  
Ph: 0411 833 566



# CHC32015 Certificate III in Community Services

**Rolling Intakes - all students can work at their own pace with a commitment of one day a week face-to-face study in one of our optional locations and on our flexible training days.**

**Entry-level** course with possible outcomes as a Community Support Worker, Community and Individual Support Worker, Home Care Worker, Education Aide, Juvenile Justice Officer, Youth Housing Support Worker.

- Respond To Client Needs
- Communicate And Work In Health Or Community Services
- Work With Diverse People
- Follow Safe Work Practices For Direct Client Care
- Manage Personal Stressors In The Work Environment
- Work In Alcohol And Other Drugs Context
- Develop And Maintain Networks And Collaborative Partnerships
- Support Group Activities
- Work With People With Mental Health Issues
- Work Legally And Ethically
- Respond To Client Language, Literacy And Numeracy Needs
- Facilitate The Interests And Rights Of Clients

12  
UNITS OF  
COMPETENCY  
NO PLACEMENT  
REQUIRED



Phoenix Learning is approved to deliver this nationally recognised training program on behalf of Help Training Institute (RTO 1653)

**How to Start** - Contact Cherie on 0411 833 566 - email [cherie@phoenixlearning.com.au](mailto:cherie@phoenixlearning.com.au) - or complete and expression of interest form on: [www.phoenixlearning.com.au](http://www.phoenixlearning.com.au)