COLLEGE AUSTRALIA

Learn for Life

CHC22015 Certificate II in Community Services

Impact individuals and community's lives by identifying immediate needs and providing quality care as you become the first point of contact in supporting peoples health and well-being wthin a community care framework.

Duration:
6 - 12 months

Method:
Online, Blended, RPL

Payment:
Upfront,
Payment Plan

Funding:
N/A

What can I expect?

Kick-start a rewarding journey in Community Services as you build the essential skills and knowledge to support individuals and communities. This entry-level qualification is designed to boost your confidence and prepare you to step into the sector as a capable, compassionate first point of contact.

You'll learn how to recognise immediate needs, provide practical support, and connect people with the right services—playing an important role in care, advocacy, and positive change. As the friendly face of support, you'll be helping make a real difference where it matters most.

This qualification can also open doors to further study or a career in community services, where you may work directly with clients, identify their needs, and refer them to appropriate support networks. It's a meaningful pathway into a sector that's all about people, purpose, and impact.

Career Pathway Potential

- Administration Assistant
- Assistant Community Services Worker
- Health Administrative Worker

Qualification Structure:

- **Total Number of Units: 9**
- **5 Core Units**
- **4 Elective units**

Nationally Recognised Training

Skills Assure
Proud to be a Queensland Government subsidised training provider

Core Units:

CHCCOM005
Communicate and work in health or community services

CHCDIV001
Work with diverse people

CHCCOM001
Provide first point of contact

HLTWHS001
Participate in workplace health and safety

BSBWOR202
Organise and complete daily work activities

Elective Units:

SELECT 4 FROM THE LIST BELOW

BSBPEF201
Support personal wellbeing in the workplace

BSBOPS203
Deliver a service to customers

HLTINF006
Apply basic principles and practices of infection prevention and control

FSKNUM014
Calculate with whole numbers and familiar fractions, decimals and percentages for work

FSKOCM007
Interact effectively with others at work

FSKRDG010
Read and respond to routine workplace information

FSKWTG009
Write routine workplace texts

Workplace Requirement
N/A

Entry Requirements:
Not Applicable

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Visit our website ca.edu.au or call us on 07 3255 0506 for more information and current pricing. All information is correct at the time of printing. While every attempt is made to ensure that information is updated and accurate, some changes may occur without notice. V26.0

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