About this course

**There is an ongoing skill shortage in Community Services — employment prospects are high**

This course is ideal for support workers, case workers and client contact officers; generally, positions with direct contact with clients, providing day-to-day support.

All of our Community Service qualifications have flexible training delivery modes and the option to **study on the job**. This means you get the most relevant skills and the opportunity to form industry contacts.

You’ll also be mentored by attentive and caring lecturers who have extensive experience in the industry.

**Gain these skills**

- Interpersonal skills to work in residential and community settings with clients
- Identify their needs and plan and develop appropriate services
- Insight into the community services sector including mental health, alcohol and other drug services and domestic violence services
- Learn about the ethical and legal responsibilities of community workers

**Is this course right for me?**

I have the following attributes:

- Positive, can-do approach, and a friendly, caring attitude
- Respectful, resilient and empathetic
• Sound, sensible decision-making skills
• A non-judgmental attitude and ability to maintain confidentiality
• Able to demonstrate good judgment and common sense in dynamic and challenging environments
• Sound understanding of the importance of personal and professional boundaries

**Delivery mode information**

**Online**
With online study you will be completing your course via an online platform which contains all your study material and assessments. You will be provided a login and password to access this material once you have been enrolled at North Metropolitan TAFE.

Online is a little different to on-campus study as you do not have face to face contact with your lecturers and you do not engage directly with fellow students during every-day class activities. If on-campus study is not your preference, then online study is a great option. Rest assured you will be supported by your online lecturers.

You will also have access to lecturers via your online dashboard. The lecturers will help to clarify your concerns, assist with the course content, mark your assessments and provide you with feedback if required

**Qualifications are broken down into stages with an intensive practical skills workshop run at the end of each stage.** You will only need to enrol and pay for one stage at a time.

A Work Placement is compulsory for students undertaking a Certificate IV or Diploma as some units in these qualifications require you to demonstrate your skills in a work place setting. These units will be highlighted on your study plan.

**To enquire or enrol please fill out the Course Enquiry Form**

**Part-time**
With part time study you will be completing your course on-campus with face to face contact with your lecturers and fellow students during every-day class activities.

**Qualifications are broken down into stages to try and suit your availability**.
If you are planning on completing a Certificate III or IV level course we will recommend that the course be broken into 2 or 3 stages over 12 - 18 months
If you are planning on completing a Diploma level course we will recommend that the course be broken into 3 or 4 stages over 18 - 24 months

A Work Placement is compulsory for students undertaking a Certificate IV or Diploma as some units in these qualifications require you to demonstrate your skills in a work place setting. These units will be highlighted on your study plan.

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**Work-based**
Workplace training offers a flexible, self-paced study program which combines workplace recognition of prior learning and individualised ‘gap’ training to attain your qualification.

Workplace training means every time you go to work you are learning and demonstrating competence whilst working towards your qualification. The flexibility of workplace training allows you to structure and perform learning and assessment in a way that fits into your professional and personal life.
Learning and assessment plans are created on an individual level in consultation with you and/or your employer. Workplace training assessment is conducted using numerous methods including practical demonstration and observation, question and answer interviews, written tasks, supervisor reports and workshops.

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Overview

Entrance requirements

<table>
<thead>
<tr>
<th>School Leaver</th>
<th>Non-School Leaver</th>
<th>AQF</th>
</tr>
</thead>
<tbody>
<tr>
<td>OLNA or NAPLAN 9 Band 8</td>
<td>C Grades in Year 10 English and Maths or equivalent</td>
<td>Certificate I or Certificate II</td>
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Job opportunities

Community Support Worker Welfare Worker

Other job titles may include:

- Aboriginal Intake and Referral Worker
- Aboriginal Community Development Worker
- Accommodation Support Worker
- Residential Support Worker
- Neighbourhood Centre Worker
- Youth Housing Support Worker
- Welfare Support Worker

Please note this list should be used as a guide only as job titles and qualification requirements may vary between organisations.

Fees and charges

View our Indicative Fees list

Local full time students

Course fees are made up of two components, tuition fees and resource fees.

Tuition fees are determined by multiplying the course fee rate by the nominal hours, which is the number of hours in which an average student could be expected to complete each unit. They are not the hours of training or instruction.

Resource fees are charges for material that are essential to a course or unit, and are purchased by NMT to be used
by students during the course.

Fees may vary depending on the units you are enrolled in so an approximate amount has been shown. You will be given the exact amount of your fees at enrolment. Part time student fees will vary depending on the number of units you are enrolled in.

Please note, you may also need to buy textbooks or equipment for your course.

**International Students**

Check [TAFE International WA](#) to confirm this course is available to international students. You will pay your tuition fees to TIWA.

**Please note, fees are subject to change.**