



Student Information – Individual Support – Bathurst

This program will provide an introduction to working in community services and providing individual support. This is nationally recognised training is appropriate for participants who are 15 – 40 years of age and have left school. Using an RU Ready assessment, participants will develop their language, literacy and numeracy skills. This training provides a pathway and training credit towards a traineeship or continued study in Certificate III in Individual Support (CHC33015).

In a partnership with Skillset, TAFE Western will conduct the training and assessment for the Skills4Trade program and will issue a statement of attainment for units of competency successfully completed.

Work Preparation and Work Placement:

Participants will be provided work preparation training and up to five days negotiated work experience. This work experience will be offered to students who successfully complete training and demonstrate commitment through a strong attendance. If you wish to accept work experience (when offered), you will need to complete a Police Check at a cost of \$24 prior to commencement of the work experience.

This course runs 2 – 3 days per week from the 19th February to the 19th March.

The final timetable, including Graduation date will be provided at Induction.

Individual Support:	8 Days – 9.15 am – 4.00 pm
Customer Service:	1 day - TBC
Work Preparation:	2 days - TBC
Work Tour:	TBC
Training Venue:	Bathurst College of TAFE, Panorama Avenue BATHURST
Bring:	Paper, pen and lunch. Canteen facilities available if required.
Wear:	Warm, comfortable clothes

Unit of Competency	Individual Support
CHCCOM005	
Communicate and work in health or community services	This unit describes the skills and knowledge required to communicate effectively with clients, colleagues, management and other industry providers.
CHCDIV001	
Work with diverse people	This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people. This unit applies to all workers in community services.
HLTWHS002	
Follow safe work practices for direct client care	This unit describes the skills and knowledge required for a worker to participate in safe work practices to ensure their own health and safety, and that of others in work environments that involve caring directly for clients. It has a focus on maintaining safety of the worker, the people being supported and other community members.

Unit of Competency	Customer Service
BSBCUS201	
Deliver a service to customers	This unit describes the skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback. It applies to individuals who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of customer service in a defined context under direct supervision or with limited individual responsibility.

Unit of Competency	Foundation Skills: Work Preparation and Work Placement
FSKOCM03	
Participate in simple spoken interactions at work	This unit describes the skills and knowledge required to participate in a limited range of simple spoken interactions in the workplace, such as talking with co-workers, participating in workplace meetings, giving and responding to simple instructions, receiving and passing on simple messages, or talking with clients
FSKWTG02	
Write basic texts	This unit describes the skills and knowledge required to complete basic workplace formatted texts which may be in printed or digital format, such as personnel forms, time sheets, checklists and maintenance logs. The unit applies to individuals who need writing skills at Australian Core Skills Framework (ACSF) level 1 to undertake a vocational training pathway or workplace tasks. This unit is designed for integration and contextualisation with vocational units to support achievement of vocational competency.

Register online (www.skillset.com.au/skills-4-trade) or for more information contact Juliet Dalton 0418 225 234 or skills4trade@skillset.com.au