



**Yalga-binbi Institute
for Community Development**

National Provider No. 31116

**Certificate III
in Community
Services Work**

CHC30802

Course Handbook

*Transforming
communities*

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YALGA-BINBI INSTITUTE

The Yalga-binbi institute is an Indigenous organisation that promotes self determination and community development in Australian Indigenous communities.

Yalga-binbi Institute has had fifteen years of experience in the community development area, especially with Indigenous communities in North Queensland.

The Institute's work has been at the forefront of change in Indigenous communities, initiating such projects as the community justice group program and community based adult education initiatives.

Yalga-binbi Institute is a Registered Training Organisation for the delivery of the Diploma of Community Development (CHC51402), Diploma of Christian Ministry(30269QLD), Certificate IV in Christian Ministry (30268QLD), Certificate IV in Community Development (CHC41902) and Certificate III in Community Services Work (CHC30802). It has a large body of expertise to provide for the learning needs of students in the community development area.

The Institute is an agency of the Uniting Aboriginal and Islander Christian Congress of the Uniting Church in Australia(UAICC). The Congress is a national body controlled and managed by indigenous people. The Congress has initiated projects such as Shalom Christian College in Townsville, Narana Creations in Geelong and Black Ink Press a publishing venture which gives support to Indigenous writers and artists

The Institute is based in Townsville, North Queensland.



Mrs Lurleen Blackman is the Director.



STAFF



Mr Sam Reuben
Training Co-ordinator



Ms Norayah Bindoraho
Administration Officer

TEACHING STAFF



Mr John Adams
Course Co-ordinator
Community Development Studies

The co-ordinator of the Community Development Courses is John Adams BSc (Hons), TSTC, MICD.

John has had over twenty years experience as a community development worker in Indigenous communities, particularly in northern Queensland. He helped establish an office for Yalga-binbi Institute in Cairns from 1990 to 1998. He has undertaken pioneering work in the establishment of community justice groups and adult education programs. He has also worked as community organiser in the inner urban areas of Melbourne.

CONTACT INFORMATION

Telephone: 07 4773 5077
Toll free: 1800 153 565
Fax: 07 4773 4125
Email: john@yalgabinbi.com.au

WHAT STUDENTS WILL LEARN

From studying Certificate III in Community Services Work students will gain practical skills in:

- Communicating effectively with individuals and groups at work and in the community
- Understanding and following policies and procedures within the workplace
- Working with local people, at work and in the community, to deal with common issues
- Managing conflict
- Writing reports, letters and filling in forms
- Understanding administration procedures and using office equipment

During the course students will do a community development project or activity with a group of people from their community.



Employment and further study opportunities :

- Local councils
- Local Indigenous organisations, such as women's groups, housing co-operatives, land councils, enterprise and economic development organisations, cultural and language centres, legal centres, and other community groups
- Government departments, especially people working in Indigenous health and community services
- Local community education organisations
- Community arts organisations
- Community health centres
- Churches
- Youth, sport and recreation groups

After completing the course students could continue on to other studies in Community Services or Community Development

COURSE DETAILS

Yalga-binbi Institute offers the Certificate III on a part-time basis only through a mixed mode of delivery. It is designed to be completed over two years. Residential workshops are held in Townsville, or other suitable locations, three times a year. Each workshop runs for a ten day period. At the workshops students will work through assignments and reading materials.

Students will also undertake projects or activities in their work or community involvement. They may be supported in their community by a tutor or a workplace supervisor. Staff from Yalga-binbi will also visit students to provide support in their communities or workplaces.

This kind of course delivery allows students to continue to live and work in their communities or jobs and undertake practical projects and private study related to their community involvements.

Assessment

Assessment will be based on the successful completion of all Units of the course. The course is competency-based. That is to say, assessment will be based on how well students do the performance criteria for each Unit that they study.

The Units that are being offered by Yalga-binbi Institute in the delivery of the Certificate III in Community Services Work are listed below.



COURSE UNITS

Certificate III in Community Services Work is made up of 11 core units plus 2 elective units:

Unit Code	Unit Title
CHCCD12D	Apply a community development framework
CHCCD13B	Work within specific communities
CHCCOM2B	Communicate appropriately with clients and colleagues
CHCOHS301A	Participate in workplace safety procedures
CHCNET1C	Participate in networks
CHCADMIN5C	Work within the administration protocols of the organisation
CHCORG3B	Participate in the work environment
CHCINF2B	Maintain organisation's information systems
CHCGROUP2C	Support group activities
CHCCS401A	Facilitate co-operative behaviour
CHCCS301A	Work in a legal and ethical framework
CHCCS402A	Respond holistically to client issues
CHCCD2B	Provide community education projects

Course Length and hours

The course will be run over 18 months



WORKSHOP PROGRAM

The following Table shows the structure of the course. However, this is a guide only. The Units interlink and the sequence in which learning takes place and competencies are assessed may vary from the order as listed. A holistic approach will be taken to learning and the practical field work that students are involved in.

YEAR 1	
Workshops	UNITS
1	CHCCD12D Apply a Community Development Framework
	CHCCD13C Work with Specific Communities
FIELD VISITS - Set up Projects	
2	CHCCOM2B Communicate appropriately with clients and colleagues
	CHCOHS301A Participate in workplace safety procedures
	CHCNET1C Participate in networks
	CHCCD12C and CHCCD13B cont.
FIELD VISITS - Workplace assessment for ADMIN5A, ORG3B, INF2B	
3	CHCADMIN5A Work within the administration protocols of the organisation
	CHCORG3B Participate in the work environment
	CHCINF2B Maintain organisation's information systems
	CHCCD12C and CHCCD13B (complete)
FIELD VISITS - if required to complete projects and other assignment work	
YEAR 2	
1	CHCGROUP2C Support group activities
	CHCCD2B Provide community education projects
FIELD VISITS - Education projects	
2	CHCCS401A Facilitate cooperative behaviour
	CHCCS402A Respond holistically to client issues
3	CHCCS401A Work in a legal and ethical framework
FIELD VISITS - if required to complete projects and other assignment work	

DESCRIPTION OF UNITS

CHCCD12C Apply a community development framework

This unit is about the principles and practices of community development. In this unit you will learn the difference between community service and community development. You will also learn how to begin and follow through a community development project or activity. Skills developed will include ways of making initial contact with people, ways to find out people's issues and concerns and ways to bring the people with the issues and concerns together.

CHCCDD13B Work within specific communities

This unit is about working with a group to develop, implement and evaluate a project or activity. In this unit you will work with a group to develop, implement and evaluate a community development project.

CHCCOM2B Communicate appropriately with clients and colleagues

This unit is about effective communication in the workplace. In this unit you will develop skills in communicating with people from different backgrounds, listening effectively, asking questions, understanding instructions, and writing workplace reports.

CHCORG3B Participate in the work environment

This unit is about working effectively in your workplace. In this unit you will learn how to do the best work possible as part of your job and how to work cooperatively with your workmates.

CHCNET1C Participate in networks

This unit is about participating in a network in order to gather information, make links with other workers and services and to promote activities. You will learn how networking can be used in community development work.

CHCCS401A Facilitate cooperative behaviour

This unit is about dealing with conflict. In this unit you will learn how to identify potential conflict and develop skills to manage and resolve conflict situations.

CHCGROUP2C Support group activities

This unit is about working with groups. In this unit you will develop ways to support a group, maintain a group's motivation and cohesion and help a group access resources needed for the group project or activity.

CHCCD2B Provide community education projects

This unit is about working with a group to develop and provide education projects on relevant issues. In this unit you, with your community development project group, will develop, deliver and review an education project.

CHCADMIN5A Work within the administration protocols of the organisation

This unit is about administration in your workplace. In this unit you will develop skills in completing forms, keeping records, using and maintaining office equipment and responding to queries in your workplace.

CHCINF2B Maintain organisation's information systems

This unit is about keeping records at work. In this unit you will learn about keeping accurate records, handling correspondence and, filing and finding information.

CHCOHS301A Participate in workplace safety procedures

This unit is about being safe at work. In this unit you will learn to identify occupational health and safety (OHS) hazards in your workplace and assess how dangerous these are. You will also learn about the OHS rules of the government and different organisations and consider ways to improve the safety of your workplace.

CHCCS301A Work in a legal and ethical framework

This unit is about laws and fairness. In this unit you will learn about the legal rules for your work, how to be fair and honest at work and how to speak up for your rights and the rights of the people you work with.

CHCCS402A Respond holistically to client issues

The focus of the Unit is on assisting clients to address their own issues. On completion of this unit, the worker will be able to respond appropriately to clients that have complex issues outside and in addition to the area of immediate focus, expertise or interests of the worker and their organisation.

FEES AND CHARGES

UNIT	Full Fee	Concession
CHCADMIN5C Work within the administration protocols of the organisation	\$39.00	\$9.75
CHCCOM2B Communicate appropriately with clients and colleagues	\$31.20	\$7.80
CHCCS401A Facilitate co-operative behaviour	\$62.40	\$15.60
CHCINF2B Maintain organisation's information systems	\$31.20	\$7.80
CHCOHS301A Participate in workplace safety procedures	\$31.20	\$7.80
CHCCD12D Apply a community development framework	\$104.00	\$26.00
CHCCS301A Work in a legal and ethical framework	\$62.40	\$15.60
CHCCS402A Respond holistically to client issues	\$104.00	\$26.00
CHCORG3B Participate in the work environment	\$31.20	\$7.80
CHCNET1C Participate in networks	\$20.80	\$5.20
CHCGROUP2C Support group activities	\$31.20	\$7.80
CHCCD13B Work within specific communities	\$82.20	\$20.55
CHCCD2B Provide community education projects	\$62.40	\$15.60
Total hours/fees	\$693.20	\$173.30



CONCESSIONS

Concessions apply to Aboriginal and Torres Strait Islander students and holders of a Commonwealth benefit or concession card (or partner of such a person). Where payment of fees would cause a student extreme financial hardship, fees may be waived at the discretion of the Training Coordinator or Director.

Please note the following points:

1. It is each student's responsibility to pay the necessary fees and to have ready for their own use whatever materials, books, stationery, or anything else that may be required to undertake their course successfully.
2. Fees can be paid either in full for the whole year or as each unit is undertaken. Fees should be paid at the beginning of each workshop.
3. Refunds are available for students who discontinue their studies in accordance with the Institute's *Policy on Admission, Enrolment, Payment of Fees, and Refunds*. A copy of this policy (F3) is available on request from your Course Co-ordinator.

Students who are eligible for Abstudy receive an Incidentals allowance which is intended to assist with payment of essential course costs such as fees, books, stationery, and other materials.



How to apply for admission and enrolment

If you wish to enrol in Certificate III in Community Services Work you will need to attend an orientation session at Yalga-binbi. Contact Yalga-binbi for the dates of orientations and forms that need to be completed.



ACCESS AND EQUITY

The Institute is committed to the principles of access and equity in its provision of education and training opportunities and in its employment policies and practices.

Yalga-binbi Institute will not discriminate on the basis of race, colour, religion, disability, age, ethnic origin, gender, marital status, pregnancy, or family responsibilities, in accordance with the provisions of Commonwealth and Queensland legislation.

However, it recognises the need for special priority to be given to Indigenous Australians in order to overcome the effects of discriminatory practices of the past. The Institute actively encourages Indigenous people to participate in all of its courses and training programs, and will adapt these to suit the identified needs of Indigenous people.

All courses provided by Yalga-binbi Institute are professionally developed with the co-operation of the relevant industry and conform with the standards required by the Australian Quality Training Framework.

All courses are provided by qualified and professional staff competent in the relevant vocational areas.

COURSE LENGTH AND HOURS

The course will take two years to complete, part-time. It has been designed this way so that community development projects and other practical work related to the course can be completed on-the-job and in a community setting.

How many hours a week will a student spend on the course?

This will depend on the personal skills and needs of each student. However, it is intended that throughout the academic year, a student will spend an average minimum of one hour a day studying at home as well as doing practical projects in their workplace or community. This may need to be supplemented with other learning such as literacy and numeracy skills for those who require it.

The residential workshops will give each student the basic knowledge and skills for each Unit. It is compulsory to attend all of the workshops. However, assessment will also be based on performance of practical tasks in the workplace or community setting.

ACCESS TO RELEVANT WORK EXPERIENCE

Certificate III in Community Services Work is conducted with an emphasis on learning through practical involvement in community work. Therefore, preference for admission to the course will be given to students who can show that they are able to access relevant work experience or show that their community involvement, even in a voluntary capacity, will be relevant to undertaking community development projects and learning activities.

RECOGNITION OF PRIOR LEARNING (RPL) & MUTUAL RECOGNITION

The Institute recognises the qualifications and statements of attainment gained in other Registered Training Organisations and TAFE colleges, and as far as possible, will cross-credit qualifications or units of training when enrolling students in its courses.

The Institute will also make provision for recognition of prior learning (RPL) from other institutions and experiences, and arrange assessment strategies by which students may gain formal recognition for this learning towards their qualifications in Yalga-binbi Institute.

An information brochure on RPL and application forms are available.

STUDENT RIGHTS AND RESPONSIBILITIES

The rights and responsibilities of students are written in the 'Student Code of Conduct.' This is printed in the Student Handbook. It sets down what students and the Institute and its staff can expect from each other.

This code of conduct has been designed to ensure a productive learning environment and pleasant atmosphere for all students and staff, both in and out of the formal class situation.

An important responsibility of all students is to refrain from bringing any alcohol or prohibited drugs on to Institute premises. Intoxicated students are not allowed on the campus.



SUPPORT AVAILABLE

Special support will be organised wherever possible to assist students in their academic achievement and in their general welfare as a student of Yalga-binbi Institute.

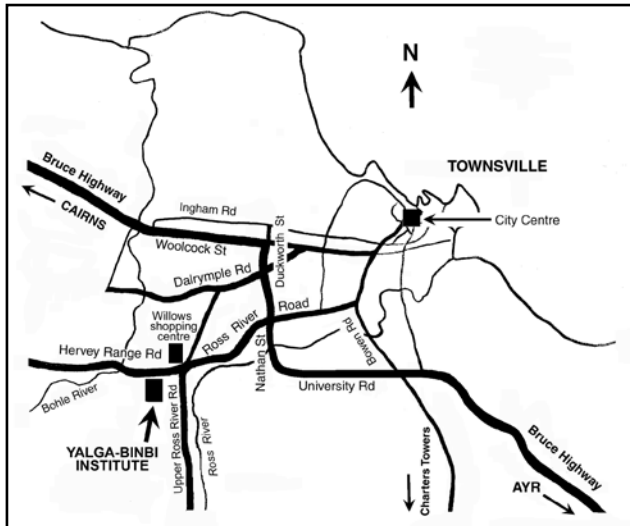
Where students have needs in numeracy and literacy, the Institute will organise to provide appropriate professional support by way of tutoring or organising access to special courses.

COMPLAINTS AND GRIEVANCES

Yalga-binbi Institute has policies and procedures for lodging complaints and grievances. Complaints and grievances may range from academic matters to issues concerning teaching and assessment, harassment and discrimination, and other matters concerning student welfare.

On acceptance into a course, students will be informed of the policies and procedures for dealing with such matters.

LOCATION OF THE INSTITUTE IN TOWNSVILLE



The Institute is in the Townsville suburb of Condon, at 190 Herveys Range Road.

It is situated on the campus of the Shalom Christian College.

Toll free telephone	1800 153 565
Telephone	07 4773 5077
Fax	07 4773 4125
Email	john@yalgabinbi.com.au



NOTES

Certificate III in Community Services Work with a focus on community development.

Community Development means . . .

- groups and communities becoming empowered
- people setting their own priorities for development
- people working co-operatively to achieve their goals
- people becoming more self-reliant



Yalga-binbi Institute
for Community Development

Nationally Recognised
Training



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