

PERSONAL LEARNING REQUIREMENTS

CHC32015 Certificate III in Community Services

The skills and abilities required to study in this course and work in the industry include:

Communication Skills

- Ability to appropriately give and receive feedback to colleagues or clients
- Ability to listen to feedback and advice of supervisors
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. assessments, client notes, letters, emails)
- Listen actively (e.g. understand instructions and client feedback)
- Respond to communication in a time efficient, accurate and appropriate manner (e.g. verbal instructions, emails or phone calls)
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand, use and respond to non-verbal communication appropriately (e.g. open body language to demonstrate understanding)

Physical Skills

- Capacity to use computers/smart devices
- Gross motor abilities and good mobility, as the role may involve visits to client homes and various support providers

Cognitive Skills

- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to reflect and act on feedback, and undertake professional development if required
- Able to apply and interpret industry related terminology, symbols, abbreviations, language
- Accept responsibility for accurate completion of work and seek help when required
- Capacity to develop and apply knowledge and practice of safe, ethical and effective care
- Capacity to develop, apply and maintain community services industry knowledge
- Effective problem solving ability (e.g. to refer clients to support services with ongoing review to ascertain that services are suitable)
- Read, understand and interpret written materials (e.g. client notes, reports, legislation)
- Research skills, with the ability to interpret information and apply to industry requirements
- Understand and follow policies and procedures (e.g. legal compliance, work instructions, health & safety)

Behavioural & Social Skills

- Ability to manage personal emotions and behaviour calmly and respectfully (e.g. dealing with clients)
- Ability to remain alert, focused and engaged with clients, community groups and staff
- Ability to work as part of a team and/or independently
- Comply with legal and/or licencing requirements of industry
- Demonstrate adaptability and sensitivity in a role which may include exposure to emergency situations, distress and end of life circumstances
- Demonstrate empathy, patience and discretion
- Demonstrate mental wellness and sufficient behavioural stability

- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Genuine interest in interacting and working with people
- Integrity (e.g. honest and ethical)
- Interpersonal skills (e.g. customer services skills, putting clients at ease, the ability to contribute and work as a member of a team)
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use industry specific software

Digital Skills

- Able to log on with a username and password
- Able to complete a basic internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files
- Able to use a drop down menu to select an option on digital form, e.g. state or territory
- Able to save a file
- Able to use a computer mouse with increasing accuracy and right clicks to locate menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on desktop

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>