# PERSONAL LEARNING REQUIREMENTS
## CHC42021 Certificate IV 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 lead meetings with team members / stakeholders
- 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)
- Listen actively (e.g. understand instructions and client feedback)
- Respond to communication in a time efficient, accurate and appropriate manner (e.g. verbal instructions or emails)
- Understand, use and respond to non-verbal communication appropriately (e.g. open body language to demonstrate understanding)
- Verbally articulate opinions, beliefs and questions by contextually relevant and appropriate means

### Physical Skills

- Capacity to use computers/smart devices

### Cognitive Skills

- Ability to lead and participate in group activities / discussions
- 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 and 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)
- Operational knowledge of computers/smart devices
- Read, understand and interpret written materials (e.g. client notes, reports)
- Research skills, with the ability to interpret information and apply to industry requirements

### 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 supervise / lead / mentor others
- Ability to work as part of a team and/or independently
- Comply with legal, ethical 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 capacity to make sound decisions and rational judgements

- 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 (including vulnerable individuals and groups) • 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 office tools such as the internet and email, and industry specific software

## Digital Skills

- Able to use useful key words when searching the internet
- Able to format text in a short document
- Able to strengthen a password and updates when prompted
- Begins to use some keyboard shortcuts, e.g. Ctrl C, Ctrl V
- Able to participate in a group message chat e.g. WhatsApp or other
- Able to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Able to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet based software, e.g. group discussion
- Able to download an eBook

## Work Placement Skills

Specific skills in addition to those listed above that will be required during work placement include:

- Ability to transport self to and from work placement
- Gross motor abilities and good mobility, as the role may involve visits to client homes and various support providers
- Tolerate close proximity with individuals (including being alone with other students/supervisor/clients as appropriate)
- Understand and follow policies and procedures (e.g. work instructions, WHS, internal processes, frameworks)

## 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
- Working with Children Check will be required to for Work Placement
- Current Police Check will be required for Work Placement
- A graduate from Diploma of Community Services who has completed at least 400 hours of work placement will be eligible for Australian Community Workers Association (ACWA) membership

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## 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

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