What is the Community Traineeships Pilot Program?

The Jobs Victoria Community Traineeship Pilot Program (CTPP) – being managed by VCOSS – will develop, trial and evaluate a best-practice traineeship model.

The CTPP will create training and employment opportunities in the community services industry for young people experiencing barriers to labour market participation. The program will also assist community services organisations to host traineeships and meet their future workforce needs.

The CTPP will be delivered over two and a half years between 2019 and 2021 – and involve the recruitment and placement of 200 trainees in community services organisations.

The program will:

- commence 200 traineeships in the community services industry for eligible young job seekers living in the Cities of Greater Dandenong, Hume and Greater Bendigo (note that trainees can work outside these LGAs)
- maximise opportunities for trainees to secure employment in the community services industry at the end of their traineeships
- ensure trainees undertake high-quality, nationally accredited, industry-relevant training
- provide all trainees with flexible wraparound support to address barriers to engagement and participation in the workplace and the vocational education setting.

How is the Cert IV Community Services relevant to various roles across the sector?

- The Cert IV in Community Services explores the role of community service workers who design and deliver services to individuals or groups.
- Trainees can undertake tasks focusing on client support, advocacy and interventions to clients, groups or communities.
- Important and current topics including NDIS, Mental Health, Family Violence, Homelessness, Identity, Employment, and Health and Wellbeing are interwoven throughout the units.
- The course will be contextualised so it meets the needs of different host organisations through inclusion of relevant policies, frameworks and case studies.
- Host organisations will have the opportunity to be involved in the evaluation of the model.
**WHAT SUPPORT WILL THE HOST ORGANISATION RECEIVE?**

- Support through the Local Partner Organisation (LPO), and youth workers, as needed
- Regular visits from Training Provider teaching staff
- Clear requirements and expectations relating to the assessments within the Certificate IV in CS
- Access to funding to assist with supervision training for staff supervising trainees
- Upfront payment from VCOSS when employing a trainee
- Collaboration with the LPO in relation accessing flexible wraparound support the trainee may need to address barriers or hurdles impacting their traineeship

**WHAT DOES THE HOST ORGANISATION NEED TO DO?**

- Employ the trainee for a minimum of 12 months – this will include a position description and employment contract. Employment is to be full time unless it is agreed that part time is better suited to the trainee and Host Organisation (part time cannot be less than 3 days/week)
- Enter into a Training Contract with the trainee and the Australian Apprenticeship Support Network (AASN) provider
- Pay the trainee at the appropriate trainee wages according to the relevant industry award (employers will need to check their award and/or contact Fair Work Australia for information on trainee wages)
- Pay the trainee whilst they are attending training at the TAFE (including the 2-week intensive program)
- Provide all appropriate induction and orientation training
- Provide regular supervision and opportunities for learning
- Ensure trainee supervisors are appropriately trained
- Collaborate with both LPO/youth workers and training staff to provide trainees with every opportunity of achieving success.

**HOW CAN THE HOST ORGANISATION SUPPORT THE TRAINEE TO SUCCESSFULLY COMPLETE THE CERT IV IN COMMUNITY SERVICES?**

- Provide the trainee with a range of experiences and ensure they are involved in all available opportunities
- Provide regular supervision
- Assist the trainee to gather information from the workplace that is required for their course
- Assist the trainee to understand what they have learnt and how it relates to the specific environment and work in the host organisation
- Ensure the trainee has opportunity during work hours to work on assessments (approximately 1-3hrs/week depending on if they are full or part time).

**WHAT CAN A TRAINEE DO?**

Trainees will need to integrate what they learn in the course with their role at the host organisation. The type of tasks and activities a trainee can undertake to assist with this include:

- Front of house and reception
- Administration
- Customer service
- Staff and network meetings
- Professional development and training
- Observation of working with clients
- Involved in developing or reviewing policies
- Providing client advocacy
- Project development and coordination.

Throughout the 12 months, trainees will be supported by their youth worker. Teaching staff will also support trainees through individual learning plans, and scheduled visits with the trainees in their workplace.

Trainee progress is monitored through regular meetings with the trainee, the host organisation, the youth worker and teachers.
WHAT IS THE CERT IV IN COMMUNITY SERVICES?

The Certificate IV in Community Services consists of 15 units:

• 7 core units
• 8 elective units which have been chosen for the trainees to provide a broad foundation of knowledge and skills required for a variety of roles within the Community Services sector.

Certificate IV in Community Services is the entry level qualification to work in the broad community services sector, Australia-wide.

Employment opportunities include:

• A range of support services
• Advocacy
• Intervention programs
• Case work
• Group work.

HOW WILL THE CERT IV IN COMMUNITY SERVICES TRAINEESHIP PROGRAM BE STRUCTURED?

The Certificate IV in Community Services, as part of the CTPP, is run as a Traineeship Program. The program will commence with a short intensive after which trainees will attend a full day of class once a week and participate in on the job training for the other days.

Further short intensives may also be scheduled throughout the traineeship. The program is delivered within the 12 month traineeship and is supported with online resources and online activities.

Working from a peer support model, trainees will undertake their training in CTPP dedicated classes with other trainees in the program. Youth workers will be in attendance at the classes to help support the trainees where needed.

The initial intensive orientation program, while the beginning of the formal training component of the program, may be a few weeks after the trainee has commenced with the host organisation, or in some cases the first few days of both.

UNLIMITED POTENTIAL

victraineehips.com
## Certificate IV in Community Services

**What will the trainees learn?**

<table>
<thead>
<tr>
<th>Core Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTWHS003</td>
<td>Maintain work health and safety&lt;br&gt;Explores how to implement and monitor WHS policies, procedures and work practices. It applies to workers that have a key role in maintaining WHS in an organisation including duty of care.</td>
</tr>
<tr>
<td>CHCAOD001</td>
<td>Work in an alcohol and other drugs context&lt;br&gt;Explore how to establish and work within the current context, philosophy and values of alcohol and other drugs (AOD) sectors. It applies to individuals who come in contact with clients affected by alcohol and other drugs in any way.</td>
</tr>
<tr>
<td>CHCPRP003</td>
<td>Reflect on and improve own professional practice&lt;br&gt;Explores how to evaluate and enhance own practices through a process of reflection and ongoing professional development. Applies to workers who take a pro-active responsibility for their own professional development.</td>
</tr>
<tr>
<td>CHCADV001</td>
<td>Facilitate the interests and rights of clients&lt;br&gt;Explores the skills and knowledge required to assist clients in identifying their right, voice their needs and concerns and understand their interests, rights and needs. This unit uses the human rights based approach to describe work that is in direct interaction with clients.</td>
</tr>
<tr>
<td>CHCFRP002</td>
<td>Plan and conduct group activities&lt;br&gt;Explores how to establish, lead and participate in groups using a collaborative, strengths-based approach. The unit applies to individuals involved in planning and leading group activities.</td>
</tr>
<tr>
<td>CHCDIV001</td>
<td>Work with diverse people&lt;br&gt;Explores the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations including working with Aboriginal and/or Torres Strait Islander people.</td>
</tr>
<tr>
<td>CHCSOH001</td>
<td>Work with people experiencing or at risk of homelessness&lt;br&gt;Explores how to work with people who are experiencing homelessness or at risk of becoming homeless, including women and children experiencing family violence.</td>
</tr>
<tr>
<td>CHCCOM001</td>
<td>Provide first point of contact&lt;br&gt;Explores how to greet clients and exchange routine information, to priorities the individuals needs and respond to immediate needs. It applies to service delivery in community services context that work under supervision with limited responsibility.</td>
</tr>
<tr>
<td>CHCCOM002</td>
<td>Use communication to build relationships&lt;br&gt;Explores skills and knowledge to apply communication techniques to establish, build and maintain relationships with clients, colleagues and other stakeholders based on respect and trust through both communication in person and writing.</td>
</tr>
<tr>
<td>CHCMHS001</td>
<td>Work with people with mental health issues&lt;br&gt;Explores how to establish relationships, clarify needs and work collaboratively with people who are living with mental health issues.</td>
</tr>
<tr>
<td>CHCCDE003</td>
<td>Work within a community development framework&lt;br&gt;Explores how to work within a community development framework, including methods designed to strengthen and develop communities by enhancing individual and group capacity to engage with community structures and address issues.</td>
</tr>
<tr>
<td>CHCTID003</td>
<td>Provide first aid&lt;br&gt;Explores how to provide first aid response to a casualty. It applies to workers who may be required to provide first aid response in community settings.</td>
</tr>
<tr>
<td>CHCCCS004</td>
<td>Assess co-existing needs&lt;br&gt;Explores how to assess the diverse and multi-faceted needs of people and determine both internal and external services needed to meet those needs.</td>
</tr>
<tr>
<td>CHCCDE003</td>
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<td>CHCLEG001</td>
<td>Work legally and ethically&lt;br&gt;Explores how to identify and work within the legal and ethical frameworks that apply to a community services role such as AQUA standards, YACVIC standards, Privacy and Confidentiality Act etc.</td>
</tr>
<tr>
<td>CHCGRP002</td>
<td>Plan and conduct group activities&lt;br&gt;Explores how to establish, lead and participate in groups using a collaborative, strengths-based approach. The unit applies to individuals involved in planning and leading group activities.</td>
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