Informed Choices – Certificate IV Community Services

# Before you enrol

# If you intend to enrol in the Certificate IV in Community Services, please review the Basic Skills listed in this document and think about whether you might experience some challenges in meeting them.

* Basic Skills are the activities, tasks or skills that are a major part of a job.
* If you think you might experience challenges related to disability, medical or mental health condition or for any other reason, you should discuss your concerns with TasTAFE teaching staff, a Student Support Officer or Disability Liaison Officer.

# Basic Skills (for training & employment)

# There are many essential skills a community services worker must have. We ask each learner applying to take part in the course if they can demonstrate the following skills:

# Observational skills – this includes the ability to:

* Identify safety hazards and risks
* Read and interpret non-verbal cues (e.g., facial expressions, body language)

# Communication skills – this includes the ability to:

* Demonstrate good interpersonal skills when communicating
* Speak with a range of people e.g., clients, families, co-workers
* Understand and follow written and spoken instructions
* Complete written and digital documents and basic reports
* Use computers for communication e.g. emails, documents, reporting
* Communicate and work with other people as a team
* Understand and respond appropriately to communication

# Physical skills – this includes the ability to:

* Safely perform manual tasks e.g., bending, squatting, kneeling, crouching, lifting, repetitive movements
* Move around quickly and be able to respond to clients’ needs and safety requirements
* Be on your feet for extended periods of time, both walking and standing

# Thinking – this includes the ability to:

* Gather, understand and organise information
* Use common sense / basic problem-solving skills e.g., to respond to immediate safety risks
* Recall and communicate information
* Good time management skills

# Behavioural and social skills – this includes the ability to:

* Model appropriate social and nonverbal behaviour
* Adapt to change
* Demonstrate, patience and willingness to work with people from different backgrounds
* Take responsibility for own actions, as well as taking responsibility for the health and safety of others
* Maintain confidentiality
* Be willing to accept responsibility

# Computer Skills

**You will need to use basic computer skills throughout the course:**

* Must have access to reliable internet
* Must have access to a Computer / Laptop (a smart phone or tablet is not sufficient)
* Laptop must be able to run Microsoft 365
* Learners are encouraged to bring their own devices to use

# Questions for Consideration

* **Can you meet the below entry requirements:**
  + Working with Vulnerable People Card (Volunteer Status) – (Yes/No)
  + National Police Check from Service Tasmania – (Yes/No)
  + Be 18 or above at the time of course commencement – (Yes/No)
* **Will you be able to meet the basic skills of Community service worker job role?**
* **Are you able to commit to learning, study and practical placement requirements?**

# Need more information?

Please scan the QR code to find more information about this course.

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