

**COMMUNITY INFORMATION VICTORIA INC**  
**A UNIT OF COMPETENCY CHCCS6B**  
**Assess and Deliver Services to Clients with Complex Needs**

***Frequently Asked Questions***

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**What will I be learning?**

The Unit of Competency CHCCS6B Assess and Deliver Services to Clients with Complex Needs provides participants with the skills necessary to assess and deliver services to clients with complex needs in Community Information Centres/Citizens Advice Bureaus or at associate member agencies.

**What does this qualification allow me to do?**

A qualification in the Unit of Competency CHCCS6B enables participants to work as volunteer interviewers in a CIC/CAB/Associate Member agency.

**How is the course structured?**

Unit code and name: CHCCS6B Assess and Deliver Services to Clients with Complex Needs

Learning segments/  
subjects Introduction to Community Information  
Communication and Assessment Skills  
Information Collection and Provision  
Agency Procedures

**How many hours are involved?**

This competency has 50 hours set to assist with its teaching. Of this, 36 hours are spent in the classroom. In addition, participants are also required to spend at least 14 hours of supervised on-the-job training in a CIC/CAB/Associate Member agency.

**How long will it take to complete?**

The training has been scheduled for completion within 6 weeks.

**Are there any pre-requisites?**

Yes.

- Literacy skills in reading and writing, to the standard required for successful participation.
- Initial interview and acceptance as a volunteer by the Coordinator/Manager of a CIC/CAB/Associate Member agency.

**How much will it cost me?**

The charge for the training is \$70. There is a concession rate of \$60.

**Is there anything else to pay?**

No.

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### **Do I have to attend the Information Day?**

Yes. The Information Day acts as an introduction to the full training. The Information Day Trainer also provides information on how the competency will be conducted, what is expected from students and answer any questions.

### **Are there any tests or assessments?**

Students are assessed throughout the training by a variety of means: observation within the classroom setting, working as part of a group, participation in class activities, on-the-job requirements, the completion of set assignments and workplace activities.

### **What qualification will I receive?**

This is a nationally accredited competency and CIVic is registered as a provider of accredited training. A statement of attainment will be issued on successful completion of all four learning segments of the competency. If the full training has not been completed, a statement of participation will be issued for the learning segments completed.

### **Is there any recognition of prior learning (RPL) or recognition of current competencies (RCC)?**

RPL/RCC is available upon application. Relevant documentation needs to be prepared and presented as evidence of current competencies in relation to the elements covered in the competency. Full information on the RPL process and costs will be supplied on application at the initial interview with the CIC/CAB/Associate Member agency Coordinator/Manager or at the Information Day.

### **What are the national requirements for trainers/assessors of accredited training?**

The full qualification is essential for those delivering and assessing nationally accredited training under the Australian Qualifications Framework. Our trainers and assessors have the required Certificate IV in Assessment and Workplace Training/Training and Assessment. In addition, they also have qualifications within their subject area, equivalent to or above the level they are teaching or assessing.

### **Who will be teaching?**

CIVic employs qualified trainers who are experienced in working with adult learners to conduct the teaching and assessments.

### **How do I book?**

All bookings must be on CIVic's registration form and through the Coordinator or Manager of a CIC/CAB/Associate Member agency. Please book as early as possible as class sizes are limited.