

Q & A



CISVic's Online Community Support Workers Course

What is the course

The Community Support Worker (CSW) course is a nationally recognised unit of competency called CHCCCS004: Assess co-existing needs. The unit has been customised by CISVic to ensure community support workers from across member agencies have the skills and knowledge to carry out the role.

We deliver the course in conjunction with Eva Burrows College (a part of The Salvation Army) our Registered Training Organisation (RTO 0328).

The course is delivered over 50 hours, which includes 14 hours of in agency learning (being based in the agency). The course also includes assessments to be completed in your own time.

The online course is self-paced, which means that you access the content and work through it in your own time through a web-based learning platform. There is one weekly 2 hour live classroom component that you will need to be available for. You will be notified of the day and time of this once you have registered. The course runs for 7 weeks.

Eligibility

To be eligible to undertake the CSW course you need to be enlisted as a volunteer at a CISVic agency. Once you and the agency have decided that you will be a CSW, the agency makes contact with CISVic and a registration form is sent to be completed.

Enrolment

Once CISVic has received your registration form (you should receive this from your agency) and you have been allocated a training place, we will contact Eva Burrows College who will email you a link to finalise your enrolment.

Your new trainer for the course will be advised of your enrolment and will contact you with information.

Course Fees

The cost of the courses is subsidised by CISVic and provided to agencies and volunteers at \$160 per participant from member agencies and \$210 per participant for non-members.

You will need to discuss payment of this fee with your agency.

Refunds

Once Eva Burrows College has confirmed your enrolment and/or you have accessed the learning platform as a student, an administration fee of \$150 is charged.

If for unforeseen circumstance you are unable to continue the course at this time you may consider a deferment. If you would like to discuss this further contact admin@cisvic.org.au

Learning requirements

The training does not require a high level of academic ability, only basic English and computer literacy skills are needed to complete the course. (Basic computer skills: perform word processing tasks, download and upload documents from a web-based training platform and use emails or online messaging).

IT requirements

In general, any desktop or laptop computer purchased in the past two years should be capable of meeting most of your learning needs. Mobile devices such as tablets and smartphones may also enable access; however, there are likely to be aspects of the course where the computing capability of mobile devices alone is insufficient.

You will also need access to word processing software to download, edit and upload your assessments in the course.

Mentors

To support your 'in agency learning' component of the course your agency will provide you with a Mentor and/or Supervisor. The mentor's role includes:

- guiding you through your time at the agency (e.g. understand systems, policies, procedures and resource and how they work practically, make you feel a part of the agency etc)
- assisting you with assessments (e.g. provide knowledge, locate information and resources, arrange interviews and provide support/feedback through these)
- completing the Mentors Report and Workplace Hours documents needed to complete the course.

If you don't have a Mentor/Supervisor when you start the course speak with your trainer.

Support

The training is undertaken in small groups to enable trainers to personally support all participants.

Our training is learner-centred, and your progress is continually monitored. Support is available if you are having difficulties with any of the course content or assessment tasks. Please contact your trainer whenever you need to discuss anything.

Reasonable adjustments may be made available regarding assessment tasks to accommodate the particular needs of a learner with a disability. Please speak with your trainer if you experience any difficulties with any part of the training or would like to be considered for a reasonable adjustment.

For support with the online learning platform contact Eva Burrows College on: online@ebc.edu.au

For more information about enrolments contact CISVic on admin@cisvic.org.au.

For information or support with the course contact your trainer. Contact details will be emailed on enrolment.