Workplace Learning Record

VCE VET Community Services



CHC32015 Certificate III in Community Services

**Student name**:

Modification history

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SWL Recognition

Structured Workplace Learning (SWL) recognition provides you with the opportunity to gain credit into your VCE or VCAL for undertaking SWL that matches your VCE VET program.

To receive recognition and credit, you will be required to reflect on your experience in the workplace and how this relates to your VET course. Your reflections are to be recorded in the three sections of this Workplace Learning Record (WLR).

About this workplace learning record

This WLR helps you gather evidence for assessment and is part of the requirement for obtaining SWL recognition.

To be eligible for one unit of credit towards your VCE or VCAL, you must:

* be enrolled in a minimum of 180 nominal hours of units of competency (UoCs) from the CHC32015 Certificate III in Community Services
* undertake a minimum of 80 hours (equivalent to 10 days of work) in an education and care service placement
* reflect on a minimum of six UoCs from your program including the WHS UoC (HLTWHS001 - see page 8).

VCE VET Community Services

CHC32015 / Certificate III in Community Services

The VCE VET Community Services program is drawn from a national training package and offers portable qualifications which are recognised throughout Australia. These qualifications provide students with a broad range of knowledge and skills to pursue a career or further training in the community services sector.

The CHC22015 Certificate II in Community Services and CHC32015 Certificate III in Community Services reflect the role of entry level community services workers who support individuals through the provision of person-centred services. Work may include day-to-day support of individuals in community settings or support the implementation of specific community-based programs.

At this level, work takes place under the direction of others and supervision may be direct or indirect. Work may take place in a range of community services organisations.

Specifically, a graduate of this course may have skills in communication, cultural awareness, organisational skills, community development and safe work practices, as well as knowledge of legal and ethical terms.

Possible job roles include:

* community health support worker
* case support worker
* residential support worker
* neighbourhood centre worker
* youth case worker
* recreational activities officer
* community care worker.

Workplace Learning Record

The WLR is divided into three sections.

**Section 1**: Learner profile

**Section 2**: Learning about VET UoCs in the workplace

**Section 3**: Post-placement reflections

Please complete the details of your workplace.

|  |  |
| --- | --- |
| Employer/Company/Business |  |
| Supervisor name |  |
| Contact phone number |  |

|  |  |
| --- | --- |
| Employer/Company/Business |  |
| Supervisor name |  |
| Contact phone number |  |

|  |  |
| --- | --- |
| Employer/Company/Business |  |
| Supervisor name |  |
| Contact phone number |  |

Section 1: Learner profile

Complete the learner profile and discuss this with your host employer on or before your first day of placement.

|  |  |
| --- | --- |
| **Name** |  |
| **School** |  |
| **Phone number** |  |
| **Email** |  |
| **Explain why you decided to undertake this VET course?** | |
|  | |
| **List the other subjects that you are undertaking.** | |
|  | |
| **Explain why you have chosen this overall program.** | |
|  | |
| **Outline what interests you about the industry.** | |
|  | |
| **What is your planned career path or future career aspiration?** | |
|  | |
| **Describe any workplace skills you have developed through previous work experience, SWL or part time employment.** | |
|  | |
| **How have you developed these skills?** | |
|  | |

Section 2: Learning about VET units of competency in the workplace

This WLR contains three key questions per UoC designed to draw out related experiences you may be exposed to in a workplace.

This does not cover all the elements or performance criteria within the units and is not designed as a UoC assessment tool.

You should comment on the UoCs you have experienced in the workplace and reflect on actual observations or activities that you have been exposed to. Your observations will:

* reinforce the training you have undertaken
* identify differences in practice or equipment
* identify areas requiring further training or practical experience.

You are encouraged to take photos and/or video where appropriate to showcase learning in the workplace. Evidence you collect can include:

* observations
* descriptions of activities and tasks
* conversations with employers and other staff
* participation in meetings
* workplace documents
* research in the workplace
* photos of equipment/processes/events
* video of workplace activities.

**Note**: please speak to your host employer before taking photos or video. Do not use the names or details of any clients / stakeholders external to the organisation / other. This record does not require identifying actual people or events, as this may breach confidentiality.

Program outline

CHC32015 Certificate III in Community Services

UoCs included in this program are listed below. There are compulsory UoCs, along with a selection of electives. You can make a note of any UoC that relates to your experiences in the workplace. Indicate the year you are undertaking each UoC.

| Unit code | Unit of Competency | Nominal Hours | Year | Page |
| --- | --- | --- | --- | --- |
| **Work, Health and Safety Units** | | | | |
| HLTWHS001 | Participate in workplace health and safety | 20 |  | 8 |
| HLTWHS002 | Follow safe work practices for direct client care | 25 |  | 9 |
| **Compulsory** | | | | |
| BSBWOR202 | Organise and complete daily work activities | 20 |  | 10 |
| CHCCCS016 | Respond to client needs | 60 |  | 11 |
| CHCCDE003 | Work within a community development framework | 65 |  | 12 |
| CHCCDE004 | Implement participation and engagement strategies | 85 |  | 13 |
| CHCCOM001 | Provide first point of contact | 35 |  | 14 |
| CHCCOM005 | Communicate and work in health or community services | 30 |  | 15 |
| CHCDIV001 | Work with diverse people | 40 |  | 16 |
| **Electives** | | | | |
| CHCECE002 | Ensure the health and safety of children | 63 |  | 17 |
| CHCECE004 | Promote and provide healthy food and drinks | 35 |  | 18 |
| CHCECE015 | Attend to daily functions in home based child care | 35 |  | 19 |
| CHCVOL001 | Be an effective volunteer | 25 |  | 20 |
| FSKLRG009 | Use strategies to respond to routine workplace problems | 15 |  | 21 |
| FSKOCM007 | Interact effectively with others at work | 10 |  | 22 |
| HLTWHS006 | Manage personal stressors in the work environment | 25 |  | 23 |

List any other units you are undertaking and include comments regarding additional units on page 24.

VCE VET units of competency

HLTWHS001 Participate in workplace health and safety

This unit describes the skills and knowledge required for workers to participate in safe work practices to ensure their own health and safety, and that of others.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did you learn about the work health safety (WHS) policies and procedures? |  |
| Briefly outline the purpose of a workplace safety meeting you attended, or a workplace consultative activity you participated in. |  |
| What are some of the common WHS matters that occur in this type of workplace? |  |

HLTWHS002 Follow safe work practices for direct client care

This unit describes the skills and knowledge required for a worker to participate in safe work practices to ensure their own health and safety, and that of others, in work environments that involve caring directly for clients.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did the workplace identify existing and potential hazards, report them to designated staff and record them? |  |
| Describe the manual handling procedures and work instructions that you had to follow to minimise risk of injury to you and clients. |  |
| In your experience in this workplace what are the specific WHS issues when handling clients? |  |

BSBWOR202 Organise and complete daily work activities

This unit describes the skills and knowledge required to seek feedback for performance improvement and use current technology appropriate to the task.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Outline how you set about organising your work schedule each day. |  |
| Describe a situation where you took responsible action to improve the daily operation of the workplace. |  |
| How was feedback received, both individually and as a member of a team? |  |

CHCCCS016 Respond to client needs

This unit describes the skills and knowledge required to respond holistically to client needs. Clients may have a range of issues outside and in addition to the area of immediate focus or expertise of the worker and their organisation.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Outline three legal and ethical considerations you have learned about when dealing with clients from workplace experiences. |  |
| What do you think are the important elements in building trust with clients? |  |
| What processes did you observe for referring clients on to other services? |  |

CHCCDE003 Work within a community development framework

This unit describes the skills and knowledge required to work within a community development framework, which may include a range of methods designed to strengthen and develop communities by enhancing individual and group capacity to confidently engage with community structures and to address problems and issues.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What is a community development work plan?  How was one used in your workplace? |  |
| Outline the role of one community organisation or group that you dealt with in your placement and explain how it linked to your own workplace. |  |
| What methods did you use to learn about community priorities? |  |

CHCCDE004 Implement participation and engagement strategies

This unit describes the skills and knowledge required to work with individuals or groups in specific communities and support their engagement in making decisions that affect their lives.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What was your role in the work team? |  |
| What sources did you use in researching a specific community’s priorities? |  |
| How did you determine whether consultation with this community was effective? |  |

CHCCOM001 Provide first point of contact

This unit describes the skills and knowledge required to greet clients and exchange routine information, to prioritise the individual’s needs, and to respond to immediate needs.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did you learn about the workplace’s confidentiality requirements? |  |
| What steps did you take to provide follow up attention for clients? |  |
| In your observation and experience, what are the key ways of dealing with conflict when making initial contact with a client? |  |

CHCCOM005 Communicate and work in health or community services

This unit describes the skills and knowledge required to communicate effectively with clients, colleagues, management and other industry providers.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe the range of communication skills you observed in the workplace.  Which one was the most effective in your experience? |  |
| How was digital technology used in the workplace?  Describe briefly some of the applications. |  |
| What types of workplace documentation did you complete? |  |

CHCDIV001 Work with diverse people

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Briefly describe a situation where your personal views and/ or assumptions were challenged by your experience in the workplace. |  |
| What were the non-verbal ways you observed that showed respect for people of different social or cultural backgrounds? |  |
| How did you seek and receive support when dealing with unfamiliar situations? |  |

CHCECE002 Ensure the health and safety of children

This unit describes the skills and knowledge to ensure the health and safety of children.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| In your observation of play supervision, describe a situation where an adult had to intervene to ensure the safety of children. |  |
| How was important information about individual children communicated to you? (e.g. asthma, food allergy, behavioural problems). |  |
| What sorts of records did you help to maintain during the work day? |  |

CHCECE004 Promote and provide healthy food and drinks

This unit describes the skills and knowledge required to promote healthy eating and ensure that food and drinks provided are nutritious, appropriate for each child and prepared in a safe and hygienic manner.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe a situation where you planned a menu item for children. |  |
| How did you find out about the organisation’s food safety procedures? |  |
| Were there any children with food allergies?  How did the organisation manage these? |  |

CHCECE015 Attend to daily functions in home based child care

This unit describes the skills and knowledge required to work with families to plan and attend to the daily functions as a home-based care provider.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What sort of documentation did you have to keep in the daily routine of the workplace? |  |
| What are some of the unforeseen circumstances that can occur in this type of workplace? |  |
| How was the daily review conducted in the workplace? |  |

CHCVOL001 Be an effective volunteer

This unit describes the skills and knowledge required to work effectively as a volunteer in a variety of capacities and contexts.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did you find out about the policies and procedures for volunteers that applied in the workplace? |  |
| What sorts of methods did you use to organise your time and tasks? |  |
| What did your supervisor require you to report on during your placement? |  |

FSKLRG009 Use strategies to respond to routine workplace problems

This unit describes the skills and knowledge required to identify routine workplace problems and strategies to respond to the problems.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe a problem that commonly occurs in a workplace. (This might be IT-related or an administration issue). |  |
| How might this workplace problem be fixed? |  |
| How is feedback provided to you in the workplace? |  |

FSKOCM007 Interact effectively with others at work

This unit describes the skills and knowledge required to interact effectively with others – external clients and internal staff.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Using an example, explain the importance of clear oral communication. |  |
| What experience did you have in dealing with external clients? |  |
| What were your strengths and weaknesses in the way you communicate in the workplace? |  |

HLTWHS006 Manage personal stressors in the work environment

This unit describes the skills and knowledge required to maintain health and wellbeing by preventing and managing personal stress.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What are some of the typical triggers for stress in the workplace?  What did you observe in your workplace? |  |
| What might a personal stress management plan include? |  |
| When faced with a stressful situation at work, what do you think are important ways of dealing with it? |  |

Comments/observations on any other unit(s) of competency not listed

|  |  |
| --- | --- |
| **Unit(s)** | **Comments/observations** |
|  |  |

Section 3: Student post-placement reflection

Employability skills are a set of eight skills we use every day in the workplace.

1. Communication
2. Teamwork
3. Problem solving
4. Self-management
5. Planning and organising
6. Technology
7. Learning
8. Initiative and enterprise

When you are on work placement, you will be using employability skills in many ways.

This record will assist you when applying for jobs and in interviews. The skills you are developing may be transferred to a range of occupations. Assessment of SWL recognition is based on a discussion of each of the sections from this booklet with a school representative.

In Section 3, identify the employability skills you have used and how you have demonstrated them in the workplace. Identify how the skills you have acquired and used during your 80 hours of SWL might assist you in the future.

List of employability skills

How did you demonstrate **communication skills**? For example, by listening and understanding, speaking clearly and directly, or reading and writing.

|  |
| --- |
|  |

How did you demonstrate **teamwork**? For example, by working as part of a team or sharing ideas and resources with co-workers.

|  |
| --- |
|  |

How did you demonstrate **problem solving**? For example, by identifying problems or developing solutions to workplace issues.

|  |
| --- |
|  |

How did you demonstrate **self-management**? For example, by taking responsibility, managing time and tasks effectively, monitoring your own performance or having the ability to work unsupervised.

|  |
| --- |
|  |

How did you demonstrate **planning and organising**? For example, by time management, setting priorities, making decisions, setting goals, collecting, or analysing and organising information.

|  |
| --- |
|  |

How did you demonstrate the use of **technology**? For example, by being prepared to use a range of technology systems, IT skills (typing or data entry), or being able to learn new skills from the technology used in this industry.

|  |
| --- |
|  |

How did you demonstrate **learning**? For example, by being willing to learn new things, being open to new ideas or adapting to change.

|  |
| --- |
|  |

How did you demonstrate **initiative and enterprise**? For example, being creative, adapting to new situations, turning ideas into actions, coming up with a variety of options.

|  |
| --- |
|  |

Summary of industry learning

At the conclusion of your SWL for this VET Qualification, think about the experiences you have had in the workplace, your reflection of learning against the UoCs and the employability skills you have developed.

How will these learnings assist you in your pathway to employment or further training in this industry?

|  |
| --- |
|  |

Student declaration

I confirm that I have undertaken work placement with:

|  |  |
| --- | --- |
| **Employer/Company/Business name** | **Total hours of placement** |
|  |  |
|  |  |
|  |  |
| **TOTAL** |  |

I have completed the reflections and evidence submitted in this WLR and they are from my own experiences.

**Signed** (Student)

**Name** (Block letters)

**Date**