

## FACTSHEET

# Community Support Worker course

Community Support Worker volunteers assess the diverse and multi-faceted needs of people accessing community information and support agencies and provide assistance to meet those needs. To ensure volunteers are equipped with the skills and knowledge to carry out this work, CISVic provides specific and comprehensive training.

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## The CSW course

The Community Support Workers (CSW) Course is based on a nationally accredited unit of competency that sits within the Community Services training package. Unit code: CHCCCS004 Unit name: Assess co-existing needs.

The CSW course provides participants with the essential skills to interview, assess and deliver services to people with complex needs.

Participants are required to:

- be currently volunteering at a CISVic member agency,
- work through online content and attend scheduled training sessions over seven weeks,
- complete a minimum of 14 hours of in-agency learning; and

- complete a range of assessment activities.

## Delivery of the course

CISVic delivers the course to volunteers via a web-based training portal and weekly online or face-to-face training sessions. Accredited trainers deliver the course with current qualifications and related work experience.

The training is undertaken in small groups to enable trainers to support all participants personally. The training is learner-centred, and progress is continually monitored.

Agency mentors are assigned to participants to support the in-agency learning component of the training and provide support with assessments.

Delivery dates and times for the course can be accessed via the CISVic website on the training page.

## Why is Salvation Army's Eva Burrows College involved?

Registered training organisations (RTOs) can only deliver accredited training programs. CISVic is not an RTO but delivers CSW-accredited training under the stewardship of Eva Burrows College.

## Course Fees

The course costs are subsidised by CISVic and provided to agencies or volunteers at \$160 per participant for members and \$210 for non-members.

Participants will need to discuss payment of this fee with their volunteer agency. Once participants finalise their enrolment with Eva Burrows, the fee is non-refundable.

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## Course content

The CSW-accredited training course is delivered under seven distinct learning modules, these include:

1. Guiding practice – foundational knowledge to work in community information & support (CIS).
2. Assisting clients – communication and interview skills.
3. Who are our clients – essential information to understand and work with CIS clients.
4. Working in the agency – service & agency practices, processes, procedures and policies.
5. Complex needs – skills and knowledge to manage complex or challenging situations.
6. Reflective practice – skills to continuously improve practice.
7. Conducting interviews – information to support key client issues.

A commitment of 50 hours over seven weeks is required to complete the course, including content and assessments, in-agency practical learning and online scheduled classrooms.

### Assessment Activities

The assessment activities provide evidence of learnt knowledge and skills. Participants complete six activities throughout the training that align with the course content, including supervised interviews. Once completed, these assessment activities are submitted to the web-based training portal and assessed by the trainer.

### Course Completion

Upon successful completion, participants will receive a nationally recognised *Statement of Attainment* for the unit Assess co-existing needs from Eva Burrows College and a *Certificate of Endorsement* as a CSW from CISVic.

The volunteer agency will work with the participant on completing the course to determine when they are ready to interview clients within the agency as a CSW.

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## How to enrol

Enrolment in the CSW course is a two-phase process.

- Initially, agencies register the participant's interest in undertaking the course via an online form on the training page of the CISVic website.
- Once this is received CISVic consults with Eva Burrows, who sends the participant an email to complete a registration process with them. Participants will need a Unique Student Identifier number and a digital copy of their photo identification to complete this process.

**Volunteers directly interviewing clients in CISVic FULL member agencies MUST undertake the accredited CSW training program or RPL process.**

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## Recognition of Prior Learning (RPL)

Some volunteers present to agencies with knowledge or experience in dealing with clients with complex needs, and CISVic would like agencies to utilise these volunteers immediately. So, to fast-track volunteers with related skills and experience or relevant higher education qualifications, CISVic offers RPL processes.

CISVic's RPL process is provided via two streams, these include:

- RPL with relevant qualifications; or
- RPL with related skills and experience

For more information on CISVic's RPL process, read the RPL factsheet, available on the CISVic training page of their webpage.

Whether RPL is appropriate for a volunteer is at the agency's discretion.

## Contact us

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