

FACTSHEET

CSW Recognition of Prior Learning Processes

CISVic offers a fast track to becoming a Community Support Worker (CSW) for volunteers with knowledge or experience in dealing with clients with complex needs, enabling members to access valuable talent as soon as possible.

Why do we offer Recognition of Prior Learning (RPL)

Accessing and recruiting relevant talent to volunteer in CIS agencies helps build workforce capacity and diversity. Recognising their previous knowledge and skills enables our members to utilise this knowledge and experience as soon as possible.

Volunteers with higher educational qualifications in courses such as Social Work, Community Services, Psychology and Counselling and/or have experience in dealing with clients with complex needs can access an alternative to undertaking the nationally accredited training program, the *Community Support Workers Course*.

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

1. RPL with relevant qualifications (volunteer has either completed the unit *Assess Co-existing Needs* or related training); or
2. RPL with related skills and experience (volunteer has past experience in dealing with clients with complex needs).

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



1. RPL with relevant qualification process:

1. The volunteer undertakes an orientation period to ensure they confidently perform the CSW role, including conducting interviews with clients in line with policies and procedures and to the agency's satisfaction.
2. Members then complete the *Recognition of Higher Educational Qualifications* form (accessed at CISVic's website or by emailing training@cisvic.org.au), attach proof of the volunteer's qualification, and send it to CISVic's training email address.
3. Once approved, CISVic issues a *Certificate of Endorsement* to the volunteer, recognising their training and skills as transferable to our setting.

2. RPL with related skills and experience process:

1. Contact CISVic to discuss the appropriateness of this RPL stream for the volunteer. If appropriate, CISVic contacts the volunteer with training material to complete independently.
2. While completing the self-paced learning, the volunteer also undertakes an orientation period within the agency to ensure they confidently perform the CSW role, including conducting interviews with clients in line with policies and procedures and to the agency's satisfaction.
3. During this time, members complete the *Induction in the Agency Checklist* section of the *CSW Course RPL with Training Application* form (accessed at CISVic's website or by emailing training@cisvic.org.au).
4. Once the volunteer has completed the self-paced learning, they contact CISVic to arrange a time to discuss the content and be assessed on what they have learnt. The assessor completes the *Completed Support Work Training with CISVic Checklist* of the application form.
5. Once the form is completed CISVic issues a *Certificate of Endorsement* to the volunteer, recognising their skills as transferable to our setting.

The criteria that volunteers are assessed against (in CSW Course RPL with Training Application form) include:

Induction in agency section:

- Has observed interviews with other CSWs or paid workers and can critically reflect on client's needs, non-verbal messaging and interview process.
- Demonstrates capacity to undertake a holistic client assessment and respond according to agency procedures.

- Demonstrates strong interpersonal communication skills through attending, active listening, reflection and empathy.
- Understands agency policies and procedures.
- Understands inter-agency referral processes.
- Demonstrates capacity to advocate or negotiate on behalf of a client.
- Demonstrates capacity to complete appropriate case notes.
- Has been given induction in the agency's Workplace, Health and Safety policies and procedures.

Self-paced support worker training with CISVic section:

- Demonstrates an understanding of the agency's role.
- Demonstrates an understanding of common issues of clients accessing the agency and how the agency would assist them.
- Demonstrates an understanding of the CSW role.
- Demonstrates understanding of Guiding Principles, including duty of care, the standard of care and professional conduct.
- Understands privacy and confidentiality in accordance with CISVic and agency standards.
- Understands the legal obligation of child safety, family violence and suicidal ideation.
- Can describe a range of potential complex or challenging client situations.
- Demonstrates capacity to respond appropriately to complex interview situations.

For further information or questions, please contact CISVic at training@cisvic.org.au or Jill at 0428 238 246.

Contact us

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Helping local communities