# CHC42021 Certificate IV in Community Services

## *Course Information Brochure*




Learn to design and deliver person-centred services to individuals and groups. This course is designed to equip you with the essential knowledge and skills in relation to community services operations, requirements, interventions and client issues.

### Delivery Mode

Online, flexible study plan

### 2026 Enrolment Intakes

Anytime from 2 February – 30 November

### Course Duration

18 months

Eva Burrows College Vocational Training RTO 0328 is registered with the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011.

Thank you for your interest in undertaking the CHC42021 Certificate IV in Community Services with Eva Burrows College Vocational Training.

This qualification reflects the role of community service workers who deliver and support person-centred services to individuals and groups. Workers may provide support, advocacy or interventions to individual people, groups or communities across a range of services.

## Three important things you should know about this course.

1. **You have 18 months to complete this online course.**
   This is an online course with a flexible study plan, delivered via our online portal, Booth Online. You will have 18 months from enrolment to complete this course.

2. **You will gain a range of skills for a community service setting.**
   This qualification is for workers who provide a range of services and interventions to clients, and who implement community education and interventions.

3. **Approximately 14 hours a week should be set aside for study.**
   We recommend students allocate a minimum of 14 hours per week to work through the Learner Guides, online activities, and assessments.

You can find all the relevant course details including entry requirements, enrolment dates and course fees in this Course Information brochure.

Whether you are looking to start a career in community services, already work in the sector with no formal qualification or looking to upgrade your qualification, we are here to help and support you in achieving your goals.

For any further information email the Student Support Services team vtoenquiries@ebc.edu.au.

# Course Overview

If you have a genuine interest in community issues, great communication skills, an ability to resolve conflict quickly, and able to work independently and in collaboration, then this course is perfect for you.

The Certificate IV in Community Services will equip you with the essential skills and expertise to excel in various community service roles such as mental health, domestic violence and youth services.

### Industry Trends

Employment in the Health Care and Social Assistance industry grew over the 20 years to August 2025. The number of workers grew by 112,000 (or 4.9%) over the last year. It is the country's largest employer, with a high share of female workers and a need for a highly educated workforce.

The community services sector forms a part of the overall Health Care and Social Assistance industry and plays an important role in supporting Australia's welfare system. According to the Community Services Workforce Insights report, the community services sector is expected to grow over the next five years, driven by a combination of the NDIS, government funding, income and donations. Therefore, there will be an increase in labour demand for people to work in the community services sector.

# Trainer and Assessor



Kim Porter has been working in the community services sector for over 20 years, gaining extensive experience across a diverse range of industries, including education, out-of-home care, sexual abuse prevention and mental health services. Throughout her career, Kim has contributed to various fields such as prisons, foster care, family services, drug and alcohol support, private practice, schools and more recently, safeguarding in organisational systems.

As a dedicated and active member of the community services sector, Kim is deeply passionate about supporting the future of the industry through training and supervision. Over the past 18 years, she has taught a variety of community services courses, sharing her wealth of knowledge and experience with others. In addition to her teaching, Kim is an accredited Mental Health Trainer, a consultant in Adult Education curriculum and a writer. She thrives in the online teaching environment and is excited to work with her students to enhance their knowledge and achieve meaningful outcomes.



# Course Coordinator

Kirsten Fitzgerald

kirsten.fitzgerald@salvationarmy.org.au

## Delivery Mode

Online, flexible study plan

## Duration

18 months

## 2026 Enrolment Intakes

Anytime from 2 February – 30 November

## 2026 Course Fees

This course is open to all Australian residents and costs $3,824. There are two options for paying your course fees.

Option 1

Pay on Enrolment and Save

$3,476

A non-refundable 10% deposit is required at time of enrolment, and the balance is required before commencement of the course.

or

Option 2

Monthly payment plan

$3,824

A non-refundable 10% deposit is required at time of enrolment and the balance paid in 10 instalments.

Course fees are correct at time of distribution. You can confirm the current Course Fee here.



# Course Structure

The CHC42021 Certificate IV in Community Services is a competency-based course which requires 15 units for the qualification (7 core units and 8 elective units).

## CORE UNITS

| | |
|---|---|
| CHCADV001 | Facilitate the interests and rights of clients |
| CHCCOM002 | Use communication to build relationships |
| CHCDFV001 | Recognise and respond appropriately to domestic and family violence |
| CHCDIV001 | Work with diverse people |
| CHCLEG001 | Work legally and ethically |
| CHCPRP001 | Develop and maintain networks and collaborative partnerships |
| HLTWHS002 | Follow safe work practices for direct client care |

## ELECTIVES

*Note: Eva Burrows College offers the following electives*

| | |
|---|---|
| CHCADV002 | Provide advocacy and representation services |
| CHCAOD001 | Work in an alcohol and other drugs context |
| CHCCCS003 | Increase the safety of individuals at risk of suicide |
| CHCCCS004 | Assess co-existing needs |
| CHCCCS019 | Recognise and respond to crisis situations |
| CHCCDE019 | Work within a community development framework |
| CHCGRP002 | Plan and conduct group activities |
| CHCMHS001 | Work with people with mental health issues |

## Competency-based training

Competency is the consistent application of knowledge and skill to the standard of performance required in the workplace. As this is a competency-based course, the assessments will involve the demonstration of skill, knowledge and the ability to work consistently to the standards required. The assessment tasks may include questions, case studies, third party feedback or workplace projects

## Recognition of Prior Learning (RPL)

If you believe you have the skills and knowledge in some or all of the units, or you already hold a similar qualification and are looking to upgrade, then you may wish to consider Recognition of Prior Learning (RPL). Recognition for units may be granted based on previous learning, studies, work and/or life experiences. You may apply for RPL once you have enrolled in the course. Students are encouraged to apply for RPL within their first 12 weeks of enrolment. Please note, RPL is charged at the same rate as the course fee as it is still a form of assessment. Please discuss this with the Course Coordinator when you enrol.

## Credit Transfers

A credit transfer provides automatic credit for equivalent units you have already completed in an accredited course with another training provider. There is no charge for credit transfers, and your course fees will be reduced if you are eligible. Please discuss this with the Course Coordinator when you enrol.

## Entry Requirements

There are no entry requirements for this qualification. However, in order to ensure that the applicant is enrolled in the most suitable and appropriate course of study they will be required to complete a pre-enrolment evaluation, as part of the online enrolment application.

## Residential Status

This course is open to Australian residents. Unfortunately, we are not registered to accept international students. The eligibility of students will be confirmed during enrolment.

## IT Requirements

Students will require access to a computer and the internet to allow them to study using our online learning portal, Booth Online. To participate and engage in any online courses and tutorials, it is recommended students are competent in using a computer and have:

- a laptop or desktop computer (PC or Mac) with at least 2GB of RAM.
- a stable internet connection (ADSL2 equivalent or higher)
- a USB microphone headset or iPhone headset with built-in microphone.
- a current version of a modern web browser (Chrome, Firefox or Safari).
- the Microsoft Office Suite installed on your computer. MS Word is required for most of the assessment tasks.

# Course Materials and Resources

| | |
|---|---|
| **Trainer and Assessor**<br>To support and guide you in your learning. | Eva Burrows College has trainers and assessors who are qualified and currently working in their industry, thereby providing you with the most up to date knowledge and skills to support and guide your learning.<br><br>Each topic of your learning journey commences with an introduction to the subject matter, followed by forums, quizzes, and online facilitation. At any stage of your learning, you can contact your trainer by email, who is available to help you with your query. |
| **Booth Online**<br>The login instructions for the online portal will be provided after enrolment. | Access to all learning materials and assessment tasks will be available through our online portal, Booth Online. Our Online Support Team is available Monday to Friday to assist you to navigate the system and can be contacted via email at online@ebc.edu.au. |
| **Learner Guides**<br>Learner Guides will be made available to you after enrolment. | Eva Burrows College will provide you with a Learner Guide for each unit, to enable you to advance your knowledge of each topic. To progress through your course, simply work through the Learner Guide and online resources to complete each unit's online assessment tasks, and then upload your completed assessments through Booth Online. |
| **Eva Burrows Library**<br>Can provide additional resource material on request. | The Eva Burrows Library offers both onsite and online access to resources that help meet the study, research and leisure reading needs of our students. To become a member of the library, please complete the Library Registration Form. |

# Pathways

One qualification – three pathways

| Pathway 1 - New | Pathway 2 - RPL | Pathway 3 – Upgrade |
|---|---|---|
| New to community services | Currently work in the sector with no formal qualification | Needing to upgrade your qualification |
| Aspiring to be a Community Services Worker. | You are currently working as a Community Services Worker who has the experience but not the qualification. | You already hold the CHC42015 Certificate IV in Community Services and are looking to upgrade. |

Upon successful completion of all assessment tasks and being deemed competent in all units, you will be awarded a CHC42021 Certificate IV in Community Services. Upon graduating from this course, you may like to consider completing the CHC52025 Diploma of Community Services.



*“Completing my course at Eva Burrows College was a great experience. The trainer video supports made tasks easier to understand, and the mix of materials kept learning engaging and informative. The trainer and course coordinator were incredibly helpful, providing support whenever needed.*

*I highly recommend this course for anyone looking for a well-structured and enjoyable learning experience!“*

## Danielle

Graduate of the Certificate IV in Community Services

# FAQs

### Why should I study at Eva Burrows College?

Eva Burrows College is the national education and learning centre of The Salvation Army Australia. Drawing from our cutting-edge Salvation Army experience, Eva Burrows College Vocational Training (RTO ID 0328), exists to encourage and empower you through our nationally recognised and accredited courses. We provide a comprehensive learning pathway that integrates practical experience with formal qualifications. We also offer a range of study options to suit your lifestyle needs and can help schedule your learning to empower you to graduate successfully. All learning options for this course can be discussed with your Course Coordinator.

### Who should consider this course?

If you have a genuine interest in community issues and people, great communication skills, an ability to resolve conflict quickly, and able to work independently and in collaboration, then this course is perfect for you.

### What would be some possible career opportunities after successful completion of the course?

This qualification reflects the roles of community services, case workers and social housing workers involved in managing, coordinating and/or delivering person-centred services to individuals, groups and communities.

Upon graduation some of the career prospects could include:

- Case Workers
- Community Service Worker
- Migrant Community Worker
- Community Development Officer
- Family Support Worker
- Domestic Violence Worker

### How many hours a week will I need to spend studying?

This course is delivered online, which means you can complete it at your own pace, in your own time. As a guide, we recommend students allocate a minimum of 14 hours per week to their studies during study weeks.

You can fast-track your studies and graduate sooner if you wish or take time so you can focus on work or family commitments. To help you stay on track and complete your course in time you will be provided with a suggested Study Schedule Guide upon enrolment

### Is the qualification recognised nationally?

Eva Burrows College Vocational Training has been a Registered Training Organisation (RTO) for over 30 years. Registered by ASQA, we deliver nationally recognised and accredited courses and conduct our operations in accordance with the Australian Quality Training Framework.

Our qualifications are nationally recognised and developed to meet industry needs. Our accreditation within the vocational training sector means that whatever level of study is right for you, we have an entry point that can match your current needs.

### How much does the course cost and what does this include?

This course is open to all Australian residents and costs $3,824. There are two options for paying your course fees.

Option 1

Pay on Enrolment and Save

$3,476

*A non-refundable 10% deposit is required at time of enrolment, and the balance is required before commencement of the course.*

*or*

Option 2

Monthly payment plan

$3,824

*A non-refundable 10% deposit is required at time of enrolment, and the balance paid in 10 instalments.*

This fee includes all learning and assessment resources, online support and assessment services for a period of 18 months.

Course fees are correct at time of distribution. You can confirm the current Course Fee here.

### Is there financial assistance available for Salvation Army Officers or employees?

Officers may apply for up to 90% of the course fee. Employees may apply for up to 60% of their course fee.

For further information on the policy and how to apply see the Personnel Development Policy.

### Does the course fee include GST?

Nationally recognised training delivered by Eva Burrows College is not subject to GST.

### Would a VET Student Loan be available for this course?

Eva Burrows College is not registered to provide VET Student Loans.

### Can I access a government subsidy?

Some courses are subsidised by either State or Federal Governments. Please refer to Course Fees and Subsidies to learn more about the current subsidies available.

### If I withdraw from the course, do I get my money back?

Please note that the 10% deposit collected on enrolment application is non-refundable. If the enrolment does not proceed to confirmation of enrolment, no fee is charged.

If the student withdraws from a course after confirmation of enrolment, the Enrolment Fee will be retained as per the conditions below:

| Withdrawal Condition | Fee |
|---|---|
| Withdrawal **within 30 days** after confirmation of enrolment | 30% of course fee retained |
| Withdrawal **between 31 and 60 days** after confirmation of enrolment | 50% of course fee retained |
| Withdrawal **more than 60 days** after confirmation of enrolment | 100% of course fee retained |

# How to Apply

Applying for a course is a simple process.

| | |
|---|---|
| **Step 1** | **Contact Us**<br>To register your interest email vtoenquiries@ebc.edu.au. The 2026 Enrolment Intakes for this course are:<br><br>• Anytime from 2 February – 30 November<br><br>An online enrolment application link will be emailed to you once the intake opens. |
| **Step 2** | **Complete the Online Enrolment Application** and upload the requested information including:<br><br>• A Unique Student Identifier (USI). Applying for a USI is cost free. It is a requirement of the federal government that when you enrol in a nationally accredited vocational training program a USI is recorded on your application. Apply for a USI at usi.gov.au.<br>• Photo identification documents (VIC and NSW residents applying for government funded training must provide certified copies).<br>• To ensure that you are enrolled in the most suitable and appropriate course a Pre-Enrolment Evaluation will be completed during the online enrolment application. |
| **Step 3** | **We will be in contact**<br>Your enrolment application will be reviewed, and you will be advised of the outcome via email which will include an invoice for Course Fees. |
| **Step 4** | **Finalise Your Application**<br>Confirm that you wish to proceed with your enrolment by paying the 10% non-refundable deposit. Note that enrolment is not confirmed until course fees have been paid or the monthly payment plan has been confirmed. |
| **Step 5** | **Begin to Study**<br>When the enrolment process is complete, final confirmation of your enrolment will be emailed to you, and we will:<br><br>• Advise the Trainer and Assessor who will support you through your studies and answer any queries regarding the course content or assessments.<br>• Provide you with a login to the Booth Online portal via a separate email with instructions on how to access the portal.<br>• Start your learning journey with access to the interactive online orientation, available via Student Central. |

# Other Courses

available through Eva Burrows College Vocational Training

## Certificate IV

| | |
|---|---|
| CHC43215 | Certificate IV in Alcohol and Other Drugs |
| 11237NAT | Certificate IV in Christian Ministry and Theology |
| BSB40520 | Certificate IV in Leadership and Management |

## Diploma

| | |
|---|---|
| 11070NAT | Diploma of Chaplaincy |
| CHC53215 | Diploma of Alcohol and Other Drugs |
| CHC52025 | Diploma of Community Services (Case Management) |
| CHC51122 | Diploma of Financial Counselling (Generalist) |
| CHC51122 | Diploma of Financial Counselling (Rural Specialisation) |
| BSB50420 | Diploma of Leadership and Management |

## Skill Sets

| | |
|---|---|
| CHCSS00093 | Alcohol and Other Drugs Skill Set |
| CHCSS00077 | Financial Literacy Education Skill Set |
| CHCSS00111 | Problem Gambling Skill Set |
| CF | Chaplaincy Foundations |
| RFC | Rural Financial Counselling Specialisation |
| CHCFIN010 | Small Business Unit |

## Short Courses

View a full list of accredited and non-accredited Short Courses now available.

NATIONALLY RECOGNISED TRAINING

Eva Burrows College Vocational Training RTO 0328 is registered with the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011. Accreditation meets an established industry, enterprise, educational, legislative or community need. We have been providing quality training to equip people with work-specific skills for more than 30 years.

This version 2026 publication outlines courses and services offered by Eva Burrows College. Every effort has been made by the college to ensure the information provided is accurate and current at the time of publication. Eva Burrow College reserves the right to change the contents without prior notice, including the method of delivery, or to withdraw any course offered. To make an informed decision about your study, we recommend you contact us.

## Office Hours:

Monday to Friday 8.30am – 4.30pm

W | evaburrowscollege.edu.au P | (03) 9847 5400 E | vtoenquiries@ebc.edu.au