



## SHORT COURSE

# First Point of Contact

### Description

This course provides individuals with the skills and knowledge they need to greet clients and exchange routine information, to prioritise a client's needs, facilitate the realisation of an individual's interests, rights and needs, and to advocate for and provide ongoing support to clients.

### Related Course Information

These units have been selected from CHC32015 - Certificate III in Community Services.

### Units of Competency

- CHCCOM001** Provide first point of contact
- CHCADV001** Facilitate the interests and rights of clients



Access this course through the Alffie app

