



## **CHC52015 Diploma of Community Services**

### **Course outline**

This qualification prepares you for the roles of community services, case management and social housing workers involved in the managing, co-ordinating and/or delivering of person-centred services to individuals, groups and communities. At this level, you have specialised skills in community services and work autonomously under broad directions from senior management. Some roles may also move to a supervisor level where you supervise other workers and volunteers, co-ordinate programs and/or case management.

### **Who should do this course?**

Anyone wanting to work in a community service /welfare setting. The variety of organisation and roles is quite broad. Community services organisations are usually government or not-for profit organisations with a network of service offices across a region where the workers and managers are located near their clients. Graduates can apply for work in the following jobs;

- Community services worker
- Early intervention worker
- Group facilitator
- Program coordinator
- Youth officer
- Support facilitator
- Welfare worker
- Client service assessor
- Case worker

### **Work Placement**

Students will be required to complete a minimum of 100 hours of work placement. Placement can be completed over 1 - 2 terms or in a block of hours. We help with the set-up of the work placement and support you in the organisation.

Work placements are sourced for all students in their local community service provider if possible. If you are already working in a facility or service, talk to us about using that service for your work placement. We expect you will do weekly self-paced study using your books to embed your learning. We offer tutorial support.

### **Entry requirements**

There are no academic prerequisites for the CHC52015 Diploma of Community Services. If you have relevant life and work experience, you can do the course. You need good English language, literacy and numeracy to successfully do the course.

You must be able to travel and complete your work placement. The Police Clearance Certificate is needed to do your work placement. You undertake a Federal Police Check (AFP) or NSW Police check. An AFP Certificate must be less than 3 years old.

### **Interviews**

We talk to you about the course by phone or through email. We make sure that you understand the timetable, what is involved in the course, the English language and numeracy levels in the course and any individual needs



### **Course Delivery**

Delivery is a combination of methods to cover the theory and practice requirements. 2 days a week in the classroom during term time for developing your knowledge and understanding legislation and program delivery and case management in a simulated environment.

### **Assessments**

We use a range of assessment methods such as:

- Practical demonstration where you will be observed by one of our assessors
- Quizzes and knowledge based tests which contain written short answer questions
- Small projects which contain written tasks for you to investigate and complete in your own time

Note: You must be deemed competent with each unit in order to receive your qualification.

### **Recognition of Prior Learning (RPL) and Credit Transfer**

You may have experience and skills in community services through previous employment, life experience or formal studies. If this is the case then you should ask about recognition of prior learning. This may shorten your course. Talk to our staff about recognition or credit.

Our course has been designed to meet the requirements for the CHC52015 Diploma of Community Services. We offer the CASE MANAGEMENT stream. It contains 16 Units; 8 Core units and 8 Elective units:

#### **CORE UNITS (8 units)**

- CHCCCS007 Develop and implement service programs
- CHCCOM003 Develop workplace communication strategies
- CHCDEV002 Analyse impacts of sociological factors on clients in community work and services
- CHCDIV003 Manage and promote diversity
- CHCLEG003 Manage legal and ethical compliance
- CHCMGT005 Facilitate workplace debriefing and support processes
- CHCPRP003 Reflect on and improve own professional practice
- HLTWHS004 Manage work health and safety

#### **ELECTIVE UNITS (8 units)**

- CHCCCS004 Assess co-existing needs
- CHCCSM004 Coordinate complex case requirements
- CHCCSM005 Develop, facilitate and review all aspects of case management
- CHCCSM006 Provide case management supervision
- CHCCSM007 Undertake case management in a child protection framework
- HLTAID006 Provide advanced first aid
- CHCADV002 Provide advocacy and representation services
- BSBWOR403 Manage stress in the workplace