

## Course Outline

*CHC52015*

**Diploma of Community Services**



# Why Health Industry Training

Health Industry Training is passionate and committed to inspiring students to achieve their career goals and aspirations. If you want to be part of an exciting, fast growing industry the health and community services sector and Health Industry Training can fulfil that goal.

The health sector is currently the largest employment and fastest growing sector in Australia. The opportunities for Australians are exciting and rewarding. To be part of this industry it is important you select the most appropriate training organisation to ensure you receive the necessary knowledge, skills and practical experience needed to secure a place.

Health Industry Training has many years' experience in the health sector. We specialise in health and community services and keep well informed of the current and future trends occurring in the health and community services sector.

Health Industry Training will help you successfully complete your qualification using an individual, supportive approach by providing you with a training plan individualised to suit your needs and lifestyle. Study your way, place and pace with the support of a personal trainer.

It is recommended that you read this course outline in conjunction with the student handbook that is available on the Health Industry Training website.

*Inspiring students to achieve!*



RTO National Provider # 32145

# CHC52015

## Diploma of Community Services

### Course Details

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**Duration** Maximum 24 months

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**Delivery Method** Flexible, individual needs approach to learning, Work Placement

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**Enrolment Method** Open enrolment

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**Prospect Career Roles** Case coordinator  
Case worker or manager  
Client service assessor  
Community services worker  
Community worker  
Coordinator  
Coordinator family services  
Family support worker  
Group facilitator/coordinator  
Program coordinator or manager  
Social welfare worker  
Welfare worker

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**Assessment Methods** Short answer questions  
Projects  
Case studies  
Workplace portfolio  
Research reports  
Practical Logbook

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### Industry trends

This qualification applies to workers who deliver case management, coordination and case work intervention services to clients.

Community services workers provide support to individuals and groups. This qualification addresses work in roles that usually involve service delivery, either direct client work and/or community education or development projects.

Employment for this occupation rose moderately in the past five years and in the long-term (ten years). Looking forward, employment for Case Managers to November 2018 is expected to grow strongly.

This is a moderate size occupation sector suggesting that opportunities for Case Managers and Coordinators should be available in most regions.

# Course Information

## Delivery Method

The Diploma of Community Service is delivered through a blended delivery method. You will be provided with a 'Learner Resource' and 'Assessment Booklet' for each unit of competency. Assessments are to be completed in normal word document attached to an email and sent directly to your trainer for all theoretical assessments.

It is a requirement of this qualification that you will undertake work placement. This will provide you with the necessary practical skills and workplace experience. Demonstration of performance will be provided through a practical logbook to ensure students are fully equipped to enter the workforce after the completion of the qualification.

## Work Placement

**Duration:** Approximately 300 hours based on tasks required to be completed through a log book

## Work placement outline

Health Industry Training recognises that an important part of undertaking a qualification in health or community services is the practical component of the course. Work placement provides students with an avenue to apply practical skills in a 'real life' environment where you are able to practice the skills and knowledge you have learnt during the course.

It is a requirement of this qualification for students to undertake work placement for the Diploma of Community Services.

Health Industry Training will work with you to find a suitable organisation for your work placement. As a student it is important for you to discuss work placement opportunities with local organisations. Once you have sourced a relevant host employer, Health Industry Training will be responsible for contacting them on your behalf to discuss work placement requirements.

## Insurance

Health Industry Training provides insurance to all students undertaking work placement as part of their qualification. Insurance covers Public Liability and Volunteer Workers insurance.

## Pre-requirements

Depending on the organisation where you undertake placement, you may need to conduct a number of pre-placement requirements. All students will need to undertake a National Criminal Record check prior to placement. Health Industry Training can arrange the National Criminal Record check on your behalf for the cost of \$18. Alternatively you can contact your local police station.

## Assessment Methods

Health Industry Training uses a range of assessment methods to ensure sufficient evidence can be gathered to demonstrate you can perform the tasks against the specified criteria. Assessment methods can include:

- Short answer questions
- Projects
- Case studies
- Scenarios
- Reports
- Workplace portfolios
- Work placement logbook
- Research reports
- Presentation

## Recognition of Prior Learning

Many of our students already have a high level of skills, knowledge and expertise that can be recognised through a Recognition of Prior Learning (RPL) process.

RPL takes into account previous formal study, work and life experience and then assesses this against the elements of competency to determine if you can receive credit toward a qualification. Students seeking recognition can apply for RPL on enrolment into a qualification or throughout the duration of their study.

## Credit Transfer

If you have completed a unit of competency within your intended qualification with another Registered Training Organisation (RTO) you may be able to apply for a credit transfer or exemption. A copy of the original transcript must be provided when applying for a credit transfer.



# Admission Requirements

## Entry Requirements

To enrol in the Diploma of Community Services it is anticipated that you will have completed year 10 or equivalent.

In addition students will need to provide Health Industry Training with their Unique Student Identifier number.

## IT Requirements

To complete the course you will need access to a computer and the Internet.

In addition you will need basic computer skills to conduct research on your current topics and complete your assessments. In particular, you will need skills in word processing and PowerPoint presentations.

## Minimum Age Requirements

The minimum age for this course is 16 years old. If you are under 18 years of age your enrolment form must be signed by a parent or guardian.

## Literacy, Language, Numeracy (LLN) Requirements

Students must have an adequate level of Language, Literacy and Numeracy skills (LLN). Entry into the course requires English proficiency to Year 10 level or equivalent. Students are able to test their LLN skills by completing an appropriate level LLN test by emailing [info@healthindustrytraining.org](mailto:info@healthindustrytraining.org). For additional information and support contact the Reading Writing Hotline at [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)



# Student Support

Throughout your course with Health Industry Training, you will be provided with a range of support services depending on your individual needs.

**One-on-one trainer support:** You will be provided with a trainer that has extensive experience and expertise in the course content and the industry sector. Our professional trainers are there to ensure you have a successful learning journey where you can contact them via phone or email.

In addition to your trainer, the administration team can provide you with support including your enrolment, changes to contact details or study plan, progress report and any issues you may encounter throughout your course.

## Peer support

Health Industry Training appreciates that distance/online learning can be an isolated experience for some students. To assist with isolation all students have the option to be part of a Facebook peer support group. Peer support groups can be a positive experience where you can study with like-minded people, ask questions relating to your course and build friendships.

## Financial support

The Diploma of Community Services is Austudy / Abstudy approved. Please contact your local Centrelink office for eligibility requirements and application.

## Queensland residents ONLY.

**Higher Level Skills:** Health Industry Training is proud to be a pre-qualified supplier for the Queensland Government, under the Higher Level Skills program. To be eligible for the Higher Level Skills funding, participants must not hold or be undertaking a Certificate IV or higher qualification and must be an existing worker in the Community Services Industry. Qualifications undertaken at school do not affect eligibility. The cost for students on a Centrelink concession is \$50 per unit. For non-concession students or payments made by a third party, the cost is \$100 per unit.

## Fee-paying

To assist students who are not eligible for funding, Health Industry Training offers financial assistance to students by allowing student to either:

- Pay the cost of the course in full and receive a 10% discount on the full cost of the course; or
- Take advantage of our affordable payment plan options (weekly, fortnightly or monthly instalments) (see enrolment form for additional information)

## VET FEE-HELP

**VET FEE-HELP** is a student loan scheme for Vocational Education and Training (VET) sector that is part of the Higher Education Loan Program (HELP). For eligible students, **VET FEE-HELP** provides you with the option of:

- deferring all of your tuition fees; or
- paying some of your tuition fees upfront and deferring the balance

To be eligible for **VET FEE-HELP** students must:

- be an Australian citizen or permanent humanitarian visa holder who will be a resident in Australia for the duration of study;
- be undertaking study as a full fee paying student;
- provide a tax file number;
- have completed, signed and submitted a 'Request for **VET FEE-HELP** Assistance' form on or before the census date;
- not exceed their FEE-HELP loan limit

# Course Structure

The table below provides a recommendation for the order in which you should complete your units. On enrolment into the units you will be provided with learner guides, reference material and assessment booklets.

16 units are required for award of this qualification including:

- 8 core units
- 8 elective units

## Order of Study

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

Eight(8) elective units are to be selected. No particular order of completion is required.

### ALL of the following units MUST BE completed for Case Management specialisation

CHCCCS004	Assess co-existing needs*	Elective
CHCCSM004	Coordinate complex case requirements*	Elective
CHCCSM005	Develop, facilitate and review all aspects of case management*	Elective
CHCCSM006	Provide case management supervision*	Elective

### Other elective units

CHCADV002	Provide advocacy and representation services*	Elective
CHCADV005	Provide systems advocacy services*	Elective
CHCAGE001	Facilitate the empowerment of older people*	Elective
CHCAOD004	Assess needs of client with alcohol and other drugs issues*	Elective
CHCCCS003	Increase the safety of individuals at risk of suicide	Elective
CHCCCS009	Facilitate responsible behaviour	Elective
CHCCCS019	Recognise and respond to crisis situations*	Elective

CHCCSL001	Establish and confirm the counselling relationship	Elective
CHCCSL002	Apply specialist interpersonal and counselling interview skills	Elective
CHCCSL003	Facilitate the counselling relationship and process	Elective
CHCCSL007	Support counselling clients in decision-making processes	Elective
CHCDEV001	Confirm client developmental status *	Elective
CHCDIS008	Facilitate community participation and social inclusion*	Elective
CHCDIS010	Provide person-centered services to people with disabilities with complex needs*	Elective
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	Elective
CHCGRP002	Plan and conduct group activities*	Elective
CHCINM001	Meet statutory and organisation information requirements	Elective
CHCMHS001	Work with people with mental health issues*	Elective
CHCMHS002	Establish self-directed recovery relationships *	Elective
CHCMHS006	Facilitate the recovery process with the person, family and carers*	Elective
CHCMHS008	Promote and facilitate self advocacy*	Elective
CHCMHS011	Assess and promote social, emotional and physical wellbeing*	Elective
CHCPRP001	Develop and maintain networks and collaborative partnerships	Elective
CHCPRT001	Identify and respond to children and young people at risk*	Elective
CHCPRT002	Support the rights and safety of children and young people	Elective
CHCYTH001	Engage respectfully with young people	Elective
CHCYTH004	Respond to critical situations	Elective
CHCCDE011	Implement community development strategies	Elective
CHCCCS023	Support independence and well being	Elective
BSBFIM501	Manage budgets and financial plans	Elective
BSBHRM513	Manage workforce planning	Elective
BSBMGT502	Manage people performance	Elective



BSBMGT516	Facilitate continuous improvement	Elective
BSBPMG511	Manage project scope	Elective
BSBPMG512	Manage project time	Elective
BSBPMG513	Manage project quality	Elective
BSBPMG514	Manage project cost	Elective
BSBPMG515	Manage project human resources	Elective
BSBPMG516	Manage project information and communication	Elective
BSBPMG519	Manage project stakeholder engagement	Elective
BSBPMG522	Undertake project work	Elective
BSBR501	Manage risk	Elective
BSBWOR403	Manage stress in the workplace	Elective
BSBWOR502	Lead and manage team effectiveness	Elective

\*Mandatory work placement required

# How to Enrol

## Need More Information?

Health Industry Training is dedicated to ensuring all students are enrolled in the course that will achieve their career aspirations. If you need help with choosing the right course for you please contact the administration team on 1300 381 415.

## Ready to Enrol?

Enrol online today. Visit our website at: [www.healthindustrytraining.org](http://www.healthindustrytraining.org), select your course and click 'Enrol now'

OR

Email [info@healthindustrytraining.org](mailto:info@healthindustrytraining.org) and request an enrolment pack

OR

Enrol by phone. Contact one of our friendly enrolment officers on 1300 381 415