



Course Outline

CHC52015

Diploma of Community Services

Why Choose 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

Duration Maximum 24 months

Delivery Method Flexible
Individual needs approach to learning
Practical Placement

Enrolment Method Open enrolment

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

Assessment Methods Short answer questions
Projects
Case studies
Workplace portfolio
Research reports
Practical placement
Practical logbook

Industry trend

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 2020 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 Services is delivered through a blended delivery method.

Students are provided with learner resources and assessment handbooks for each unit of competency. The assessment handbooks provide students with instructions on submitting assessments.

Practical Placement

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 compulsory for students to undertake practical placement for the Diploma of Community Services.

Duration: Approximately 200 hours based on skills to be demonstrated in the workplace.

Securing Practical 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 contact 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.

Pre-requirements

As a student you must ensure you have completed the necessary 'Prior to practical work placement' activities listed below before practical work placement can commence.

- National Criminal History Clearance

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 / Reports
- Case studies
- Scenarios
- Workplace portfolios
- Work placement logbook

Recognition of Prior Learning

RPL considers previous formal study and work experience and then assesses this against the elements of competency to determine competency. Students seeking recognition can apply for RPL on enrolment 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 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, you are required to provide Health Industry Training with their Unique Student Identifier number.

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 LLN test by emailing info@healthindustrytraining.org.

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.

Course fees and Financial Support

Funding for Queensland residents

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. Participants must be an existing worker in the community services industry.

A contribution to the cost of training and assessment services must be made by students. The fee may be paid on behalf of the student by a third party including an employer but cannot be paid or waived by Health Industry Training. The contribution fee is a different cost for students classed as concession and students classed as non-concession.

It is a requirement under the Queensland Government funding that all students contribute to the cost of training and assessment services. The fee may be paid on behalf of the student by a third party including an employer but cannot be paid or waived by Health Industry Training. The contribution fee is different for students classed as concession and students classed as non-concession.

Concessional student status applies when:

the student holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care or Pensioner Concession Card and is named on the card;

- (a) the student provides the Health Industry Training with an official form under Commonwealth law confirming that the student, their partner or the person of whom the student is a dependant is entitled to concessions under a Health Care or Pensioner Concession Card;
- (b) the student is an Aboriginal or Torres Strait Islander;
- (c) the student is a school student and is enrolled in a VETiS program (may include young people in detention);
- (d) the student has a disability; or
- (e) the student is an adult prisoner.

Non-concessional student status applies if:

- (a) none of the above relates to the student status at the time of enrolment; or
- (b) the contribution fees are paid by a third-party including employer, job network provider.

The contribution fees for concessional students is **\$800.00** per qualification.

For non-concession students or payments made by a third party, the cost is **\$1,600.00** per qualification.

Fee-paying

To assist students who are not eligible for funding, Health Industry Training offers financial assistance by allowing students 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)

Course Structure

The Diploma of Community Services has been packaged to include:

16 units are required to be awarded the qualification including:

- 8 core units
- 8 elective units

The course combines theoretical and practical work placement experience. The theoretical component of the course provides the student with the relevant knowledge required to work in the primary health care sector.

The practical placement experience provides students with the practical knowledge and skills for students to work in a practical setting on completion of the qualification.

The table below provides a list of the units of competencies offered by Health Industry Training

Unit Code	Unit Title	(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.		
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

Remaining units can be selected from the list below

CHCADV002	Provide advocacy and representation services*	Elective
CHCADV005	Provide systems advocacy services*	Elective
CHCAGE001	Facilitate the empowerment of older people*	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
BSBPMG522	Undertake project work	Elective
BSBRISK501	Manage risk	Elective
BSBWOR403	Manage stress in the workplace	Elective
BSBWOR502	Lead and manage team effectiveness	Elective

*Mandatory practical 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 07 3082 3960.

Ready to Enrol?

Place an enquiry through our website:
www.healthindustrytraining.org

OR

Email info@healthindustrytraining.org and request an enrolment pack

OR

Enrol by phone. Contact one of our friendly enrolment officers on **07 3082 3960**