



## Course Outline

### CHC52015 Diploma of Community Services

#### Develop your career in Community Services

Do you want to be a:

- Community Worker
- Welfare Worker
- Case Manager
- Early Intervention Worker
- Family Support Worker

This qualification is for anyone working in the community services sector wishing to have their experience recognised or wanting to further develop their career into management level roles.



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

At this level, workers have specialized skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals. Workers may also have responsibility for the supervision of other workers or volunteers and/or case management, program coordination or the development of new business opportunities.

#### What will I learn?

Topics covered in this course include:

- Development and implementation of service programs and policies
- Legal and ethical compliance
- Personal professional development
- Supporting clients in decision making processes
- Developing, facilitating and supervision of case management
- Development of networks and collaborative partnerships

#### How is it delivered?

This course is available through the following options:

- **Face-to-face training** is offered through workshops, self-paced study, vocational placement and tutorial support.
- **Distance training** is delivered through blended learning including self-paced study using workbooks and supported with phone and email tutorial support. A range of options are available to best suit your learning style.

## Units of Competency

### How many units are needed for the qualification?

You must be assessed as competent in a total of 16 units of competency, 8 core and 8 electives to be awarded the CHC52015 Diploma of Community Services.

#### Core

- 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

#### Electives (other units may be chosen dependent on delivery stream)

- CHCCCS004 Assess co-existing needs
- CHCCSM005 Develop, facilitate and review all aspects of case management
- CHCCSL007 Support counselling clients in decision making processes
- CHCMHS001 Work with people with mental health issues
- CHCPOL002 Develop and implement policy
- CHCPRP001 Develop and maintain networks and collaborative partnerships
- CHCCSM006 Provide case management supervision
- CHCMGT006 Coordinate client directed services

## Course information

### Course Requirements

As part of the course, you are required to complete at least 100 hours of work placement in a community services facility. Your work placement provides the opportunity to:

- Strengthen experience of the workplace to support future expectations of performance in the workforce
- Develop practical skills and the application of knowledge within the workplace to promote stronger embedding of learning
- Provide exposure to real workplace situations and circumstances which cannot be replicated in a learning environment or through

Please note that certain units have practical work placement hours that are required to be completed before the unit is deemed competent. These hours can be completed within your practicum. If you are currently working, these hours can be counted.

**Note:** \*All participants undertaking this course must apply for a Blue Card prior to commencing Vocational Placement. There is no cost associated with applying for a Blue Card when you apply through CEDAR Centre as a student. Further information on the Blue Card can be found at <https://www.bluecard.qld.gov.au/volunteers/index.html>

### Recognition of Prior Learning

Your history of life and work experiences as well as formal and informal training may be applied using the Recognition of Prior Learning (RPL) process. All students are offered RPL upon enrolment or commencement of training. Documentary evidence will be required.

## Resources

Students will be provided with:

- Workbooks and Assessment Guides for each unit
- Student Handbook and Course Guides
- Access to additional supports

## Funding & Costs

This qualification is offered through:

- Higher Level Skills\*
- Fee-for-Service

\*To be eligible for HLS funding you must be an existing worker in the community services industry

You can refer to the following documents for further information:

- Course Fee Guide
- Funding & Program Fact Sheet
- Policies & procedures
- Handbooks

## How do I enrol?

You can download the enrolment form directly from our webpage, have it emailed to you or drop in and see us. If you are not ready to enrol but are interested, please contact us or visit our webpage.

## Want more information?

**Visit:** [www.cedarcentre.com.au](http://www.cedarcentre.com.au)

**Call:** 07 4512 6770

**Email:** [info@cedarcentre.com.au](mailto:info@cedarcentre.com.au)

CO009 V1.4