CHC52015 Diploma of Community Services

About this qualification

This qualification reflects 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, workers have specialised 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 and volunteers and/or case management; program coordination or the development of new business opportunities.

Career Opportunities

Some of the roles this qualification will give you the opportunity to work in:

- Case worker or manager
- Community services worker
- Community worker
- Group facilitator / coordinator

Pre-entry Requirements

A competent level of literacy and numeracy is required to complete this qualification.

Qualification Structure

To achieve this qualification, the candidate must complete at least 100 hours of work as detailed in the Assessment Requirements of the units of competency.

Employment Based

For those working in the community services industry the duration of this course is up to 12 to 18 months. This will allow you to study and apply your new skills and knowledge in the workplace whilst completing your qualification.

There are (16) units to complete.
(8) Core Units, (8) Elective Units

<table>
<thead>
<tr>
<th>Core Units</th>
<th>Elective Units</th>
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<tbody>
<tr>
<td>CHCCCS007 Develop and implement service programs</td>
<td>CHCCOM003 Develop workplace communication strategies</td>
</tr>
<tr>
<td>CHCDEV002 Analyse impacts of sociological factors on clients in community work and services</td>
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<tr>
<td>CHCDIV003 Manage and promote diversity</td>
<td>CHCLEG003 Manage legal and ethical compliance</td>
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<tr>
<td>CHCMGT005 Facilitate workplace debriefing and support processes</td>
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<tr>
<td>CHCPRP003 Reflect on and improve own professional practice</td>
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<tr>
<td>HLTWHS004 Manage work health and safety</td>
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Elective Units

Elective units will be chosen on enrolment.

Elective units must be relevant to the work outcome, local industry requirements and qualification level.
Delivery Modes

Blended Delivery
This is a combination of trainer lead workshops, coaching and mentoring sessions and distance learning components. This model offers flexibility but also the benefits of face to face delivery.

Distance Learning
Learning materials and assessments are issued to students in hard copy or via email to study in their own space with access to trainers and administration support via; phone, email or scheduled support sessions.

Online
Using our online learning platform students can login, view their learning materials and submit their assessments all online.

Recognition of Prior Learning & Credit Transfer
All students are encouraged to apply for Recognition of Prior Learning (RPL) and/or Credit Transfer (CT). Any relevant qualification and/or work experience that you have attained in the past can be used in your application to contribute towards units in this qualification.

Essential Skills Training & Recruitment will recognise the AQF qualifications and statements of attainment issued by any other Registered Training Organisation.

If you wish to apply for credit transfer, or recognition of prior learning, please contact our office and ask for an application, or you can download one from our website.

Smart and Skilled
This qualification is available under the NSW Government’s Smart and Skilled program for eligible students. Please visit our website or call our office for eligibility requirements and program information. This training is subsidised by the NSW Government.

How do I apply?
To enrol into this qualification or for any general course enquiries please contact our office.
Phone: (02) 4961 0016  Fax: (02) 4961 4007
Address: 1/3 Warabrook Boulevard, WARABROOK NSW 2304
Post: PO Box 984, HAMILTON NSW 2303
Email: info@essentialskills.com.au
Website: www.essentialskills.com.au
Legal Name: Trissig Pty Ltd

Course Fees
The cost of this qualification will vary depending on your mode of delivery, level of experience and if you are completing this qualification Fee for Service, on a Traineeship or through Smart and Skilled Arrangements.

<table>
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<tr>
<th>Standard Fee</th>
<th>New Entrant Traineeship</th>
<th>Smart and Skilled Full Qualification</th>
<th>Concession fee</th>
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</thead>
<tbody>
<tr>
<td>$7,000</td>
<td>$1,000</td>
<td>$4,420</td>
<td>NA</td>
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<tr>
<td></td>
<td></td>
<td>$4,970</td>
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</table>

The cost covers all learning and assessment materials that are issued by Essential Skills Training and Recruitment. The administration/resource fee of $500 is due on enrolment. Employers will be billed over three installments over the duration of the course. Individual students will be billed over five installments, with the administration fee being the first installment. If required, a payment plan can be arranged to assist participants to pay fees over the duration of the course.

If a replacement textbook is required by any student, the student will be required to pay for the cost of the replacement book (between $80 - $120). If you are not working in the industry and are undertaking a full-time course with us the following will incur additional fees; Criminal Record Check, Working with Children Check, Work Experience T-Shirts. If a replacement certificate if required there will be a fee of $20 to be paid by the student before it is issued.

If any external support services are required to complete this qualification, they will be at the expense of the student or employer e.g. interpreter.

Refunds
If given formal notice a withdrawal within 3 days of the commencement of training and receipt of materials.

ESTR will refund fees paid in advance less;
- the admin fee of $500 for full qualifications
- 20% of the total course fee for skills sets, single units or non-accredited training.

Or the customer may choose for the money paid to be held in credit for future programs less the admin fee.

Under normal circumstances, no refunds will be given after the commencement of a program, unless the client can provide a medical certificate or show extreme hardship. In these cases, fees will be refunded on a pro-rata basis or reduced to cover our costs for course materials, postage etc. If a program is cancelled by ESTR, all fees will be refunded in full.

Further Study
On completion of this qualification you may like to further your education and job prospects by completing any of the following qualifications.

BSB51918 Diploma of Leadership and Management