

# Local Students

## CHC52015 Diploma of Community Services

**General:** 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.

**Entry requirements:** Prospective students are required to complete a Language Literacy and Numeracy (LLN) assessment and a Pre-Training Interview, administered by and to the satisfaction of ITHEA and be at least 18 years of age.

**Practical placement requirements:** To achieve this qualification, the candidate must have completed at least 400 hours of work placement. Students are required to undertake supervised practical placements in a relevant community service delivery setting, involving, for example, direct client work or community education or development. Evidence provided by the supervisor will contribute to assessment of the candidate's ability to work at this level.

Students must have a valid Police Check and a valid Working With Children Check. ITHEA will coordinate practical placement for students.

**Vocational outcomes:** Students can go into a range of employment options.

Occupations may include Child Welfare Officer, Residential Care (Child Protection), Social Housing Coordinator, Community Services Case Manager.

**Job outlook:** Please refer to the Australian Government Job Outlook site for job prospects for a Welfare Support Worker. Expected job openings are above average. 49,600 persons were employed as Welfare Support Workers in 2014. Job openings over the next 5 years are expected to be between 25,001 and 50,000. Source: Department of Employment - 2016.

**Delivery and assessment:** Delivery mode will be face to face in class. Our aim is to provide the best learning environment to enable students to successfully complete the course within the 24-month period. Lessons will include some homework and individual tasks, which will be carried out in the students' own time, at home or in the classroom. Students will be able to use the Internet, in class, if they do not have access at home. Assessment methods allow for the gathering of sufficient quality evidence about the student's performance. Methods used include question and answer, class activities, observation, role plays, case studies and projects.

### Core Units

#### Unit Code

CHCDEV002

#### Unit Descriptor

Analyse impacts of sociological factors on clients in community work and services

CHCCCS007

Develop and implement service programs

CHCCOM003

Develop workplace communication strategies

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

#### Unit Code

CHCCSM005

Develop, facilitate and review all aspects of case management

CHCCSL001

Establish and confirm the counselling relationship

CHCCDE011

Implement community development strategies

CHCADV002

Provide advocacy and representation services

CHCAOD004

Assess needs of client with alcohol and other drugs issues

CHCCCS004

Assess co-existing needs

CHCDEV001

Confirm client developmental status

CHCDIS010

Provide person-centered services to people with disability with complex needs

**Course duration:** 2 years

This Training is delivered with Victorian and Commonwealth Government Funding. Eligibility criteria apply. People with disabilities are encouraged to apply



# ACWA

AUSTRALIAN COMMUNITY  
WORKERS ASSOCIATION

If you are considering a career in the community services sector you will want to give yourself the best possible start by studying a course that has been approved by the Australian Community Workers Association (ACWA). Our CHC52015 Diploma of Community Services has been granted Accredited Course Status by ACWA.