CHC52015 – Diploma of Community Services

Description
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.

Qualification Rules
This qualification has a total of 16 units consisting of:
- 8 core units
- 8 elective units

<table>
<thead>
<tr>
<th>Unit of Competency</th>
<th>Description of Unit</th>
<th>Core/Elective</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCCCS007 Develop and implement service programs</td>
<td>This unit describes the skills and knowledge required to engage consumers, analyse service needs of particular groups and develop programs and services to meet those needs.</td>
<td>C</td>
</tr>
<tr>
<td>CHCCOM003 Develop workplace communication strategies</td>
<td>This unit describes the skills and knowledge required to develop communication protocols for a team or business unit.</td>
<td>C</td>
</tr>
<tr>
<td>CHCDEV002 Analyse impacts of sociological factors on clients in community work and services</td>
<td>This unit of competency describes the skills and knowledge required to function independently and to plan and undertake community work and associated services.</td>
<td>C</td>
</tr>
<tr>
<td>CHCDIV003 Manage and promote diversity</td>
<td>This unit describes the skills and knowledge required to evaluate and promote diversity in the workplace, and to contribute to the planning of diversity policies and procedures. This may apply to internal work practices or external service delivery.</td>
<td>C</td>
</tr>
<tr>
<td>CHCLEG003 Manage legal and ethical compliance</td>
<td>This unit describes the skills and knowledge required to research information about compliance and ethical practice responsibilities, and then develop and monitor policies and procedures to meet those responsibilities.</td>
<td>C</td>
</tr>
<tr>
<td>CHCMGT005 Facilitate workplace debriefing and support processes</td>
<td>This unit describes the skills and knowledge required to monitor and support workers. This includes implementing support processes to manage stress and emotional wellbeing of self or colleagues working in varied health and community service contexts. It also involves facilitating structured debriefing sessions to colleagues following incidents with the potential to impact on health and wellbeing.</td>
<td>C</td>
</tr>
<tr>
<td>CHCPRP003 Reflect on and improve own professional practice</td>
<td>This unit describes the skills and knowledge required to evaluate and enhance own practice through a process of reflection and ongoing professional development.</td>
<td>C</td>
</tr>
<tr>
<td>HLTWHS004 Manage work health and safety</td>
<td>This unit describes the skills and knowledge required to establish, maintain and evaluate work health and safety (WHS) policies, procedures and programs in the relevant work area, according to WHS legislative requirements.</td>
<td>C</td>
</tr>
</tbody>
</table>
Central College Corporate

Course Overview

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCCCS009 Facilitate responsible behaviour</td>
<td>This unit describes the skills and knowledge required to monitor individuals, respond to behaviours of concern, deal with conflict and support responsibility for behaviour management and change.</td>
<td>E</td>
</tr>
<tr>
<td>CHCCSM005 Develop, facilitate and review all aspects of case management</td>
<td>This unit describes the skills and knowledge required to undertake case management meetings to plan, monitor and review service provision.</td>
<td>E</td>
</tr>
<tr>
<td>CHCCDE007 Develop and provide community projects</td>
<td>This unit describes the skills and knowledge required to work with the community to develop and provide community projects on relevant issues.</td>
<td>E</td>
</tr>
<tr>
<td>CHCADV002 Provide advocacy and representation services</td>
<td>This unit describes the skills and knowledge required to formally represent the interests of service users. Representation will include the development of community representative and industry participative roles and positions in influencing policy processes and decision-making forums.</td>
<td>E</td>
</tr>
<tr>
<td>CHCPOL002 Develop and implement policy</td>
<td>This unit describes the skills and knowledge required to research, develop and implement new policy initiatives.</td>
<td>E</td>
</tr>
<tr>
<td>CHCPOL003 Research and apply evidence to practice</td>
<td>This unit describes the skills and knowledge required to establish the information need, gather information and critically analyse the information for relevance to own work.</td>
<td>E</td>
</tr>
<tr>
<td>BSBMGT516 Facilitate continuous improvement</td>
<td>This unit describes the skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.</td>
<td>E</td>
</tr>
<tr>
<td>CHCCOM004 Present information to stakeholder groups</td>
<td>This unit describes the skills and knowledge required to apply high level communication skills in interactions with stakeholders.</td>
<td>E</td>
</tr>
</tbody>
</table>

Course Overview

<table>
<thead>
<tr>
<th>Course duration</th>
<th>2 years*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resources</td>
<td>Resources are provided by the College and sent to preferred/ agreed learning location</td>
</tr>
</tbody>
</table>

Entry requirement’s

<table>
<thead>
<tr>
<th>Course cost</th>
<th>$5,100*</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Price is based on a single individual, can be negotiated depending on group numbers</td>
<td></td>
</tr>
</tbody>
</table>

Delivery Method Options

- Face to face
- Face to face with Assessment online
- Trainer/ Assessor can come to workplace
- OR use our own learning facility on campus

*Customisable