**CHC52015 Diploma of Community Services (Case Management)**

**Qualification Overview**
This qualification is for individuals who are passionate about helping people who may be experiencing emotional, financial, health, housing and other social welfare issues. Graduates of this qualification will be able to work in a variety of community service roles, more specifically case management, and quite often provide direct support to individuals or groups using a person centeredness approach.

**Qualification Content**
To successfully gain the Diploma of Community Services (Case Management) you will need to be assessed as competent in the 16 units listed below.

- CHCCOM003 Develop workplace communication strategies
- CHCLEG003 Manage legal and ethical compliance
- HLTWHS004 Manage work health and safety
- CHCPRP003 Reflect on and improve own professional practice
- CHCDIV003 Manage and promote diversity
- CHCDEV002 Analyse impacts of sociological factors on clients in community work and services
- CHCDEV003 Analyse client information for service planning and delivery
- CHCCCS007 Develop and implement service programs
- CHCCCS004 Assess co-existing needs
- CHCCSM004 Coordinate complex case requirements
- CHCCSM005 Develop, facilitate and review all aspects of case management
- CHCCSM006 Provide case management supervision
- CHCADV005 Provide systems advocacy services
- CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs issues
- CHCCSM007 Undertake case management in a child protection framework
- CHCMGT005 Facilitate workplace debriefing and support processes

**Duration**
This course will be delivered over the course of 19 months.

**Location**
Classroom delivery is available in metropolitan Melbourne and regional Victoria. Workplace delivery is available in metropolitan Melbourne and regional Victoria on application. Distance delivery is also available.

**Cost**
Customised Training is contracted as a provider of Victorian Government subsidised training under the Skills First Program. Qualification fee subsidies may be available to eligible individuals with funds made available by the Victorian and Commonwealth Governments.

**Pre-Requisites**
You must be employed in the Community Services industry in a position suitable to the qualification and have completed at least 100 hours of relevant work experience.

**Vocational Outcomes**
On completion of this qualification you may seek employment as a Welfare Support Worker, Community Services Case Worker, Health Education Officer, Outreach Officer or Family Support Worker.

**Required Resources**
- **Title: Fundamentals of Case Management Practice: Skills for the Human Services, 5th Edition**
  - Author: Nancy Summers
  - ISBN: 9781305094765
  - Publisher: Cengage Learning
  - Date published: 2016

**Learning Pathway**
- **Diploma of Community Services (Case Management)**
- **Advanced Diploma of Community Sector Management**
- **Higher Education Degree**

**GET ON THE QUALIFICATIONS PATHWAY TO SUCCESS.**

**Custom Made Careers Start Here.**
Disability and Community Services Professional Development

Managing challenging behaviours
This session explores the many challenging behaviours that can present themselves in the community services and disability setting and explores the strategies available to assist staff and families with managing these effectively.

Leadership in the Community Services area
This session explores current leadership practise within community services and disability areas.

Working with people with mental health issues
This session covers skills required by workers in community services and disability areas.

Completing accurate reporting
This session explores the skills required to complete timely and accurate reporting within the community services sector, including: Incident Reports, case notes, progress notes and documenting complaints and grievances. This session is tailored to the workplace requirements.

You may also like to join our Professional Development activities, Short Courses or business network

Short Courses
In addition to our Professional Development calendar, we also offer short courses in the following workplace related areas:

- Time management
- Project management
- Coaching skills for the workplace
- Leadership for new leaders
- Resume writing and interview techniques
- Leadership for experienced leaders
- Presentation skills
- Stress management
- Conflict management
- Difficult conversations in the workplace
- People and communication skills

The aforementioned Short Courses are not accredited courses.

Student Support
Customised Training encourages people with disabilities to explore opportunities to develop their skills through Vocational Education and Training. Adjustments can be made to learning and support materials to suit your individual needs; providing that these adjustments do not compromise the requirements of the relevant Training Package or the integrity, equity and fairness of assessment.

Skills Recognition
Skills Recognition is the acknowledgement of skills and knowledge obtained through learning achieved outside the formal education and training system. You are encouraged to discuss the possibility of undertaking the Skills Recognition process prior to the commencement of your training. For further information regarding Skills Recognition please request a Skills Recognition brochure or visit our website www.customisedtraining.com.au.

Work Load
You should expect to spend additional time studying this qualification. This time will typically consist of contacts with your trainer or classroom workshops (depending on your study mode), self-paced study, reading, researching and completing assessment tasks.

Learning Pathway
Customised Training encourages you to continue learning. Pathways exist between various qualification levels, enabling you to move easily and readily between qualifications offered by Customised Training and qualifications offered by other education institutions. Pathways may also allow you to access Skills Recognition and obtain credit points toward your next qualification, reducing your study time. For more information on pathways available to you please contact a Course Advisor to discuss your options, or you can visit www.myfuture.gov.au, a helpful career website.

How to Apply
Once you have made the decision to apply for a qualification you will need to read and review the Customised Training Student Handbook. This handbook can be found on our website in the ABOUT section under FAQ’s. Once you have done this please complete and return the documents listed below to Customised Training. Upon receiving all paperwork and supporting evidence a formal assessment of your eligibility for government funding and suitability for the qualification is conducted.

The following documents must be included with your application:

- Application Form
- Certificates and Statement of Results for any previously attained or partially completed qualifications.
- Proof of citizenship/residency
- Certified coloured copy of either: current green Medicare card; Birth Certificate; current Australian Passport; current New Zealand Passport; or Naturalisation Certificate.
- Proof of Age (if you are under 20 years of age)
- Certified coloured copy of either: current Driver Licence; current Learner permit; a Proof of Age card; or a ‘Keypass’ card.

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ConnectT Network

ConnetT Network Melton & Moorabool is a business network that commenced in January 2015. The network is the initiative of Customised Training, and provides business connections and support with a learning focus.

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