CHC52015 Diploma of Community Services

Qualification Overview
A career in community services can be both demanding and highly rewarding. Those seeking to work in the community services sector should enjoy working with people and understand the nature of social disadvantage. They should also have well developed interpersonal skills so as to be able to provide direct support to individuals or groups of individuals, as well as a generous degree of empathy, tolerance and flexibility.

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
- HLTWHS404 Manage work health and safety
- CHCPPR003 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
- CHCCS007 Develop and implement service programs
- CHCADV005 Provide systems advocacy services
- CHCSOH001 Work with people experiencing or at risk of homelessness
- CHCDFV006 Counsel clients affected by domestic and family violence
- CHCRE001 Identify and respond to children and young people at risk
- CHCAOD004 Assess needs of clients with alcohol and other drugs issues
- CHCCS003 Increase the safety of individuals at risk of suicide
- CHCMHS001 Work with people with mental health issues
- CHCCSL003 Facilitate the counselling relationship and process
- CHCMGT005 Facilitate workplace debriefing and support processes

Duración
The 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 upon application. Distance delivery is also available.

Cost
Customised Training is contracted as a provider of Victorian subsidised training under the Skills First Program. Qualification 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 complete at least 100 hours of relevant work experience during the course.

Vocational Outcomes
On completion of this qualification you may seek employment as a Case Manager, Welfare Worker, Youth Worker, Child Protection Practitioner, Family Support Worker, Volunteer Coordinator, Migrant Resource Worker, Child and Family Practitioner, Juvenile Justice Officer, Community Health Worker.

Required Resources
To be advised

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 settings to work and support people who are living with mental health issues.

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.

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.

Applications for Government Subsidised places must also include:
• 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.

ConnecT 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.

Phone 5367 1630 | Web www.customisedtraining.edu.au/about/connect-network/