



## CHC52015 DIPLOMA OF COMMUNITY SERVICES

Funded by the Queensland government.

### WHAT IS THE HIGHER LEVEL SKILLS PROGRAM?

The Higher Level Skills program provides a government subsidy to support eligible individuals to access one subsidised training place in selected Certificate IV and above qualifications, or priority skill sets.

The aim is to assist individuals to gain the higher level skills required to secure employment or career advancement in priority industries or to transition to university. Employers may also be able to access training to address workforce development needs.

### ELIGIBILITY

This program is open to any Queensland resident aged 15 years or over, who is no longer at school and is an Australian or New Zealand citizen, or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency. Prospective students must not have or be enrolled in a Certificate IV or higher-level qualification, not including qualifications completed at school and foundations skills training.

### CO-CONTRIBUTION FEES

Total course concessional price	<del>\$250</del>	\$25
Total course non-concessional price	<del>\$350</del>	\$50

### COURSE OVERVIEW

This qualification reflects the roles of community services, case management and social housing workers involved in the managing, coordinating 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

- Students are required to be physically fit to be able to perform some tasks required by the course.
- Satisfactorily complete a pre-training review interview to determine student's suitability for the chosen course.
- Working within the community services industry or gain vocational work placement at an accredited community services facility.
- Students must have a National Police Check and a Working with Children Check – Blue Card
- Having access to the following is desirable for the successful completion of assessments and for research purposes:
  - Desktop computer, laptop or tablet

- Microsoft Office or equivalent
- Internet connection
- A web camera and a speaker
- Access to software to view online videos and images, such as Adobe Reader, Windows Media Player, Windows Photo Viewer, which are available as a download from the internet.

### COURSE MODE OF DELIVERY AND DURATION

The course is provided through face-to-face delivery or distance; however blended learning is an option with block delivery. The course will be delivered and assessed in 12 months. The course includes workplace based training component (100 hours) which requires a work placement in accredited community services facilities.

### JOB OPPORTUNITIES

Job roles that may be available to you after successful completion of the course include:

- Aboriginal Housing Worker
- Aboriginal Neighbourhood House Coordinator
- Assistant Community Services Worker
- Assistant Community Worker
- Care Team Leader
- Case Coordinator (Community Services)
- Case Coordinator (Disability)
- Community Access Coordinator
- Community Care Manager
- Community Development Worker for Social Housing
- Community Housing Resources Worker
- Community Housing Worker
- Community Program Coordinator
- Community Recreation Coordinator
- Community Services Coordinator
- Community Work Coordinator Community Worker
- Coordinator of Volunteer Work
- Disability Team Leader
- Early Intervention Worker
- Family Services Coordinator
- Family Support Worker
- Housing Assistant
- Housing Manager
- Pastoral Care Counsellor
- Pastoral Care Worker
- Senior Youth Worker
- Support Facilitator (Community Services)
- Support Facilitator (Disability)
- Team Leader
- Welfare Support Worker
- Youth Housing Support Worker

### WORK PLACEMENT

To gain this qualification, successful completion of a minimum of 100 hours work placement at an accredited community services facility is required. Students will be required to pay additional costs associated with work placements including:

- Obtaining satisfactory Police Checks and Working with Children Check required prior to commencing work placement.
- Placement will take place after the successful completion of classroom activities and prescribed assessments. Students will be required to work the shifts determined by the placement provider (may include morning, evening and night shifts between Monday and Sunday. Students are expected to have strategies in place to manage family and work commitments in order to meet work placement requirements.
- Work placement attire and dress code may be applied for work placement by Australian Academy and/or the placement provider.



# WORLD-CLASS TRAINING

# WORLD-CLASS LEADERS



## COURSE OUTLINE (UNITS OF COMPETENCY)

**TOTAL NUMBER OF UNITS = 16**

- 8 core units
- 8 elective units

### CORE UNITS

CHCCCS007	Develop and implement service programs
CHCCOM003	Develop workplace communication strategies
CHCDEV002	Analyse impacts of sociological factors on clients in community work and services
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

CHCADV002	Provide advocacy and representation services
CHCCDE011	Implement community development strategies
CHCCSL002	Apply specialist interpersonal and counselling interview skills
CHCDFV006	Counsel clients affected by domestic and family violence
CHCGRP002	Plan and conduct group activities
CHCMHS001	Work with people with mental health issues
CHCMHS013	Implement trauma informed care
CHCCSM005	Develop, facilitate and review all aspects of case management

### ASSESSMENTS

To be assessed as competent, learners need to provide satisfactory evidence to all the assessment requirements relating to their knowledge and skills relevant to the unit of competence. Assessment methods may include:

- Written activities
- Case studies
- Projects
- Role plays / observations
- Practical work placement

### HOW TO ENROL

Applying to Australian Academy is easy. You can submit your enrolment application any time at [australianacademy.edu.au/enrol](http://australianacademy.edu.au/enrol) or call **1300 656 693**. You will be contacted by AA to arrange a follow up appointment for a pre-training review.

Once we receive your enrolment form, we will send you a Letter of Offer including all the enrolment conditions. When you accept it and return a signed copy along with payment, we will secure your place.



#### Gold Coast (QLD)

10 Scarborough Street  
Southport, Gold Coast  
QLD 4215  
P 1300 656 693

#### Brisbane (QLD)

Level 3, 12 Mount Gravatt  
Capalaba Road, Upper  
Mount Gravatt QLD 4122  
P (07) 3343 3776

#### Sydney (NSW)

Level 2, 39 Queen St  
Auburn, Sydney  
NSW 2144  
P 1300 083 832

**Enrol now**