



The CHC52021 Diploma of Community Services reflects the roles of community services, case management and social housing workers involved in managing, coordinating and/or delivering person-centred services to individuals, groups and communities.

You will develop the skills to work with a wide range of clients including children and young people, families, older people and clients from culturally diverse backgrounds, and will assist them through a range of social and personal issues including family support, homelessness, domestic violence and drug and alcohol issues.

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.

Example Job Roles

Community Care Manager, Care Team Leader, Family Services Coordinator, Community Development Worker for Social Housing, Housing Manager, Community Worker, Community Services Coordinator, Case Coordinator, Family Support Worker, Welfare Support Worker, Youth Worker, Disability Team Leader, Community Housing Worker, Community Work Coordinator.

FACE-TO-FACE SCHEDULE

This course is scheduled as:

- 74 weeks | 20 hours per week | 6 terms | 10 week terms (plus term breaks)

Homework, reading and assessment tasks are completed between each workshop. We recommend that learners set aside between 3–5 hours per week for homework, reading and assessment tasks.

PATHWAYS

Students can enter directly into the CHC52021 Diploma of Community Services without prior qualifications. Students may choose to enrol into a double qualification with CHC33021 Certificate III in Individual Support or CHC43015 Certificate IV in Ageing Support. Applicants who have successfully completed CHC43015 Certificate IV in Ageing Support may be eligible for up to 2 credits towards the CHC52021 Diploma of Community Services.

INVESTMENT

Application Fee (Non-Refundable)	A\$	300.00
Resource Fee	A\$	200.00
Tuition Fee	A\$	16,500.00
Total	A\$	17,000.00

Tuition Fee per Term	A\$	3,000.00
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Recognition of Prior Learning per Unit of Competency	A\$	500.00
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Inclusions:

- Course learning and assessment material
- Qualified industry expert trainer
- Student support
- Coffee and tea
- Certification upon successful completion

WORK PLACEMENT REQUIREMENTS

It is a requirement that students complete 200 hours of work placement (to be satisfactorily signed off by your Work Supervisor and your Alana Kaye Assessor).

In addition, the work placement must be completed in a community service organisation. This work placement will be completed at different times throughout your course of study.

You must have a police check and have completed First Aid before commencing work placement.

COURSE OUTLINE

This qualification is made up of 20 units of competency (subjects).

Code	Core Units
CHCCCS004	Assess co-existing needs
CHCCCS007	Develop and implement service programs
CHCCCS019	Recognise and respond to crisis situations
CHCCSM013	Facilitate and review case management
CHCDEV005	Analyse impacts of sociological factors on people in community work and services
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCDIV001	Work with diverse people
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCLEG003	Manage legal and ethical compliance
CHCMGT005	Facilitate workplace debriefing and support processes
CHCPRP003	Reflect on and improve own professional practice
HLTWHS003	Maintain work health and safety

Code	Elective Units
CHCCSM010	Implement case management practice
CHCCOM003	Develop workplace communication strategies
HLTAID011	Provide First Aid
CHCCSM012	Coordinate complex case requirements
CHCAOD004	Assess needs of client with alcohol and other drugs issues
CHCCSM014	Provide case management supervision
BSBPEF401	Manage personal health and wellbeing
CHCCCS009	Facilitate responsible behaviour