



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.

### Relevant Job Roles:

- Community Care Manager
- Community Worker
- Family Services Coordinator
- Family Support Worker
- Welfare Support Worker
- Youth Worker
- Disability Team Leader

## DISTANCE LEARNING

Distance learning students can choose their electives and timeframe in line with qualification rules for completion of training. Timeframes will be negotiated with the trainer but the Australian Qualification Framework (AQF) suggests that a student should complete this qualification between six months to two years. A My Qualification Plan (MQP) and Training Plan (TP) will be put in place to assist through the learning program.

## FLEXIBLE DELIVERY MODES

Alana Kaye provides a number of options for flexible delivery of qualifications. These include a variety of different methods of training such as face-to-face workshops, distance learning, Recognition of Prior Learning (RPL) or mixed delivery. Selection of elective units can also be tailored to individual requirements following discussions with the Alana Kaye team and in line with packaging rules.

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification. However, it is expected that students will have appropriate language, literacy and numeracy skills to complete the training and assessment requirements.

## RECOGNITION OF PRIOR LEARNING (RPL)

You can apply for RPL if you have the knowledge and skills gained through work, formal study, volunteering, informal or formal training, social activities or general life experiences. If you feel that you may qualify for RPL, please contact our office for further information about the process to demonstrate your experience and knowledge.

## PATHWAYS

If a student wishes, they may choose to undertake the CHC33021 Certificate III in Individual Support or the CHC43015 Certificate IV in Ageing Support prior to commencement of this qualification.

## FACE-TO-FACE SCHEDULE

- Alana Kaye College offer face-to-face classes for CHC52021 Diploma of Community Services
- For further details please contact 1300 25 26 25 or email [training@alanakaye.edu.au](mailto:training@alanakaye.edu.au)

Students are required to participate in a minimum of 200 hours of mandatory work placement.

## INVESTMENT

Course Fee (this includes \$400.00 non-refundable enrolment fee)	\$6,500.00
Recognition of Prior Learning	\$4,000.00

### Inclusions:

- Course learning and assessment material
- Coffee and tea
- Certification upon successful completion

## PAYMENT PLANS

Alana Kaye believes that everyone should have access to quality education, which is why we have a range of payment options to choose from.

## UP-FRONT PAYMENT

A payment of \$1,400 is required prior to commencement of your course. This includes the non-refundable enrolment fee of \$400 paid on enrolment. The remainder of the course fees can be paid on commencement or a payment arrangement can be negotiated by completing a Payment Plan Agreement.

We accept payments via VISA, MasterCard or bank deposit.

The Qualification will not be awarded until all payments are received.

## RESOURCES REQUIRED

Students are required to have access to a computer (or use an Alana Kaye computer) to complete assessment tasks. Alana Kaye are conscious of the environment and where possible, provide resources and assessments through our online learning portal. If possible, please bring a laptop to workshops.

Distance learning students must have access to a computer and internet.

## COURSE OUTLINE

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

- 12 Core units - Units you must complete as part of the qualification
- 8 Elective units - Alana Kaye College has chosen the elective units that we believe are the most beneficial and relevant to the majority of students.

For our face-to-face workshops, we have chosen the elective units that we know are most beneficial and relevant to the majority of our students. These are the ones ticked below. If you would like to study different elective units, please contact Alana Kaye to discuss the options available for flexible delivery.

Unit Code	Core Units	Face-to-Face	RPL	Distance
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	✓	✓	✓

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