

CHC52015 DIPLOMA OF COMMUNITY SERVICES (CASE MANAGEMENT)



QUALIFICATION OVERVIEW

1. QUALIFICATION SUMMARY

- National code/title:
- CHC52015 Diploma of Community Services
- Industry relevance:
- 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:
- Whilst there are no formal pre-requisites we require students to have an understanding of community services and/or case management whether in work or life experience. Students will be required to complete and pay for a National Police Clearance prior to enrolment in this course.
- Recommended skills:
- Learners will be expected to read and understand simple documents, interact effectively with colleagues and build relationships with a variety of people within the community services sector. Some life experience around the elderly would be an advantage.
- Required materials and Equipment
- Access to computer, laptop or device. Access to the internet.
 - For best performance, you should access Canvas (our eLearning platform) with a computer that supports the most recent browser versions. It is recommended to use a computer five years old or newer with at least 1GB of RAM. For more information on recommended settings, supported browsers and mobile specifications, please visit: <https://community.canvaslms.com/t5/Canvas-Basics-Guide/What-are-the-browser-and-computer-requirements-for-Canvas/ta-p/66>
 - As a duty of care to clients, the influenza vaccination may be required for students intending to complete practical placement in community services.
 - A fee of \$25 for the purchase of an ACE-branded t-shirt applies for this course. This is mandatory for all students undertaking any practical work placement.

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2. QUALIFICATION COMPONENTS

To successfully complete the qualification, sixteen units of competency must be completed including 8 core and 8 electives.

Core units (8):

- The core units of this qualification are compulsory for all learners:

1. CHCCCS007	Develop and implement service programs
2. CHCCOM003	Develop workplace communication strategies
3. CHCDEV002	Analyse impacts of sociological factors on clients in community work and services
4. CHCDIV003	Manage and promote diversity
5. CHCLEG003	Manage legal and ethical compliance
6. CHCMGT005	Facilitate workplace debriefing and support processes
7. CHCPRP003	Reflect on and improve own professional practice
8. HLTWHS004	Manage work health and safety

Elective units (8):

1. CHCADV002	Provide advocacy and representation services
2. CHCDEV003	Analyse client information for service planning and delivery
3. CHCCCS019	Recognise and respond to crisis situations
4. CHCCCS004	Assess co-existing needs
5. CHCCSM005	Develop, facilitate and review all aspects of case management
6. CHCCSM004	Coordinate complex case requirements
7. CHCDIS005	Develop and provide person-centred service responses
8. CHCCSM006	Provide case management supervision

ASSESSMENT

3. ASSESSMENT REQUIREMENTS

Assessment tasks:

- Assessment is generally progressive with multiple assessment tasks to be completed for each unit of competency. Assessment tasks and methods will vary from unit to unit and may include a combination of direct performance observation, oral questioning, workbooks, practical tasks and simulations, interviews, third party reports and other techniques.

Task submission:

- Assessment tasks must be submitted by the due date unless an extension has been granted. Students are entitled to two re-submissions per item following an initially inadequate assessment.

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4. RECOGNITION AND CREDIT

RPL application:

- If you believe you are able meet course requirements through workplace and other evidence in your possession, then contact your local college for further information about the RPL process. Note that RPL applications must be made at the time of enrolment after which you will be contacted by one of our assessors to discuss your application.

Credit transfers:

- You may already have acquired some of the units of competency in this qualification from an earlier course or from another Registered Training Organisation, authorised issuing body or authenticated VET transcripts from the Registrar. If so, you can claim credit for these by providing original qualification transcripts or statements of attainment. These will be verified and copied as evidence of current competency. Note that you cannot receive credit for your whole programme of study.

INDUCTION AND SUPPORT

5. INDUCTION AND SUPPORT

Pre-enrolment:

- By completing pre-enrolment assessment prior to enrolling in this qualification, you will be assisting us to evaluate your suitability for the course and to tailor support services to meet your individual needs. A Student Support Officer will review your pre-enrolment information and, if appropriate, contact you to discuss options to assist you to participate productively in the course.

Course induction:

- An induction session to be held at the outset of the course comprises an overview of the industry, including relevant legislation, and covers course content, delivery and assessment arrangements and course completion requirements. A general orientation to college facilities, rules and safety procedures is also provided.
- Orientation to our online learning management system will also be provided by the trainer.

Individual support:

- Your trainer can provide email and telephone support throughout the course. All enrolled students also have access to a Student Support Officer who can provide advice and assistance or facilitate external support.

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CERTIFICATION ARRANGEMENTS

6. AWARDS ISSUANCE

- Course completion:
- A qualification testamur and transcript will be issued by ACE Community Colleges upon successful completion of course requirements, provided that all administrative requirements have been met and course fees are paid in full. In these circumstances, certificates will be issued within 30 days.
- Partial completion:
- Where a student does not complete all components, a statement of attainment listing units successfully achieved will be issued by ACE Community Colleges within 30 days of course completion as long as all outstanding fees have been paid.

ENROLMENT INFORMATION

7. ENROLMENT APPLICATION

- Application:
- Enrolment is contingent upon your application being accepted. Factors considered in the evaluation of enrolment applications include eligibility, pre-requisite fulfilment, the outcome of screening processes, past payment of fees and acceptance of the terms of enrolment.
- Unique student identifier (USI):
- It is a condition of enrolment in any nationally recognised training (accredited) programme that you supply us with your unique student identifier (USI). If you don't already have one you can apply for one online at www.usi.gov.au. Further information on the national USI system is available from college administration.
- Confirmation:
- Enrolment is confirmed upon payment of a deposit against the course fee. ACE will collect no more than \$1500 of the total fee on initial enrolment.

8. FEES AND SUBSIDIES

- Full fee:
- \$4500
- Additional charges:
- A fee \$25 for the purchase of an ACE-branded t-shirt applies for this course. This is mandatory for all students undertaking any practical work placement
- Subsidies available:
- Yes – see box below for details

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Programme:



- We are a Skills Assure Supplier.
- *Higher Level Skills* (QLD). Applicants eligible for enrolment under *Higher Level Skills* to note that this training is funded by the Queensland Government.

Eligibility criteria:

- You must be at least 15 years old and no longer at school (excepting VET in Schools students)
- Resident in Queensland
- 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
- Must not have or be enrolled in a Certificate IV or higher-level qualification (excluding qualifications completed at school and foundations skills training)
- Must be an existing worker in the community services industry

Restrictions:

- By doing this qualification you will no longer be eligible for further subsidised training under the Higher Level Skills programme

Fees payable:

- \$320 student co-contribution fee (\$20 per unit)
- \$240 concession card holder co-contribution fee (\$15 per unit)
- No fee applies to credit transfer applications for approved units of competency

Refunds:

- Where subsidised training is not completed, a proportion of the co-contribution fee – corresponding to the number of unfinished units – will be refunded upon written request. No refund is payable on units of competency successfully completed. Refund requests will generally be processed within 28 days.

About fees:

- The course fees specified above are fully inclusive of all textbooks, learning materials, tuition costs and support services for the advertised duration of the course. Excluded is the mandatory fee for ACE-branded t-shirt applicable for work placement, which students are required to contribute to at a cost of \$25.

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CANCELLATIONS AND REFUNDS

9. CANCELLATIONS AND REFUNDS

Course cancellation:

- Students are entitled to a full refund, without deduction, if a course is cancelled by us for any reason prior to its commencement.
- If ACE Community Colleges, closes or ceases to deliver any part of the course in which you are enrolled we will work with you to refund the part of the course yet to be delivered, transfer you to another similar course acceptable to you at no cost, find options for your transfer to another provider.

Student withdrawal:

- Fees paid will be refunded where written notice of withdrawal is provided at least five working days prior to course commencement. Note that \$50 will be deducted from the refund amount to cover administration costs.
- Students wishing to cancel fewer than five working days prior to their course commencing, or at any time after commencement, are not entitled to a refund although a partial refund may be paid at the discretion of the local college manager where exceptional circumstances can be demonstrated. All such requests must be in writing.

Changes:

- If there are any changes to your enrolment or to the information under which you were enrolled that affect you, we will advise you as soon as possible. This includes changes to the ownership of the College, or to any training delivery arrangement such as a third-party or other services.

FURTHER INFORMATION

10. ACE STUDENT HANDBOOK

Student handbook:

- Our *Student Handbook* is available to all prospective students and may be obtained at or prior to enrolment from any of our colleges or downloaded from our website. The *Student Handbook* reflects our policies and contains information on the enrolment process, skills recognition, participation in training and assessment, support services, fees and refunds, rules and regulations and a range of general information.
- While our Student Handbook also contains the specific details of the our complaints and appeals process, it can also be accessed on our website at <https://www.acecolleges.edu.au/students/>

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DELIVERY

11. DELIVERY ARRANGEMENTS

Course Duration

Maximum duration: 18 months

Online learning delivery package:

Component	Weekly	Total Course
One-on-one training and assistance	30 min session scheduled with the trainer fortnightly	19.5 hours
Trainer-directed home study	12 hours per Unit	192 hours
Research	4 hours per unit	64 hours

Mode of delivery

Stage 1: Course work (delivery online) and negotiated mentoring sessions via Canvas or phone. Simulation requirements will be met in the online learning environment by using live video.

Stage 2: Practical

If employed need evidence of 120 hours employment and job tasks, OR to be completed at the end of the course.