



CHC52021: DIPLOMA OF COMMUNITY SERVICES [CASE MANAGEMENT]

Course **OUTLINE**

This qualification focuses on the roles of community services, case management and social housing workers involved in the managing, co-ordinating 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.

CHC52021 Diploma of Community Services (Case Management) focuses on the skills required for the community services sector and prepares you to work with people experiencing complex social issues.

Entry REQUIREMENTS

There are no academic prerequisites for the CHC52021 Diploma of Community Services. But you need to have reasonable English language, literacy and numeracy to successfully complete the course (LLN). In addition a Police Clearance Certificate, Working with children's Check and a valid NDIS Worker screening check is mandatory prior to your work placement; you must undertake a Federal Police Check (AFP) or NSW Police check (it must be no less than 2 years old).

Pathways

Many students will have completed the Certificate III in Individual Support and or the Certificate IV of Ageing Support and or Disability, or the Certificate IV in Mental Health or Leisure and Support. On completion of this qualification they could pursue a career as a Case Manager, Program Coordinator, Support Facilitator.

Who should do this COURSE?

People pursuing a career in a facility such as a respite or aged care; residential services, rehabilitation programs; clinical settings; home based outreach; centre-based programs; or supporting people in employment.

Graduates may seek employment in the following jobs:

- Community services worker
- Early intervention worker
- Group facilitator
- Program coordinator
- Youth officer
- Support facilitator
- Welfare worker
- Client service assessor
- Case worker

Course DURATION

This course is 104 weeks. The structure is as follows:

- Distance learning of 10-20 hours a week over 104 weeks
- Work placement of 240 hours in total to be carried out over the period of 120 hours on 11-12th month of year 1 and Year 2.

Commencement dates. See the website for our intake dates or ring the office for details.

Course LOCATION

All training is held at our office at Burwood which is right next to the railway station. Work placements will be selected where possible to meet your travel needs.

Assessments

As this is a nationally recognised qualification, you will be required to successfully complete all units to a standard to ensure that you are job ready. Each unit contains assessments which are:

- Practical demonstrations where you will be observed by one of our assessors at the workplace.
- Knowledge based tests which contain written short answer questions
- Small projects which contain written tasks for you to investigate and complete in your own time.

Note: You must be deemed competent with each unit in order to receive your qualification.

Course DELIVERY

Delivery is a combination of methods to cover the theory and practice requirements:

Workshop facilitation for developing your theory (maximum of 20 students)

Face to face instruction in a simulated environment to give you that valuable practice (maximum of 10 students), Self-paced study and support to embed your learning, Work placements to apply your skills

Work Placement at a Community Service facility is arranged with you and you will receive the support of one of our mentors to ensure this opportunity is a rewarding experience.

Recognition of Prior Learning (RPL) and Credit Transfer

You may have developed a number of skills in community service or mental health care, through previous employment opportunities, life experience or formal studies. If this is the case then you should ask about recognition of prior learning. This may shorten your course.

Topics: Study units and QUALIFICATION

Our course has been designed to meet the requirements for the CHC52021 Diploma of Community Services.

It contains 20 Units; 12 Core units and 8 Elective units:

CORE UNITS:

UNIT CODE	UNIT NAME	STATUS
CHCCCS007	Develop and implement service programs	Core
CHCCCS019	Recognise and respond to crisis situations	Core
CHCCSM013	Facilitate and review case management	Core
CHCDEV005	Analyse impacts of sociological factors on people in community work and services	Core
CHCDFV001	Recognise and respond appropriately to domestic and family violence	Core
CHCCCS004	Assess co-existing needs	Core
CHCDIV001	Work with diverse people	Core

UNIT CODE	UNIT NAME	STATUS
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	Core
CHCLEG003	Manage legal and ethical compliance	Core
CHCMGT005	Facilitate workplace debriefing and support processes	Core
CHCPRP003	Reflect on and improve own professional practice	Core
HLTWHS004	Maintain work health and safety	Core

ELECTIVES WE OFFER:

UNIT CODE	UNIT NAME	STATUS
CHCCSM009	Facilitate goal-directed planning	Elective
CHCCSM010	Implement case management practice	Elective
CHCCSM012	Coordinate complex case requirements	Elective
CHCCSM014	Provide case management supervision	Elective
CHCCSM015	Undertake case management in a child protection framework	Elective
CHCCSM015	Develop workplace communication strategies	Elective
CHCDIS017	Facilitate community participation and Social Inclusion	Elective
CHCDIS019	Provide Person-Centred services to people with disabilities with Complex Needs	Elective

Cost of the COURSE

\$8000 (GST exempt) Paid in three instalments as follows:

- \$1500 at enrolment (prior to commencement)
- \$1500 at week 15
- \$1500 at week 30
- \$1500 at week 45
- \$1500 at week 60
- \$500 at week 75

Fees are payable by Cheque, Money order, Cash, Internet or Bank Deposit (See Enrolment Form for details). Other arrangements may be made based on individual needs.

For more DETAILS

Visit www.nta.edu.au or Email: info@nta.edu.au

Or visit us at the office:

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Our friendly staff are waiting for your call