

HIGHER LEVEL SKILLS

CHC52021 - Diploma of Community Services

Course Overview

This qualification reflects the roles of community services and case management workers and provides specialised skills in the managing, coordinating and/or delivery of person-centred services to individuals, groups and communities.

Eligibility Criteria

To be eligible for the Higher Level Skills program, individuals must:

- ✔ Be aged 15 years or over;
- ✔ Be no longer at school;
- ✔ Permanently reside in Queensland;
- ✔ Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- ✔ Not hold, and not be enrolled in, a certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training; and
- ✔ To be eligible to complete the CHC52021 - Diploma of Community Services, individuals must be an Existing Worker in the Community Services and Health industry, which includes parents and unpaid carers of NDIS participants.

Course Delivery

The CHC52021 - Diploma of Community Services is delivered over a period of 18 months through an external delivery model.

Training and assessment will be delivered online and in the workplace.

Students will need to complete at least 200 hours of work placement to fulfil the requirements of the qualification.

AT A GLANCE



18 Months



External Delivery



Student
Contribution Fee

CAREER OPPORTUNITIES

- Case Manager
- Community Services Worker
- Support Facilitator
- Family Services Coordinator
- Support Facilitator (Community Services)



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subsidised training provider



NATIONALLY RECOGNISED
TRAINING



Course Requirements

To achieve a CHC52021 - Diploma of Community Services, 20 units must be completed including 12 core units and 8 elective units (students must choose either the Case Management Specialisation or the General Electives).

Core Units

CHCCS004	Assess co-existing needs	CHCDIV001	Work with diverse people
CHCCS007	Develop and implement service programs	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCCS019	Recognise and respond to crisis situations	CHCLEG003	Manage legal and ethical compliance
CHCCSM013	Facilitate and review case management *	CHCMGT005	Facilitate workplace debriefing and support processes
CHCDEV005	Analyse impacts of sociological factors on people in community work and services *	CHCPRP003	Reflect on and improve own professional practice
CHCDFV001	Recognise and respond appropriately to domestic and family violence	HLTWHS003	Maintain work health and safety

Elective Units

Case Management Specialisation

CHCCSM009	Facilitate goal-directed planning
CHCCSM012	Coordinate complex case requirements
CHCCSM014	Provide case management supervision
CHCCSM015	Undertake case management in a child protection framework
CHCCCS009	Facilitate responsible behaviour
CHCCOM003	Develop workplace communication strategies
CHCMHS001	Work with people with mental health issues
CHCMHS011	Assess and promote social, emotional and physical wellbeing

General Electives

CHCADV002	Provide advocacy and representation services
CHCCCS009	Facilitate responsible behaviour
CHCCDE027	Implement community development strategies
CHCCOM003	Develop workplace communication strategies
CHCDIV003	Manage and promote diversity
CHCMHS001	Work with people with mental health issues
CHCMHS011	Assess and promote social, emotional and physical wellbeing
CHCPOL002	Develop and implement policy

* 100 hours of work placement in a community services setting will need to be completed as part of this unit.

Please note that work placement hours cannot be completed concurrently with workplace hours specified in any other unit of competency. At least 200 hours of work placement must be completed to fulfil the requirements of the qualification.

Higher Level Skills Program

The Higher Level Skills program aims to assist eligible individuals to gain the skills required to secure employment or career advancement in a priority industry or transition to university to continue their studies.

The Higher Level Skills program is funded by the Queensland Government to give eligible individuals a subsidy toward the training costs in selected Certificate IV and above qualifications.

Every student that participates in a Higher Level Skills course must complete a Student Training and Employment Survey within 3 months.

For more information on the Higher Level Skills program and FAQs, visit <https://desbt.qld.gov.au/training/training-careers/incentives/highskills>.

Student Contribution Fee

The Student Contribution Fee under the Higher Level Skills program is \$2 per unit (a total cost of \$40). This fee represents the total cost to the student to enrol, undertake training and be awarded the qualification.