

Training suitability

This qualification provides students with specialised skills in community services and prepares them to work autonomously under broad direction from senior management. Community Services is one of the fastest growing sectors in Australia, with more than 69,000 new jobs for Community Workers and Community Support Workers anticipated between 2018-2023

Study period and workload

The course is delivered online (including webinars, online tutorials and virtual group work). Some units include a requirement for evidence of at least 100 hours of work within a community services workplace.

The estimated time to complete this course is 12-13 hours per week over a 24 month study period comprising on-the-job learning, workplace practice, webinars, self-directed study and assessment preparation. This estimate is based on AQF guidelines and will vary according to student experience and current practice.

Skill outcomes

Upon successful completion of the Diploma of Community Services, graduates will be able to:

- Understand the legal, ethical and compliance environment in which the Community Services sector operates
- Understand the developmental needs of clients and client groups
- Utilize advanced emotional intelligence, counselling and communication skills
- Develop holistic care and case management plans for clients and client groups.

Delivery

- Corporate groups
- Individual students (distance only)
- Funded programs

Duration

24 months

Entry requirements

Students must be working or volunteering in a community service organisation with sufficient opportunity to develop competency on the job through an action learning approach.

Assessment

This qualification includes a combination of knowledge questions, assignments and assessments, practical demonstration of tasks in the workplace or a simulated work environment. Recognition of Prior Learning (RPL) may also be available.

For extras, funding opportunities, and further details, please refer to our website at www.unep.edu.au



Competencies

Students must complete 16 units of competency:

- Develop and use emotional intelligence (BSBLDR511)
- Provide advocacy and representation services (CHCADV002)
- Assess co-existing needs (CHCCS004)
- Develop and implement service programs (CHCCS007)
- Work within organisation and government structures to enable community development outcomes (CHCCDE012)
- Develop workplace communication strategies (CHCCOM003)
- Supporting counselling clients in decision-making processes (CHCCSL007)
- Develop, facilitate and review all aspects of case management (CHCCSM005)
- Confirm client developmental status (CHCDEV001)
- Analyse impacts of sociological factors on clients in community work and services (CHCDEV002)
- Promote Aboriginal and/or Torres Strait Islander cultural safety (CHCDIV002)
- Manage and promote diversity (CHCDIV003)
- Manage legal and ethical compliance (CHCLEG003)
- Facilitate workplace debriefing and support processes (CHCMGT005)
- Reflect on and improve own professional practice (CHCPRP003)
- Manage work health and safety (HLTWHS004)

Competency descriptions

BSBLDR511 Develop and use emotional intelligence

This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.

CHCADV002 Provide advocacy and representation services

This unit describes the skills and knowledge required to formally represent the interests of service users. Representation will include the development of community representative and industry participative roles and positions in influencing policy processes and decision-making forums.

CHCCCS004 Assess co-existing needs

This unit describes the skills and knowledge required to assess the diverse and multi-faceted needs of people and determine both internal and external services required to meet those needs.

CHCCCS007 Develop and implement service programs

This unit describes the skills and knowledge required to engage consumers, analyse service needs of particular groups and develop programs and services to meet those needs.

CHCCDE012 Work within organisation and government structures to enable community development outcomes

This unit describes the skills and knowledge required to work within community and government structures to enable community development processes.

CHCCOM003 Develop workplace communication strategies

This unit describes the skills and knowledge required to develop communication protocols for a team or business unit.

CHCCSL007 Supporting counselling clients in decision-making processes

This unit describes the skills and knowledge required to assist clients to clarify their goals, explore options and develop a course of action.

CHCCSM005 Develop, facilitate and review all aspects of case management

This unit describes the skills and knowledge required to undertake case management meetings to plan, monitor and review service provision.

CHCDEV001 Confirm client developmental status

This unit describes the skills and knowledge required to review the developmental status of a client. Note that the client may be a child or a young person.

CHCDEV002 Analyse impacts of sociological factors on clients in community work and services

This unit of competency describes the skills and knowledge required to function independently and to plan and undertake community work and associated services.

CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

The unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work practice, and develop strategies to enhance cultural safety.

CHCDIV003 Manage and promote diversity

This unit describes the skills and knowledge required to evaluate and promote diversity in the workplace, and to contribute to the planning of diversity policies and procedures. This may apply to internal work practices or external service delivery.

CHCLEG003 Manage legal and ethical compliance

This unit describes the skills and knowledge required to research information about compliance and ethical practice responsibilities, and then develop and monitor policies and procedures to meet those responsibilities.

CHCMGT005 Facilitate workplace debriefing and support processes

This unit describes the skills and knowledge required to monitor and support workers. This includes implementing support processes to manage stress and emotional wellbeing of self or colleagues working in varied health and community service contexts. It also involves facilitating structured debriefing sessions to colleagues following incidents with the potential to impact on health and wellbeing.

CHCPRP003 Reflect on and improve own professional practice

This unit describes the skills and knowledge required to evaluate and enhance own practice through a process of reflection and ongoing professional development.

HLTWHS004 Manage work health and safety

This unit describes the skills and knowledge required to establish, maintain and evaluate work health and safety (WHS) policies, procedures and programs in the relevant work area, according to WHS legislative requirements.



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