

CHC52015 - Diploma of Community Services



Program Overview



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Overview

Welcome

Welcome to the *CHC52015 - Diploma of Community Services*. This is a nationally recognised and accredited program presented by UNE Partnerships Pty Ltd, the Education and Training Company of the University of New England.

We are delighted that you have joined the procurement and contracting program. This qualification provides the skills and knowledge for independent and self-directed work as a procurement and contract manager within the public sector.

Contact points

As experienced distance education providers, we understand how important communication is. We have used our online site to take advantage of current technology and make sure that information and contact points are up to date and go to the right people, while also giving you the opportunity to use the forms of contact that suit you.

Administration

If you have any questions of an administrative nature, please contact the student support team via the online site, or alternatively through:

Telephone: (02) 6773 0000
Email: enquiries@unep.edu.au
Mail: UNE Partnerships Pty Ltd
PO Box U199
University of New England NSW 2351

Learning and Assessment

If you would like to discuss program content or assessment requirements, please contact your allocated assessor. You can message them on the online site.

Customer protection officer

The customer protection officer is responsible for handling any complaints, grievances and appeals to ensure compliance with consumer protection legislation and contractual obligations. The Director of Education is the designated customer protection officer. Contact details are below.

Meg Michell

Director of Education

02 6773 0000

meg.michell@unep.edu.au

CHC52015 - Diploma of Community Services

Aim of the program

This qualification provides students with specialised skills in community services and prepares them to work autonomously under broad direction from senior management.

Learning outcomes

On completion of the program you should 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
- Utilise advanced emotional intelligence, counselling and communication skills
- Develop holistic care and case management plans for clients and client groups.

Structure of the program

There are sixteen (16) units of competency in this qualification and all must be successfully completed in order to achieve the *CHC52015 - Diploma of Community Services*. If you enrol in a Skill Set, or selected units from the qualification, successful completion of your study would lead to the issuing of a Statement of Attainment for those units completed.

This qualification reflects 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.

To achieve this qualification, you must have completed at least 100 hours of work as detailed in the Assessment Requirements of the following units of competency:

- HLTWHS004 Manage work health and safety
- CHCDEV001 Confirm client developmental status
- CHCDEV002 Analyse impacts of sociological factors on clients in community work and services

The program is offered through online study, and an outline of the structure for delivery and assessment is provided below. Details of the units of competency in which you are enrolled are available by clicking the links below.

Unit of competency
CHCDIV003 Manage and promote diversity
CHCPRP003 Reflect on and improve own professional practice
CHCLEG003 Manage legal and ethical compliance
BSBLDR511 Develop and use emotional intelligence
CHCCCS007 Develop and implement service programs

Unit of competency
CHCCOM003 Develop workplace communication strategies
CHCMGT005 Facilitate workplace debriefing and support processes
CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCCSL007 Support counselling clients in decision-making processes
CHCADV002 Provide advocacy and representation services
CHCCDE012 Work within organisation and government structures to enable community development outcomes
CHCCCS004 Assess co-existing needs
HLTWHS004 Manage work health and safety *
CHCDEV001 Confirm client developmental status *
CHCDEV002 Analyse impacts of sociological factors on clients in community work and services *
CHCCSM005 Develop, facilitate and review all aspects of case management

*Work placement requirement

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the *CHC52015 - Diploma of Community Services*. If you withdraw before you complete the required number of units of competency, you will receive a Statement of Attainment for those competencies you have successfully completed.

Information on how to submit your work for assessment is provided in the Assessment section of each Course online. Suggestions for managing your study and assessment tasks is also available in the additional support document '[Studying with UNE Partnerships](#)'. It is recommended you access and read that resource in addition to this Program Overview. Should you be unsure of what is required of you, contact your student support team.

Accreditation and recognition

The *CHC52015 - Diploma of Community Services* in which you are enrolled is a nationally recognised and accredited program. It is listed on the national register of programs and is placed at level 5 on the Australian Qualifications Framework (AQF).

The competencies gained through successfully completing this program are cross-industry and nationally recognised. You may exit from this qualification at any time with a Statement of Attainment for any units of competency successfully completed to that point.

Furthermore, depending on circumstances related to the type and degree of credit sought, successful achievement of the *CHC52015 - Diploma of Community Services* receives advanced

standing into awards at the University of New England (UNE), subject to eligibility. Graduates with 6 years' work experience can apply for entry into the UNE Graduate Certificate of Management and claim 6 credit points (1 unit) of Advanced Standing upon enrolment.

Study workload

The nominal duration of your enrolment in the CHC52015 - Diploma of Community Services is two years. The time it takes you to achieve the competencies required will depend on the amount of relevant learning and experience you have. Students with a moderate level of relevant learning and experience should be able to complete the program requirements in about 10 hours a week of self-directed workplace and individual study over the two-year period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to two years from enrolment to complete the CHC52015 - Diploma of Community Services. If you fall behind in your schedule, you should contact UNE Partnerships to discuss your progress. An extension to the study period may be available, however additional fees may apply.

Third party arrangements

UNE Partnerships has not entered into any subcontracting arrangements for the delivery of training and assessment in this qualification.