



Centre for Training in Social Housing

Pre- enrolment information 2018

CHC52015 Diploma of Community Services



**Centre for Training
In Social Housing**

CHC52015 Diploma of Community Services – Pre-enrolment information

Qualification Code: CHC52015

Qualification Name: Diploma of Community Services

Qualification Outline: 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

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.

To achieve this qualification, the candidate must have completed at least 100 hours of work as detailed in the Assessment Requirements of units of competency. Note that if you are currently working in the community sector this would fulfil this requirement.

Occupational Title: Workers in the social housing and homelessness sector. Titles will vary across the sector and will include but not be limited to Team Leaders, Middle Managers, HR workers, senior staff, housing managers, property officers, and team leaders, refuge supervisors and staff that are more experienced

Specialisations In the Diploma of Community Services you can complete specialisation units and will be awarded with the following qualifications

Diploma of Community Services (Social Housing)

Diploma of Community Services (Case Management)

Packaging for each specialisation

At least 4 Group A electives must be selected for award of the Diploma of Community Services (Case Management)

At least 3 Group B electives must be selected for award of the Diploma of Community Services (Social Housing)

Course details: The course is offered both face-to-face and online. For face-to-face training sessions attendance is over one or two days depending on the Unit plus some independent study to complete your Assessment Tasks as required.

For all online training, we use a Learning Management System called 'Moodle'. A full induction on how to use Moodle is available to all new learners. Generally, it takes 4 to 5 weeks to undertake your study for each online unit.

Entry Requirements There are no entry requirements, although learners will find it an advantage if they are working in the housing, homelessness or community sector in general.

Fee information Course fees are available on our website. You will also find information on our cancellation policies and fee protection in the learner handbook.

Location Face-to-face training is delivered at our training rooms in Surry Hills. Training can also occur at your venue if there are enough participants.

Delivery methods CTSH provides face-to-face, online and distance training.

Learning methods Learning methods include:

- simulated learning activities in the classroom in small groups and pairs
- learner activity workbooks to support learning
- independent reading, preparation and learning exercises
- group projects
- research projects/assignments
- Oral work such as group discussions and communication exercises form the basis for a wide variety of activities.

Methods of assessment

A range of assessment methods are used including class exercises, role-plays, knowledge questions, observation and activities in the workplace and project work. Individual Units have specific assessment requirements and we will provide this prior to commencement of a Unit. Some Units will require a field placement.

In face-to-face training, some assessments may be started on the day of training. All assessments task are to be uploaded to Moodle.

Credit Transfers and Recognised Prior Learning (RPL)

Learners with prior learning and work experience can apply for recognition. Learners with statements of attainment from other registered training organisations will have their competency recognised as credit transfers. Contact the Training Manager for further details.

Study pathways

After achieving this qualification, learners could undertake further graduate level study in social housing management

Course structure

There are 16 Units that make up this Qualification. Eight (8) Core or compulsory units and eight (8) elective Units. You do not have to complete all 16 Units in one year and you can choose to begin at any time during the year. See above for the number of Group A or Group B electives to be completed for the Diploma of Community Services (Case Management) or the Diploma of Community Services (Social Housing) respectively. Note that you can just choose to do the general Qualification, Diploma of Community Services

8 Core (compulsory) units

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

8 Elective units

Group A electives – CASE MANAGEMENT specialisation

CHCCCS004	Assess co-existing needs
CHCCSM004	Coordinate complex case requirements
CHCCSM005	Develop, facilitate and review all aspects of case management
CHCCSM006	Provide case management supervision

Group B electives – SOCIAL HOUSING specialisation

CHCADV004	Represent organisation in court or tribunal
CHCSOH002	Manage and maintain tenancy agreements and services
CHCSOH008	Manage head lease
CPPDSM5013A	Develop a tenancy mix strategy
CPPDSM5022A	Implement asset management plan
CPPDSM6007A	Develop lifecycle asset management plan

Other electives

The following are other Diploma elective units offered by CTSH.

CHCAOD001	Work in an alcohol and other drugs context
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCCCS020	Respond effectively to behaviours of concern
CHCLEG003	Manage legal and ethical compliance
CHCMHS001	Work with people with mental health issues
CHCMHS013	Implement trauma informed care
CHCPOL002	Develop and implement policy
CHCSOH001	Work with people experiencing or at risk of homelessness

For information about other elective choices see the following website and then discuss options with the Training Manager training.gov.au/Training/Details/CHC52015

For more information about enrolment or unit selection, contact The Training Manager at

Centre for Training in Social Housing, Ph: 02 92817144 ext. 215 or

Email: trainingenquiries@communityhousing.org.au