



Centre for Training in Social Housing

Pre- enrolment information

CHC52015 Diploma of Community Services





CHC52015 Diploma of Community Services – Pre-enrolment Brochure

Qualification Code:	CHC52015
Qualification Name:	Diploma of Community Services
Qualification Outline:	<p>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</p> <p>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.</p> <p>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.</p>
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	<p>In the Diploma of Community Services you can complete specialisation units and will be awarded with the following qualifications</p> <p><i>Diploma of Community Services (Social Housing)</i></p> <p><i>Diploma of Community Services (Case Management)</i></p>
Packaging for each specialisation	<p>At least 4 Group A electives must be selected for award of the Diploma of Community Services (Case Management)</p> <p>At least 3 Group B electives must be selected for award of the Diploma of Community Services (Social Housing)</p>
Course details:	<p>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.</p> <p>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 students. Generally, it takes 4 to 5 weeks to undertake your study for each online unit.</p>
Entry Requirements	There are no entry requirements, although students 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 student 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

Learning methods include

- simulated learning activities in the classroom in small groups and pairs
- student 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

Credit Transfers and Recognised Prior Learning (RPL)

Students with prior learning and work experience can apply for recognition. Students 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, students could undertake further study in social housing including the Diploma of Social Housing or other qualifications from the Community Services Training Package. Note that this qualification is not a pre-requisite for further study.



Course structure

(Note not all electives are offered at the same time – check the Training Calendar for July to December 2016)

Core 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

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
CHCSOH009	Develop quality systems in line with registration standards
CPPDSM5005A	Contribute to a detailed property feasibility study
CPPDSM5013A	Develop a tenancy mix strategy
CPPDSM5022A	Implement asset management plan
CPPDSM6007A	Develop lifecycle asset management plan

Other electives (Note: Not all of these will be delivered however can be delivered on demand if an organisation requires them)

CHCCCS019	Recognise and respond to crisis situations
CHCDIS008	Facilitate community participation and social inclusion
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCMGT002	Manage partnership agreements with service providers
CHCMGT003	Lead the work team
CHCMHS001	Work with people with mental health issues
CHCMHS005	Provide services to people with co-existing mental health and alcohol and other drugs issues
CHCPOL002	Develop and implement policy
CHCPRP001	Develop and maintain networks and collaborative partnerships
CHCPRP003	Reflect on and improve own professional practice
CHCPRT008	Provide supervision in a secure system
CHCSOH001	Work with people experiencing or at risk of homelessness



BSBHRM506	Manage recruitment selection and induction processes
BSBHRM513	Manage workforce planning
BSBINN601	Lead and manage organisational change
BSBMGT502	Manage people performance
BSBMGT605	Provide leadership across the organisation
BSBPMG511	Manage project scope
BSBPMG512	Manage project time
BSBPMG513	Manage project quality
BSBPMG514	Manage project cost
BSBPMG515	Manage project human resources
BSBPMG516	Manage project information and communication
BSBPMG519	Manage project stakeholder engagement
BSBPMG522	Undertake project work
BSBPUB504	Develop and implement crisis management plans
BSBRISK501	Manage risk
BSBWOR502	Lead and manage team effectiveness

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

Centre for Training in Social Housing

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