



## Course Outline

### CHC52021 Diploma of Community Services

*Specialisation: Case Management*



# Course Information

Qualification Code	CHC52021
Qualification Name	Diploma of Community Services (Case Management)
Qualification Specialisation	Case Management
CRICOS Course Code	114737M
Duration in Weeks (78)	66 Study Weeks including 14 Weeks Industry Placement + 12 Holiday Weeks = Total Duration 78 Weeks
CRICOS Provider	#03980A
RTO Code	52785
Provider Name	Federation Academy
Delivery Location/s	<b>Brisbane</b>   Level 3, 160 Edward Street Brisbane Q 4000 <b>Adelaide</b>   Level 4 117 King William St, ADELAIDE, SA, 5000 <b>Cairns</b>   58-70 Lake St, CAIRNS CITY, QLD, 4870

## What is this course about?

This qualification is about roles for individuals working in the community services sector in a variety of specialised roles at a managerial level. The elective chosen in this program allows the student to specialise in Case Management within the industry. This gives students who successfully complete their training an excellent opportunity to establish long term careers in the Community Services sector.

In addition to Case Management skills and knowledge, students will learn how to manage program coordination and develop new business opportunities. The program also gives students a thorough understanding of the broader Community Service Industry at a managerial level and includes 276 hours of Industry Placement in an actual community services facility.



# What do I get out of this course?

The CHC52021 - Diploma of Community Services (Case Management) gives students the opportunity to gain specialised skills in coordinating complex cases within the community services sector and prepares them for the role of case manager; a career that focuses on helping clients solve complex problems when it comes to their everyday life. This means working with clients with co-existing mental health and drugs and alcohol issues. The 276 hours of Industry Placement gives students an opportunity to have face to face exposure to real clients with real issues as well as providing them with an opportunity to network with professionals in the Community Services sector and allied fields. Federation Academy has a network of Community Service Providers that allows us to source Industry Placement on behalf of our students.

This qualification is designed to reflect the role of employees who perform positions such as:

- Early Intervention Coordinator
- Case Manager
- Social Welfare Work Program coordinator
- Family support worker
- Senior Youth Officer



# What do I need to apply?

The following requirements apply to entry into this qualification:

## ALL STUDENTS:

1. Age 18+
2. Completed high school Year 12, or equivalent.
3. Willingness to obtain a National Police Certificate (NPC).
4. Willingness to undertake a NDIS Worker Screening Check

## ADDITIONAL REQUIREMENTS - INTERNATIONAL APPLICANTS:

- IELTS 6.0 or equivalent English proficiency
- » Willingness to make a statutory declaration before starting industry placement that they have never:
  - ◇ been convicted of murder or sexual assault; or
  - ◇ been convicted of, and sentenced to imprisonment for, any other form of assault.
- » This statutory declaration is in addition to a current national police certificate and NDIS Worker Screening clearance, as these contemplate only those convictions recorded in Australian jurisdictions.

Refer to the Federation Academy Enrolment Form for further information regarding possible enrolment requirements.



# Who is this course for?

This qualification has been designed to cater to the needs of a variety of student candidates, including but not limited to the following:

The program is designed for the following:

- CRICOS (international) candidates seeking to undertake an entry level management role or specialist role in a Case Management career in the community services sector.
- CRICOS (international) candidates who have previously completed lower-level Health or Community Services qualifications in Australia.
- CRICOS (international) candidates who have previously worked in or completed Business or Managerial qualifications in a non-Health or Community Services related field and wish to transition into a new industry.
- Adult learners, most learners are 18-45 years of age, but age is not limited in the target group.
- Are interested in obtaining employment in future senior or managerial positions in the Community Services Sector, in either Australia or their country of origin.
- Those who have an interest in working in the Ageing or Disability sector.
- Those who have worked in the sector in other roles/allied roles.

This qualification includes the required elective units for a Case Management specialisation.

## What career path does this course follow?

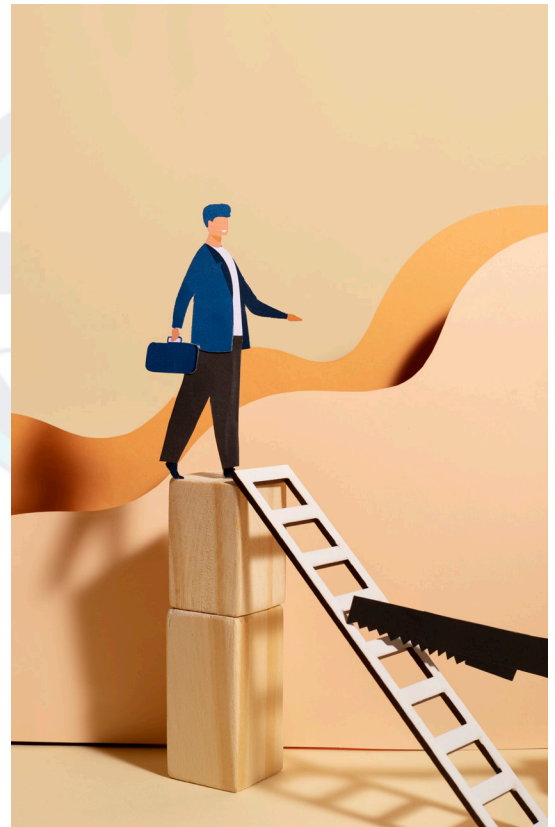
### Educational Pathways into the Qualification / Skill set

Student's pathway may include.

- Completion of grade 12 or 10 or equivalent
- Completion of previous courses such as:
  - » Certificate III in Individual Support
  - » Certificate IV in Ageing Support
  - » Certificate IV in Disability Support
  - » Other Certificate and Diploma qualifications that relate to managerial positions in the Community Services Sector

### Related/Potential Allied Pathways

- Advanced Diploma of Community Sector Management
- Bachelor Level Allied Qualifications from a Tertiary Institution
- Graduate Certificate in Client Assessment and Case Management
- Alternative Diploma level qualifications in Health or Community Services Sector



# How is this course trained and assessed?

Training has been designed to be progressive and step-based to provide the skills and knowledge required to enter a managerial level career in Case Management in the community services sector. Training and assessment is conducted face to face in the classroom as well as through hands on practical sessions undertaken in a simulated workplace environment. In addition, all students will undertake 276 hours of Industry Placement in an actual Care Facility. This Industry Placement is arranged and monitored by Federation Academy. This industry placement will be undertaken over two (2) periods of eight (8) and six (6) weeks where students will be required to undertake a minimum of Twenty (20) hours per week.

During Industry Placement students are required to complete Industry Placement Assessment Logbooks that contain specific workplace assessment activities for the six (7) units indicated. All students are required to attend class a minimum of 20 hours per week over the sixty- six (66) study weeks. All training material is available to students 24/7 on the Federation Academy LMS. All assessments are submitted and assessed via the LMS.

This qualification includes the required elective units for Case Management specialisation. The program has been separated into Four (4) study blocks and all training and assessment material is provided to the student through a Learning Management System. Ongoing trainer support and training is provided by direct face to face contact with trainers and assessors throughout the training products delivery. Each trainer is also contactable by email to help students.

Federation Academy employs a Vocational Placement Officer and has arrangements with a range of workplaces in which students can, undertake and meet the requirements for training products Industry Placement requirements. Students and employers for placement are informed of all legislative and technical requirements through the Placement agreements, student handbook and arrangements via the Vocational Placement Officer.



# Qualification Structure

C/E	Unit Code – Unit Title	Study Weeks
<b>Rights and Responsibilities</b>		
C	CHCLEG003 Manage legal and ethical compliance	2
E	CHCCCS033 Identify and report abuse	2
E	CHCMHS001 Work with people with mental health issues	4
E	CHCDIS017 Facilitate community participation and social inclusion	4
E	CHCDIS019 Provide person-centred services to people with disability with complex needs	4
C	CHCDIV001 Work with diverse people	2
<b>Supporting People with Complex Needs</b>		
C	CHCCCS004 Assess co-existing needs	3
C	CHCCCS019 Recognise and respond to crisis situations	3
E/S	CHCCSM009 Facilitate goal-directed planning	3
C	CHCCCS007 Develop and implement service programs	3
C	CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety	3
<b>Professional Practice</b>		
C	CHCMGT005 Facilitate workplace debriefing and support processes	2
C	CHCPRP003 Reflect on and improve own professional practice	3
C	CHCDFV001 Recognise and respond appropriately to domestic and family violence*	3
C	CHCDEV005 Analyse impacts of sociological factors on people in community work and services	7
C	HLTWHS003 Maintain work health and safety*	2
<b>Practical Case Management</b>		
E/S	CHCCSM010 Implement case management practice*	3
E/S	CHCCSM012 Coordinate complex case requirements*	3
E/S	CHCCSM014 Provide case management supervision*	3
C	CHCCSM013 Facilitate and review case management	7

Pre-Requisite = P | Core = # | Elective = E# | Specialisation Elective =E/S Case Management| \* indicates units with Assessment activities that need to be completed in the workplace with no set hours.



NATIONALLY RECOGNISED  
TRAINING