



# Diploma of **COMMUNITY SERVICES** **CASE MANAGEMENT**

**CHC52015**

An essential qualification for roles that involve direct client work and/or case management; program and/or staff management; development of new business opportunities.



INFORMATION BROCHURE

# Diploma of COMMUNITY SERVICES

CHC52015



## **COST:**

\$3500 - *Interest free payments available*

## **ENROLMENT:**

Potential students are to complete the enrolment form available from our website at [www.mdservices.com.au](http://www.mdservices.com.au), email [training2@mdservices.com.au](mailto:training2@mdservices.com.au) or phone (02) 4621 8400.

## **PERIOD OF ENROLMENT:**

Two years for an online course

## **TRAINING/CAREER PATHWAYS:**

Participants successfully completing this training may wish to apply for entry into the CHC62015 Advanced Diploma in Community Sector Management.

This course may lead to potential career outcomes including Community Services Case Worker; Community Development Officer; Health Education Officer; Family Support Worker; Behavioural Support Officer; Client Services Manager; Service Manager.

## **ENTRY REQUIREMENTS:**

Students need to be currently working in an environment related to this qualification. You will require access to workplace information. It is recommended that participants should have achieved Year 12 or equivalent level in English Language, Literacy and Numeracy skills.

## **THIRD PARTY EVIDENCE:**

Students/trainees completing qualifications online will be required to provide workplace or third party evidence to demonstrate they are completing tasks in the workplace. Third party evidence from someone other than the assessor from the RTO. The RTO is required to provide you with the materials for collecting the evidence requested and provide clear instruction on when, how, how often and over what time frame the evidence is to be collected.



## COMPETENCY UNITS: CORE:

### CHCPRP003

Reflect on and improve own professional practice

### HLTWHS004

Manage work health and safety

### CHCCOM003

Develop workplace communication strategies

### CHCDEV002

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

### CHCCCS007

Develop and implement service programs

### CHCLEG003

Manage legal and ethical compliance

### CHCDIV003

Manage and promote diversity

### CHCMGT005

Facilitate workplace debriefing and support processes

## ELECTIVES:

### CHCADV002

Provide advocacy and representation services

### CHCCDE010

Develop and lead community engagement strategies to enhance participation

### CHCCCS019

Recognise & respond to crisis situations

### CHCCCS004

Access co-existing needs

### CHCCSM004

Coordinate complex case requirements

### CHCCSM006

Provide case management supervision

### CHCCSM005

Develop, facilitate and review all aspects of case management

### CHCCSL007

Support counselling clients in decision-making processes

*Please ask the MDS Training team to send you the full list of electives as you may wish to select your own. Or head to the [training.gov.au](http://training.gov.au) website for the list of electives.*

## STUDY WORKLOAD:

Approximately 20 hours per scheduled unit/session, research/study and completing the assessment.

## UNIQUE STUDENT IDENTIFIER (USI):

All students studying a nationally recognised qualification must have a USI before enrolling. If you do not already have a USI, go to [www.usi.gov.au](http://www.usi.gov.au) to create one.

## COURSE MATERIALS:

All materials including study notes, activities, handouts and assessment tools are provided with no additional costs.

## ASSESSMENT AND TRAINING:

Assessment consists of different activities for each unit. Reasonable adjustment will be made to any assessment tools to accommodate individual need. Refer to the course outline for details of the assessment tools utilised for each unit or set of units.

## CLIENT SUPPORT SERVICES:

MDS Training offers support to all their students. Support may be related to disability, literacy, language or other concerns or barriers. You can contact the following people for assistance; the facilitator of your training, the training officer or the Manager MDS Training. The contact details are on this document.

### **COMPLAINTS:**

MDS Training has a procedure for anyone wanting to make a complaint. You can speak to your facilitator, the training coordinator or the Manager MDS Training. All complaints are recorded and outcomes are reported. MDS Training uses complaints as part of its continuous improvement process. Forms for complaint are available from the website or you can receive one by mail or email. If you experience difficulties filling in the form contact the Manager MDS Training for assistance. This form is also provided on enrolment.

### **APPEALS:**

MDS Training has a procedure for students who want to appeal any decisions affecting their outcomes. This could include competency, recognition of prior learning, extensions or removal from a

course. The form is available from the manager and assistance to complete the form can be provided. The form can also be emailed or posted to you, it is also available on the website. This form is also provided on enrolment.

### **RECOGNITION OF PRIOR LEARNING:**

Students may be able to demonstrate their competence in some units; as such recognition of prior learning is available. This is to acknowledge the skills and knowledge gained through previous training events along with life and work experience.

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.



*We care about our students and their development and education.  
We will support all our students throughout their course of study.*

Vanessa Vale, Manager



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MDSTraining2560

### **MDS Training**

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