

CHC52015

**DIPLOMA OF
COMMUNITY SERVICES -
CASE MANAGEMENT
SPECIALISATION**

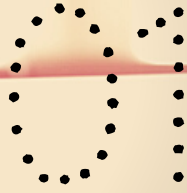
CHC52015

**Nationally recognised qualifications that meet the
standards under the Australian Qualifications Framework.**



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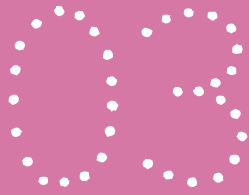
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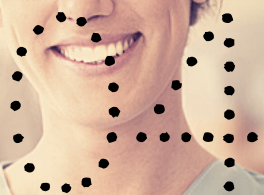
ABOUT



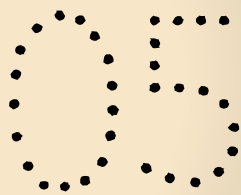
COURSE OUTLINE



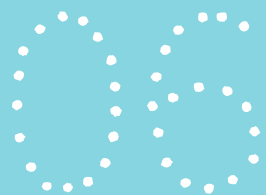
**ONLINE LEARNING
& ASSESSMENTS**



RPL & CT



**WORK
PLACEMENT**



COURSE FEES

ABOUT

Why Study Diploma in Community Services?

This qualification is designed for people who are currently working in the community services sector and aim to advance their career within the industry. It will give you the knowledge and skills you need to lead teams, supervise other community services workers and undertake project work which requires an understanding of budget management and financial planning to the required level.

At this level, you will have specialised skills and a high level understanding of the community services practices and are able to work autonomously under the direction of senior management.

The Case Management specialisation will enable you to assess the needs of individuals and/or their family to identify and coordinate the relevant services for them in a systematic fashion. Case Management includes case assessment, planning, service delivery monitoring and reviewing to suit the needs of the individuals.

Once you graduate you are qualified to take up a variety of roles within the sector such as a

- **Community Case Manager**
- **Community Services Coordinator**
- **Team Leader**
- **Community Program Coordinator.**

Who is this course for?

This course is for:

- Those who hold a Certificate IV level qualification in community services with some experience within the sector
- Those workers who have specialised skills or a high-level experience in community program design, case management or similar areas and aim to take up a more senior role



ABOUT

What is the duration of this course?

The average duration of this course is **18 months**, though as you will be completing this course in an online environment, you will have the flexibility to complete it earlier. Everyone studies at a different pace and the time it takes you to finish the course will depend on how much you already know and how much experience you have.

National College Australia (NCA) suggests you will need to spend **an average of 10 hours of study per week** to complete the qualification within the maximum course duration. Your course includes a minimum of **100 hours** in a suitable workplace to complete practical tasks.

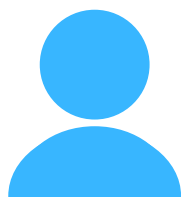
What do you need to do this course?

This course does NOT have any formal entry requirements but it is important that you have:

- **Access to the internet:** Your reading and assessment materials have been set up online. You will need to have reliable internet to access the resources. If the internet speed is not high enough, you may struggle with uploading the required evidence, including videos, to the platform.
- **Access to the computer:** You will need access to a laptop or desktop for completing your course. You will need some basic computer skills to navigate the online platform using the instructions provided, and download or upload files where required.
- Basic knowledge of using software such as **Microsoft Word, Excel, and Adobe PDF**.
- A **level of fitness** that will allow you to undertake physical tasks involved in a day to day work related to the practical requirements of your course.
- **Language, literacy** and **numeracy** skills required to study at this level.

FUTURE OUTCOMES

➔ Job Roles



- Community Service Coordinator
- Community Case Manager
- Team Leader
- Case Manager

➔ Working Hours



- Full-time, Part-time

➔ Salary Guide



\$65,000 - \$85,000 per year

➔ Work Settings



- Office based



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COURSE OUTLINE

This course is made up of **16 Units: 8 Core Units and 8 Elective Units.**

It is structured and delivered through a mix of online and workplace-based activities.

When you successfully complete this course, you will receive a certificate issued with **CHC52015 - Diploma of Community Services - CASE MANAGEMENT.**

CHC52015 DIPLOMA OF COMMUNITY SERVICES - CASE MANAGEMENT

HLTWHS004	Manage work health and safety	CORE
CHCDIV003	Manage and promote diversity	CORE
CHCLEG003	Manage legal and ethical compliance	CORE
CHCPRP003	Reflect on and improve own professional practice	CORE
CHCCOM003	Develop workplace communication strategies	CORE
CHCMGT005	Facilitate workplace debriefing and support processes	CORE
CHCCCS007	Develop and implement service programs	CORE
CHCDEV002	Analyse impacts of sociological factors on clients in community work and services	CORE
CHCPRP001	Develop and maintain networks and collaborative partnerships	ELECTIVE
CHCADV002	Provide advocacy and representation services	ELECTIVE
CHCCCS009	Facilitate responsible behaviour	ELECTIVE
CHCMHS001	Work with people with mental health issues	ELECTIVE
CHCCCS004	Assess co-existing needs	ELECTIVE
CHCCSM004	Coordinate, complex case requirements	ELECTIVE
CHCCSM005	Develop, facilitate and review all aspects of case management.	ELECTIVE
CHCCSM006	Provide case management supervision	ELECTIVE



ONLINE LEARNING & ASSESSMENTS

➔ How you're assessed



NCA will provide you with the reading resources you need to gain the essential knowledge required to complete your course. Studying the learning materials will prepare you for your assessment.

NCA uses a variety of assessment methods to ensure you have gained sufficient knowledge and skills that are required for you to do the related job roles.

Each Skills Group is made up of a mix of the following assessment activities.

Knowledge Assessment including:

- Quizzes
- Short Answer Questions

Performance Assessment including:

- Observation of Practical Skills (include verification from Workplace Supervisor)
- Workplace Projects
- Supplementary Evidence (where required)

To complete the performance assessments of your course, you will need to access a suitable workplace. If you are not currently working in a job role related to your course, you will need to do Work Placement. NCA can assist you in finding work placement.

Learning and assessment resources will be provided to you via your online learning platform in iLearn.

If you prefer the reading material in hard copy, we can post the books to you at an additional cost.



➔ Your Online Learning Portal



iLearn is a simple and an interactive online learning platform that has been customised for NCA Students.

iLearn stores all your learning and assessment activities, and allows you to track your progress and communicate with your Assessor.



RPL and CT

Recognition of Prior Learning (RPL)

The Australian Qualification Framework (AQF) facilitates the progression of students through qualifications by giving credit for learning outcomes they have already achieved. The credit (if granted) may reduce the amount of learning required to achieve a qualification.

RPL is an assessment process that involves assessment of a range of evidence related to your prior learning (including formal, informal and non-formal learning), and past experiences to determine whether you can receive recognition for the learning outcomes you have already achieved.

To be considered for RPL, you must have between 2 - 5 years of experience in a job role related to this qualification and be able to provide NCA with the evidence of tasks completed. The evidence can include work samples, images, videos, and documents.

You will also need to provide the details of one or more references that have supervised you in the past doing the relevant job tasks. They will need to support your application.

Credit Transfer (CT)

A Credit Transfer is where you already hold the exact same (or equivalent) unit(s) of competency from a previous qualification.



WORK PLACEMENT PROGRAM

Work Placement

What is Work Placement and who does it apply to?

Work Placement is a structured, assessable workplace learning program that enables you to complete your practical tasks and prepares you for the workforce. Additionally some nationally recognised qualifications allocate a minimum amount of mandatory work hours to specific units of competency.

Anyone who isn't already working in a job role related to the qualification within the industry will need to do work placement.

If you are working in a suitable job role you will be required to provide the evidence of your employment and the ability to perform the practical tasks within your current role.

Minimum required hours

This qualification has a requirement of a minimum of **100 hours** in Work Placement.

How to secure Work Placement?

NCA has a dedicated Work Placement Coordinator who will support you through the process of securing work placement.

We recommend that you begin looking for a host employer shortly after commencing your course so you are ready to start placement when you have submitted knowledge assessments for your first Skills Group.

We'll provide you with guidance about when and how to approach employers; and if you cannot find a host employer, our Work Placement Coordinator will provide assistance.

Please note that some organisations may request a police clearance check before you're able to start work placement. You'll need to organise the police check yourself.

Other courses your might be interested in:

- CHC52015 Diploma of Community Services
- CHC43315 Certificate IV in Mental Health
- CHC53315 Diploma of Mental Health

Your Study Pathway

THE NEXT STEP

Gain advanced standing at **Charles Sturt University** in a **Bachelor of Social Work** or **Bachelor of Social Science**

Charles Sturt University (CSU) is National College Australia's preferred provider for graduates who wish to undertake a Social Work or Social Science degree.



COURSE FEES

Course Fee Payment Options

1

Pay in Full & Upfront - Receive 20% Discount

Full Course Fee:

\$8400.00[^]

20% Discounted Fee:

\$6720.00[^]

Save:

\$1680.00[^]

[^]Complies with ASQA Fee Protection requirements



2

Pay with Zip
Own it now,
pay later



- Spending up to \$1,000
- Interest free always
- Flexible repayments.

Zip Money

- Pay for courses from \$1,000 to \$5,000
- Up to 6 and 12 months interest free for Certificate III and IV courses
- For amounts over \$5,000, we offer other finance options.

[CLICK HERE](#)



3

Study Now, Pay Later with ZeeFi



- Choose weekly, fortnightly or monthly repayments over 6 -24 months.
- Loan amount from \$2,000 - \$7,225

Student Eligibility:

- 18 years or older (OR 16 years or older if a parent/guardian applies on your behalf).
- Australian Citizen, Permanent Resident living in Australia.
- Have a mobile phone and email address.

[CLICK HERE](#)



A non-refundable deposit of \$199 is required upfront to pay with Zip or Study Loan

Pay your deposit today, pay the rest later



**CONTACT NCA COURSE
ADVISORS FOR MORE
PAYMENT Q&As!**



[CLICK ME](#)

[*T&Cs - CLICK HERE](#)

[SMART & SKILLED FEES - CLICK HERE](#)



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GET STARTED

Why National College Australia?

There are many reasons for choosing NCA.

- We are a niche provider for the aged care and community services sectors. It is all we do so this is where our expertise lies.
- You will be allocated one main assessor from start to finish. Your assessor will be your main point of contact for any academic matters. Where the assigned Assessor becomes unavailable due to unforeseen circumstances, another Assessor will be assigned to you.
- We monitor your performance to make sure you're on track. The more you stick to your study plan, the greater your chances of success.
- Our Diploma courses have a recognised pathway for higher education. e.g Charles Sturt University.
- Flexible learning across all our Certificate and Diploma level courses.
- Receive 20% off on full course fees when paying upfront.
- Flexible payment plans, choose to pay weekly or fortnightly.
- Government funding available for NSW residents.
- Take advantage of our Cooling Off Period so you have the time to be 100% confident of your enrolment.

08

CHC52015 COURSE GUIDE

Happy Student Story

→ Hazel. R

I've been so happy and thankful for National College Australia in helping me reach my dreams.

Two months after receiving my certificate I got a job!

*My journey in studying the Certificate III in Allied Health Assistance has taught me a lot. At first, I thought I couldn't make it but because I had a goal and a dream to land a job I really wanted, I just trusted NCA and most importantly I **motivated myself to finish the course to start a new career, and to get a job, which I did!***

66



Change Lives. Create Futures.

GET STARTED



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