



CHC52025

Diploma of Community Services (Case Management)



Qualification Summary

COMMUNITY SERVICES

Are you an existing or potential manager within the Community Services Industry who would like to complete a nationally recognised formal qualification?

With a rewarding career, you can be part of the solution.

Our course is designed to provide learners with a range knowledge and skills application, ensuring you are ready and able to complete the tasks at the required level in the workplace.

WHO SHOULD ENROL?

This course is suitable for those interested in management roles within the community services industry. This course is ideal for anyone who does not yet have a formal tertiary qualification at community management level.

Although this is a mainstream course designed for management, other workers are very welcome to apply.

CAREER OPPORTUNITIES

Demand for Community Workers is high and with the industry facing a shortage of qualified workers, employment prospects will continue to grow and provide new opportunities.

This course will equip you for roles such as:

- Case Coordinator
- Case Worker or Manager
- Client Service Assessor
- Community Worker
- Coordinator
- Social Welfare Worker

QUALIFICATION

This course is a Nationally Recognised Qualification.

AQF LEVEL

This is an AQF Level 5 (Diploma) course. AQF Criteria for this course is below.

- **Summary** - Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning.
- **Knowledge** - Graduates at this level will have technical and theoretical knowledge in a specific area or a broad field of work and learning.
- **Skills** - Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to:
 - analyse information to complete a range of activities.
 - provide and transmit solutions to sometimes complex problems.
 - transmit information and skills to others.
- **Application of knowledge and skills** - Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement, and defined responsibility in known or changing contexts and within broad but established parameters.

Course Overview

COURSE OUTLINE

This qualification reflects the role of community services workers involved in the delivery, management, and coordination of person-centred services to individuals, groups, and communities.

At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management.

Workers support people to make change in their lives to improve personal and social wellbeing and may also have responsibility for the supervision of other workers and volunteers. They may also undertake case management and program coordination.

To achieve this qualification, the candidate must have completed at least 200 hours of work as detailed in the Assessment Requirements of units of competency.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards, and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

UNITS AND VOCATIONAL PLACEMENT

To obtain a successful completion a total of **20 units** needs to be completed.

- Twelve (12) core units and Eight (8) elective units.

In addition to the completion of the units a minimum of **100 hours** vocational placement is required to be completed within the workplace. If you are already employed and working in the role, evidence of employment along with a supervisor sign off will support the assessment process.

The average completion for this qualification is 12 - 24 months.

ARE THERE ANY ENTRY REQUIREMENTS?

There are no formal entry requirements applicable to this qualification.

It is recommended that students hold a minimum of Certificate III level qualification and have experience within the community services industry.

REQUIREMENTS TO WORK IN THE INDUSTRY

Immunisation Record	You can access this off MyGov in a PDF format
Disability Screener and BlueCard	As this links to your licence - you will need to apply for this online - select Aspire to Succeed as your employer. You can select Volunteer - you will need the volunteer one to commence placement for your course. Paid cards are mandatory once you commence paid work under an employer - you will need to apply for your paid cards through your employer as you will need to link to their organisation. https://workerscreening.dsdsatsip.qld.gov.au/workers/you-start
NDIS Training Modules	You will need to complete these online and email through the certificates https://www.ndiscommission.gov.au/trainingcourse

UNITS

The following units are delivered for this course. These electives have been chosen due to the increase in mental health clients and awareness within the industry.

Core Units	
CHCCCS004	Assess co-existing needs
CHCCCS007	Develop and implement service programs
CHCCCS019	Recognise and respond to crisis situations
CHCCSM017	Facilitate and review case management
CHCDEV005	Analyse impacts of sociological factors on people in community work and services
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCDIV001	Work with diverse people
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCLEG003	Manage legal and ethical compliance
CHCMGT005	Facilitate workplace debriefing and support processes
CHCPRP003	Reflect on and improve own professional practice
HLTWHS003	Maintain work health and safety

Electives	
CHCCCS003	Increase the safety of individuals at risk of suicide
CHCCCS038	Facilitate the empowerment of people receiving support
CHCMHS001	Work with people with mental health issues
HLTWHS006	Manage personal stressors in the work environment

Case Management Specific Electives	
CHCCSM009	Facilitate goal-directed planning
CHCCSM010	Implement case management practice
CHCCSM012	Coordinate complex case requirements
CHCCSM014	Provide case management supervision

Fees and Charges

WHAT IS THE COST?

Aspire to Succeed charges the following fees for this course:

- Full Fee - \$3000
- RPL (Recognised Prior Learning) - \$1000
- All fees must be paid in full for the learner to receive their certificate.

WHEN DO THE FEES HAVE TO BE PAID?

You will be issued with an invoice for payment once your enrolment has been processed.

- Full Fee Payment - You can pay your fees in full
- Please use your invoice number and surname as reference for payments made.
- All fees must be paid in full prior to the learner receiving their certificate.

PAY BY INSTALMENTS

Aspire to Succeed understands that paying for course fees can be difficult for learners, especially for people on low incomes. For interested learners who face financial barriers, payment instalments can be made assisting you to afford the course fees. All learners have the opportunity to pay the course fees off over the duration of the course. At no time do we wish to disadvantage a learner from completing their studies and therefore, payment plans are available.

The fees for this course are payable via instalment. Refer to the payment plan agreement for payment terms.

WHAT IF I DON'T FINISH (REFUND POLICY)

The full refund policy is outlined in the Student Handbook.

Refunds are payable on a per unit basis.

- If you have commenced the unit/s, attended training, and been provided the learning and assessment materials - no refund will be provided for those units.
- If you have paid for the course in full - you will be entitled to a refund for any units not commenced.
- The enrolment fee is refundable if no training is commenced.

PLACEMENT POLO SHIRTS

While on placement you are required to wear a polo shirt with the Aspire to Succeed logo. Polo's can be purchased from the placement co-ordinator:

- \$25 each or 2 shirts for \$40

RESOURCE PRINTING SERVICE

All students have access to their learning material via aXcelerate. We do offer a printing service - this service costs \$20 per unit. We strongly encourage students to access their resources electronically to ensure sustainability - and build your digital literacy skills along the way.

Classroom students will be provided with a resource on the day of class delivery. If you require a replacement resource, the resource printing fee of \$20 will be applicable per unit to be replaced.

EXTENSIONS

We recognise that every student's situation is unique, and we are committed to providing support to students where required. Sometimes this involves students applying for an extension of time to complete their course.

There is an associated fee to cover the additional administration, trainer support and access to resources.

To apply for an extension to your course, you will need to contact your trainer to request an extension. The following fees apply if you wish to extend your course:

- \$100 - 1 month
- \$190 - 2 months
- \$280 - 3 months
- \$370 - 4 months
- \$460 - 5 months
- \$550 - 6 months

Enrolment

WHEN CAN YOU ENROL?

Aspire to Succeed accept on-going enrolments into this course. You can enrol into the course when you are ready to commence.

HOW TO ENROL?

You can enrol on our website www.aspiretosucceed.com.au or come into one of our offices.

CREDIT TRANSFERS

If you have completed training previously, this may be able to be used to credit towards some of your units. We will require a copy of your certificate or statement of attainment plus your USI transcript.

RECOGNISED PRIOR LEARNING (RPL)

All learners are provided with an opportunity for RPL (Recognised Prior Learning) upon commencement. We will work with you to determine if there are current skills that you can use for RPL (Recognised Prior Learning).

OUR TRAINERS

Our trainers are qualified educators who draw on years of experience from the community services industry.

They are passionate about the industry, engaging, approachable and have backgrounds relevant to the qualification. Our trainers are still actively working within the industry to ensure they maintain their skills and knowledge, so you get the most current industry skills.

IS THERE ACCESS TO THE TRAINERS?

All students have access to their trainer via face-to-face classroom sessions and Zoom sessions. Email and phone contact is available outside of the scheduled classroom training – during business hours. You will receive your trainer details via email after you have enrolled.

ADDITIONAL SUPPORT

We have additional support days available each week at each of our office locations. You can also book in 1-to-1 support with your trainer.

RESOURCES

All learners are provided with the resources to complete their course. These can be downloaded via the aXcelerate portal.

- Student Resources:
 - You can receive these in hard copy via our printing service – the fee is \$20 per unit.
 - You have access to electronic copies via aXcelerate (Learner Portal)
- Visuals – You are provided access to all visual materials relevant to your course via aXcelerate.
- Handouts – Any additional handouts are provided as required to support your training. These are available in your student portal.
- Assessment – All assessment materials are provided to you and can be located in your student portal.
- Students attending face-to-face training will receive a copy of the resource applicable to the day.

ASSESSMENT

Each unit includes a competency-based assessment – both knowledge and application. Assessment work will be required to be completed in class and in your own time.

Assessments may include:

- Written assessments – questions, assignments, projects, or reports
- Class activities – discussions and group work
- Verbal presentations – applicable to specific units
- Practical activities and problem solving
- Simulation – applicable to specific units
- Workplace activities as part of your placement/employment

There are no exams, and you will receive individual feedback and comments on your work.

RESUBMISSION

Individual assistance is available to students having difficulty with an assessment and resubmission opportunities are provided. Resubmission of NYS (Not Yet Satisfactory) assessments are to be submitted within 7 days.

ASSESSMENT MARKING TIME

Assessments are marked in chronological order within 7 days of submission.

Course Delivery

WELLBEING AND INCLUSION

At Aspire to Succeed, we are committed to fostering a culturally safe and inclusive workplace where all staff, students, and stakeholders feel respected, valued, and supported.

We acknowledge and celebrate the diverse cultural backgrounds of our community, including First Nations peoples, and we actively work to eliminate barriers to participation and success.

We strive to create an environment where:

- Cultural identity is recognised and respected, and individuals feel safe to express who they are without fear of discrimination or judgment.
- Cultural safety is embedded into our policies, practices, and daily operations through continuous learning, reflection, and improvement.
- Staff are trained to understand, respect, and respond to cultural differences, ensuring equitable access to education and employment opportunities.
- Culturally respectful communication and practices are the norm, not the exception.
- Feedback is welcomed and valued, and we listen and respond with empathy and accountability to concerns about cultural safety.

We believe that cultural safety is essential to a fair, respectful, and high-quality training environment, and we are committed to upholding this standard in everything we do.

LENGTH OF THE COURSE

Your enrolment is for a 24-month period. Additional time is to be discussed with your trainer / director.

This course is full-time, and includes:

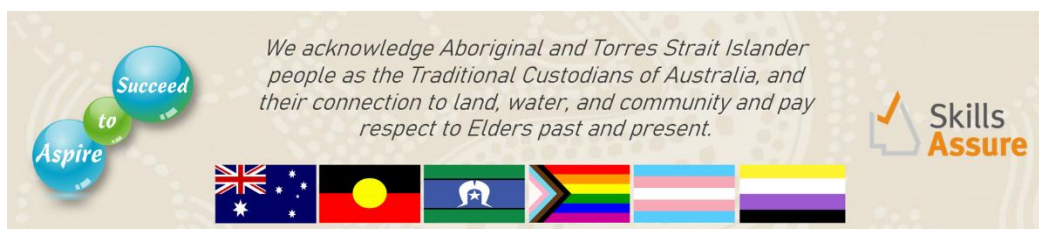
- 40 Zoom hours (20 days)
- Minimum 100 workplace / vocational placement hours
- Reading of resources and materials (average of 15 hours per week)
- Completion of assessment work (average of 10 hours per week)

TRAINING LOCATIONS

- **Caboolture** Zoom Class is held on Tuesday AM, Wednesday PM, Saturday AM (fortnightly).
- **Chinchilla** Zoom Class is held on Tuesday AM, Wednesday PM, Saturday AM (fortnightly).
- **Kingaroy** Zoom Class is held on Tuesday AM, Wednesday PM, Saturday AM (fortnightly).
- **Self-Directed (Distance)** This course is offered in a self-directed model - it is preferred that you are working in the industry.

IMPORTANT INFORMATION FOR DISTANCE/ONLINE STUDENTS

- If you do choose the distance delivery model - you will need access to a laptop, internet, Microsoft Word (this excludes Open Office and Mac Pages) and PDF software.
- Mobile Phones and Tablets are not a recommended option to complete the assessments. If you elect to complete on a tablet or mobile phone, you will need to have Microsoft Word and PDF installed on the device. (this excludes Open Office and Mac Pages)
- You will have access to your learning and assessment materials electronically via our Student Management System (aXcelerate).
- Should you require hard copy books to complete your course - we do offer a printing service at a fee of \$20 per book.



ATTENDANCE

Due to the intensive nature of this course, attendance at all zoom sessions is recommended. Every class will focus on the application assessment of the unit. If a class is missed, students will be responsible for arranging to cover what was missed in their own time.

WORK PLACEMENTS

Placements can be completed at a wide range of Community Service organisations.

You will be required to work a **minimum of 100 vocational placement hours** which is approximately 13 x eight-hour shifts or the equivalent.

Vocational placement is unpaid.

If you are already working in the sector, you can choose to complete your placement at your existing workplace.

If not, or if you would prefer to broaden your experience, we can assist you to select and secure an appropriate placement. We have regular providers that we work with for student's placement. Should you not be able to attend one of those sites, we will request your assistance to locate placement that suits your individual needs.

When on placement you will be required to:

- Meet the employment times of the employer – this include applicable start times of **the organisation** – this is the same time as all other workers. If you are not able to commence at this time, you will not be able to meet the requirements of this course.
- Represent Aspire to Succeed in a professional manner at all times.
- Ensure you are punctual and presented for the role.
- Commit to complete the placement.

Your placement must be completed within six months of the conclusion of your classes and last submitted assessment work.

We are only able to support student's interstate that have access to a workplace and already employed in the industry.

Aspire to Succeed - RTO 32555

ABOUT US

Aspire to Succeed is a Private RTO, our head office is based in Caboolture QLD. We have been registered and delivering quality based courses since 2012.

Our focus and commitment are to ensure all students have a positive training experience, while enjoying the learning experience. We ensure students are 'Industry Ready', providing a mix of knowledge and application of skills assessments throughout the duration of the courses.

OUR GUARANTEE

Aspire to Succeed is dedicated and passionate in all areas of its operations. We are committed to making a difference to the student's life, both work related and professionally through quality and inspirational training methods.

We are committed to improving your workplace skills, assisting you to be able to perform your role and future roles to a high level of competence.

We will endeavour to work with all students to achieve their learning goals and ensure a positive and motivational learning experience. No one will be disadvantaged, and all students will be supported throughout their time with us.

BENEFITS

When considering where to study, consider these benefits of Aspire to Succeeds course:

- Community specialty
- Specialist focus, equipping you for best practice contemporary
- Engaging trainers with strong and current industry experience
- Free work placement support and career advice
- Up to date, industry relevant resources
- Personalised assessment feedback with extra help and re-assessments as needed
- Resources are available via the learner aXcelerate portal
- Access to additional student support weekly

LOST CERTIFICATES OR STATEMENTS OF ATTAINMENT

Should you misplace your certificate or statement of attainment at any time, we can reissue you with a new copy. There is no fee to re-issue a Certificate or Statement of Attainment. A written request will be required to re-issue the Certificate or Statement of Attainment - this can be via email.

CODE OF PRACTICE

In general, Training Providers provide a value-for-money range of quality training products and services to their clients.

However, in a business environment which is ever increasingly competitive, it is important for training providers to align to best-practice and be able to demonstrate that they provide the client with top quality and cost-effective training products and services.

At Aspire to Succeed we pride ourselves in offering a quality service, at a competitive price. Should you not be happy or satisfied with the service provided, we would like your feedback through our feedback forms, complaints, or appeals process. This is outlined in greater detail in your student handbook.

CONTACT US

For further information or an enrolment pack, you can contact us through any of the following methods at the following sites:

CABOOLTURE OFFICE

Email: ats@aspiretosucceed.com.au

Website: www.aspiretosucceed.com.au

Phone: (07) 5497 4009

Address: 52 King Street, CABOOLTURE
QLD 4510

CHINCHILLA OFFICE

Email: ats@aspiretosucceed.com.au

Website: www.aspiretosucceed.com.au

Phone: (07) 4587 7007

Address: Suite 18/81 Heeney Street,
CHINCHILLA QLD 4413

KINGAROY OFFICE

Email: kingaroy@aspiretosucceed.com.au

Website: www.aspiretosucceed.com.au

Phone: (07) 4183 6043

Address: 9B Toomey Street, KINGAROY
QLD 4610