



Mount Isa Institute of TAFE

# Fact Sheet

## CHC51602 – Diploma of Community Services Management

### What career options do I have?

Graduates of the Diploma may seek employment in role such as: Business Manager, Program Manager, Employment Services Manager, Service Manager, Executive Officer, Site Manager, General Manager, Unit Manager, and Manager.

### What will I learn?

Workers in these occupational groups work in residential facilities, community or government agencies. These workers work independently and report to executive management or Boards of management. They undertake a range of functions requiring the application of knowledge and skills to achieve results in line with organisation's goals and strategic directions. This qualification applies to experienced community service managers.

### What qualification will I receive?

A Diploma of Community Services Management on successful completion or a Statement of Attainment for competencies achieved.

### Where will I train?

Mount Isa and via external (remote) delivery.

### How long will the training take?

Duration will depend on study mode selected. Approximately eighteen (18) months if study full time.

### How will the training take place?

Full flexible mode – students will be expected to engage in self guided learning with the workbooks supplied.

### What assessment methods will be used?

Assessment methods generally vary according to skills content of competency. May include: short answer responses, observations, demonstrations, projects, discussions, group participation etc.

### Is there anything I need to bring?

A notebook and pen would be beneficial

### Am I eligible?

Workers at this level are required to have an understanding of indigenous culture and history to work with local communities in the provision of services. Prior to enrolment consider contacting the Client Information Centre to discuss your personal preferences for training outcomes. Your call will assist in matching your preferences to entry and exit points in a qualification. Consideration will be given to your academic and/or work histories.

### Is what I already know taken into account?

Yes. Your history of study, skills and experience does matter. Consideration is given to your life and work experiences as well as formal and informal training. This may be applied using the national standard for Mutual Recognition or through Recognition of Prior Learning (RPL). Documentary evidence will be requested.

### When can I start?/How do I apply?

Contact the Client Information Centre for the latest course commencement dates and enrolment details. You will need to arrange an enrolment interview with one of the Community Services teachers.

### Can I go onto further training?

Successful completion may contribute to credit towards an advanced Diploma of Community Services Management.

### What else might I find useful?

Financial assistance with fees may be available through concessions, or via 'Time to Pay' payment plan. This and other information such as Student Support, Study and Library Assistance, Student Responsibilities, is found in the Mount Isa Institute of TAFE Student Guide/ Handbook.

As a student, you are able to receive extra help with your study and learning skills from learning support staff. If you feel you need this type of support at any time during your study please do not hesitate to ask, and arrangements can be made.

### Where can I find more information?

Contact our friendly Client Information Centre staff on 4744 9999.

### What is the program structure?

To gain this qualification, 15 units of competency are to be achieved. There are 9 core units, and 6 elective units.

### Core units

CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCOHS501A	Manage workplace OHS management system
CHCORG6B	Co-ordinate the work environment
CHCORG7B	Manage workplace issues
CHCORG23A	Co-ordinate work
CHCORG28A	Reflect and improve upon professional practice
PSPMNGT605A	Manage diversity
CHCADM4B	Manage the organisation's finances, accounts and resources
BSBMGT609A	Manage risk

**You will need to complete 6 elective units that will be determined in consultation with the teacher and are subject to availability.**

**Elective units are listed on the reverse of this Fact Sheet.**

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# Mount Isa Institute of TAFE

## Elective Units

### Group 1

At least 3 units must be chosen from this group

- CHCCS405A Work effectively with culturally diverse clients and co-workers
- CHCINF5B Meet statutory and organisational information requirements
- CHCOHS401A Implement and monitor OHS policies and procedures for a workplace
- CHCORG11B Lead and develop others
- CHCORG25B Recruit and co-ordinate volunteers
- CHCORG27A Provide mentoring support to colleagues
- CHCORG29A Provide coaching and motivation

### Group 2

- CHCAD3A Undertake systems advocacy
- CHCAD4A Provide advocacy and representation
- CHCAOD10A Work with clients who have alcohol and/or other drugs issues
- CHCAOD8C Assess the needs of clients who have alcohol and/or other drugs issues
- CHCCD14B Implement a community development strategy
- CHCCD5B Develop community resources
- CHCCM4B Promote high quality case management
- CHCCS3C Co-ordinate the provision of services and programs
- CHCCS402A Respond holistically to client issues
- CHCCS7C Co-ordinate the assessment and delivery of services to clients with particular needs
- CHCNET4A Work with other services
- CHCPOL4A Develop and implement policy
- CHCYTH5C Support youth programs

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