

About This Course

This course prepares you for work involving the coordination of programs, projects and the supervision of staff across the community sector.

It applies to work in organisations involved in community work, community development, community care services and volunteer programs. It involves a range of settings including residential facilities, group homes, community agencies, and government departments.

It is suitable for people seeking to advance their careers in aged care, mental health, youth work, disability services, employment services, alcohol and other drugs, or any other type of community services.



Career Options

Some of the roles this course will qualify you for:

- Program or Service Manager
- Supervisor/Coordinator
- Service or Program Coordinator
- Team Leader
- Unit Manager

Course Structure

This course is made up of 14 units:
7 core units and 7 elective units.

Core Units

CHCADMIN508B	Manage limited budgets and financial accountabilities
CHCCOM504A	Develop, implement and promote effective workplace communication
CHCCS502B	Maintain legal and ethical work practices
CHCCS505A	Provide supervision support to community sector workers
CHCCS513B	Maintain an effective community sector work environment
CHCINF505C	Meet statutory and organisation information requirements
HLTOHS401A	Maintain workplace OHS processes

Elective Units

HLTHIR403C	Work effectively with culturally diverse clients and co-workers
CHCORG506D	Coordinate the work environment
CHCAD402D	Support the interests, rights and needs of clients within duty of care requirements
CHCCOM403A	Use targeted communication skills to build relationships
CHCCS503A	Develop, implement and review services and programs to meet client needs
CHCINF407D	Meet information needs of the community
CHCINF408C	Comply with information requirements of the aged care and community care sectors

Entry requirements

Candidates for this qualification should:

- hold at least a NSW Higher School Certificate (or equivalent)
- have experience in a role that requires:
 - self-directed application of knowledge
 - exercise of independent judgement and decision-making, and
 - a range of technical and other skills
 - a sound understanding of basic accounting principles, including budgets
- If you are not currently employed in this industry, you will need to have access to a workplace that will provide a supervisor/coach to verify your competence in selected units.

The College will ask you to complete a form to give us some information about your professional background. We will assess this and we may ask you for further information to ensure that a distance program and the level are right for you.

Delivery modes

Online learning means you complete the entire course using the online learning platform. The content is presented per unit – you simply find the right unit and start reading. It's like reading a book on your computer screen with images and pictures. When you finish a unit, you complete the assessment tasks, which are also done online. It's easy, fast and a great way to achieve a qualification.

Distance learning means you study using the textbooks that we mail to you. You work through the course materials at your own pace and return your completed assessments by mail. This method is designed for those who prefer the more traditional form of study using books in hard copy.

Blended learning

Many of our students prefer to mix the two – do the reading tasks using the textbooks but complete the assessments online. It's a practical approach to learning that offers great flexibility.

Classroom and Workplace based learning

We also offer classroom-based courses to individuals and workplaces. Contact us for more information on our workplace-based programs.

Assessment may include:

- Case studies
- Practical activities
- Projects
- Written & oral questioning
- Demonstration of skills
- On-the-job assessments

Duration

We suggest you complete this course within 12 – 18 months. Expect to study about 10 hours per unit.

Recognition

National College Australia recognises the skills and knowledge gained through previous studies and/or work experience. If you think you may be eligible for Recognition of Prior Learning (RPL), ask to speak to the Student Services Manager.

Course Fees

- The regular course fee is \$2490
- Pay upfront and receive a 10% discount – pay only \$2241
- Flexible payment plans available – pay \$100 deposit and \$91.90 fortnightly or \$199.20 monthly for 12 months

Learning Pathways

Successful completion of this qualification will give you advanced standing into a number of units of competency in Certificate IV, Diploma and Advanced Diploma qualifications within the CHC08 Training Package. You may also be eligible for advanced standing into university qualifications.

About community services work

Community services is a broad industry that covers a range of sectors including family work, health, education, youth work, alcohol and drugs, employment services, and welfare work.

Day to day work

Depending on the specific job title, some of the day to day duties at this level can involve:

- administrative tasks
- case work
- interviewing
- preparation of reports and other documentation
- recruitment and supervision of staff
- training and development

Personality/skills profile

The ideal candidate for a worker at this level is someone who

- has a keen interest in improving the welfare of others
- can show leadership skills and demonstrate effective supervision of staff
- has excellent interpersonal skills, verbal and written communication skills
- has excellent organisational skills
- can show initiative and be innovative in developing structures and systems for improvement
- is flexible and able to work in environments with culturally diverse people

More information

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| • Does this type of work include shift work? | <i>Not usually</i> |
| • Does it have flexible hours? | <i>Possibly</i> |
| • Is there any travel involved? | <i>Possibly</i> |
| • Do I have to have a driver's licence and own my own car? | <i>No</i> |

Salary

Entry level workers in this industry can earn between \$40,000 - \$45,000 per annum. Managers can earn in the \$100,000+ range per annum.

Other courses at National College that will qualify you for work in this industry

- Certificate III in Community Services Work
- Certificate IV in Community Services Work



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