

# Diploma of Community Services (Case Management)

CHC52015

## OVERVIEW

This qualification reflects the roles of community services, case management and social housing workers involved in the managing, co-ordinating and/or delivering of person-centred services to individuals, groups and communities.



## FLEXIBLE DELIVERY

Our courses can be delivered at your workplace, self-paced with regular trainer visits, webinar based e-training with trainer support, through RPL or in workshops with a dedicated trainer in a classroom format. Student delivery options may be subject to enrolment numbers from your workplace – call our office to discuss the options that suit you best.

## DURATION

Duration will depend on the delivery style chosen and a training plan will be negotiated to suit each student.

## RECOGNITION OF PRIOR LEARNING and CREDIT TRANSFER

Assessment of competency may involve recognition of prior learning or credit transfer if prior skills or certification held.

## COURSE COST and ENROLMENT CONDITIONS

Traxion Training offers a range of pricing options which will vary according to the delivery method determined to best support individual student or group delivery requirements. We also specialise in connecting industry to funded up-skilling programs in support of workforce benefits and welcome enquiry via our contact details below to outline eligibility requirements and all associated terms and conditions.

Enrolments are processed upon receipt of a completed enrolment form. All policy information regarding conditions of enrolment, refunds and our guarantee to complete all training and assessment requirements once the enrolment has commenced, is contained in our Terms and Conditions.

Call us now 07 3493 0777

[www.traxiontraining.com.au](http://www.traxiontraining.com.au)



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## RESPONSIBILITIES INCLUDE

- Having specialised skills in community services and working autonomously under broad directions from senior management
- Providing direct support to individuals or groups of individuals
- Supervising of other workers and volunteers and/or case management; program coordination or the development of new business opportunities

## ENTRY REQUIREMENTS

This program is available to those currently working within an environment where supervision is available during at least 120 hours of project work involving the design, implementation and evaluation of community services work programs.

MODULE	UNITS*
<b>MODULE 1</b> Legals & Ethics	<b>CHCLEG003</b> Manage legal and ethical compliance
<b>MODULE 2</b> Professional Practice	<b>CHCPRP003</b> Reflect and improve own professional practice
<b>MODULE 3</b> Workplace Health & Safety	<b>HLTWHS004</b> Manage work health and safety
<b>MODULE 4</b> Communication	<b>CHCCOM003</b> Develop workplace communication strategies <b>CHCMGT005</b> Facilitate workplace debriefing and support processes
<b>MODULE 5</b> Case Management	<b>CHCCCS004</b> Assess co-existing needs <b>CHCCSM004</b> Coordinate complex case requirements <b>CHCCSM005</b> Develop, facilitate and review all aspects of case management <b>CHCCSM006</b> Provide case management supervision
<b>MODULE 6</b> Sociologics	<b>CHCCCS007</b> Develop and implement service programs <b>CHCDEV002</b> Analyse impacts of sociological factors on clients in community work and services
<b>MODULE 7</b> Diversity Part 1	<b>CHCDIV001</b> Work with diverse people <b>CHCDIV002</b> Promote Aboriginal and/or Torres Strait Islander cultural safety
<b>MODULE 8</b> Diversity Part 2	<b>CHCDIV003</b> Manage and promote diversity
<b>MODULE 9</b> Mental Health	<b>CHCMHS005</b> Provide services to people with co-existing mental health and alcohol and other drugs issues <b>CHCMHS002</b> Establish a self-directed relationship

\* Unit choices shown are a suggestion only and subject to change without notice and access to required materials and trainer/assessors.

P: 07 3493 0777

A: Lvl 2, 17-19 Mt Gravatt Capalaba Rd, Mt Gravatt QLD 4122

E: [service@traxiontraining.com.au](mailto:service@traxiontraining.com.au)

Training Management Pty Ltd t/a Traxion Training - Provider # 32254  
ABN: 74 141 969 235

## Payment Terms

Fees and charges for your training program will be invoiced upon enrolment and are to be paid prior to commencement, unless alternative payment arrangements have been made directly with you or your employer.

## Payment Plan Policy

Payment plans are available via our third-party provider Debit Success and details of your payment dates and fees they may impose is provided in our Direct Debit application form found at:

[www.traxiontraining.com.au/dd](http://www.traxiontraining.com.au/dd)

\*Note: Not available for classroom delivery or RPL certification.

## Training Support & Student Commitment

### Distance Training:

For full qualification programs, we offer a six, twelve or eighteen-month delivery options where assessments are due either monthly, bi-monthly or quarterly unless negotiated by exception with your trainer. Your trainer will discuss the pace at which you wish to complete your training during your induction session and provide your assessment due dates. It is a requirement of enrolment that reasonable progress is to be made to complete the required assessments on time. It is fine to switch between either option should your circumstance change, however, missed assessment due dates (where an extension has not been requested) may result in your trainer discussing a training suspension. Your trainer will provide details of their regular web-tutorial sessions and encourage you to participate in these or listen to the provided recorded versions at a time convenient to you.

Direct email support from your trainer is also available, however, some trainers are part-time and not available everyday – they will confirm their availability and response times during your induction session and you may contact our Student Support services outside this availability by calling 07 3493 0777.

### Classroom Training:

It is a requirement of enrolment that all assessment work be completed within 6 months of the completion of the classroom delivery program, or cancellation of enrolment may apply.

### RPL Assessment:

It is a requirement of RPL assessment enrolment that all evidence be provided within 90 days of the completion of your competency conversation with your trainer, or cancellation of enrolment may apply. Where training is suspended, a \$250 re-enrolment fee will occur.

## Resubmission Policy

Traxion Training does not charge a resubmission fee for the first resubmission, however, should subsequent resubmission occur a fee of \$50 per unit will apply.

## Transfer Policy

Transfer of training programs or classroom training dates must be advised in writing at least 14 days prior to the commencement of the first scheduled training session. Transfers made after that date may be subject to a penalty charge of \$100.

## Fees and Refund Policy

Training Management (T/A Traxion Training) is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, student services and training and assessment services.

Please visit [http://www.traxiontraining.com.au/pdf/Fees\\_and\\_Refunds\\_Policy.pdf](http://www.traxiontraining.com.au/pdf/Fees_and_Refunds_Policy.pdf) to download our Fees & Refund Policy.

**Training Management t/a Traxion Training will maintain a tuition assurance scheme to safeguard students in the event of it becoming insolvent and unable to return fees that have been paid in advance. The tuition assurance scheme will source similar training to allow the effected participants under this condition to complete their studies without further financial burden. However, if the student cannot be placed, the tuition assurance will make refunds.**

## Unpaid Fees

All invoices issued by Traxion Training are to be paid within the timeframes stipulated above. Traxion Training reserves the right to take whatever action is required including, discontinuing programs, institute legal proceedings, etc. to safeguard its interests and applicable costs may be incurred.

## Extenuating Circumstances

Should you be unable to continue your studies due to legitimate reasons such as sickness, death or family circumstances, a pro-rata refund may be given less a \$250 administration fee upon receipt of evidence.

## Privacy Policy

Traxion Training adheres to a strict Privacy Policy, to view our Privacy Policy in full please visit our website at [www.traxiontraining.com.au/privacy-statement/](http://www.traxiontraining.com.au/privacy-statement/)