

INFORMED CHOICES

CHC52021 Diploma of Community Services

In order to make an informed choice about the suitability of this course, you must take into account the essential skills and knowledge in addition to the critical aspects of assessment of this course or qualification.

Please consider the following before enrolling:

- Some units within this qualification may be triggering for people who have experienced trauma, mental health issues, family domestic violence. Please ensure you have sufficient support networks for the duration of your study.
- Current level of technology skills and ability e.g. you will be required to use a computer to complete assessments and research etc.
- Ability to attend regularly if enrolling in an on campus course of study.
- Able to complete a range of assessments that include role plays and other group activities. Some Units require interactive assessment processes. (please note that practice time will be given in class).
- This qualification relates to mainly managerial and co-ordination skills

Please note- If you have not completed any of the below, please reconsider whether the diploma level is the correct starting point for you:-

- Completed CHC42021 Certificate IV in Community Services
- Completed another applicable level 4 course related to working with people
- Previously worked in Community Services
- Are over the age of 18

Study Area- Community Services Health and Lifestyle

Qualification: **CHC52021 Diploma of Community Services**

This is a Diploma Level Qualification under the Australian Qualification Framework (AQF). Diploma in Community Services is a direct entry qualification.

Further information about this course level including the necessary skills for successful completion are available at: <https://www.aqf.edu.au/aqf-levels>

Industry Career Pathways

Students who have completed the qualifications in the Community Services Training Package listed above may seek employment in the following specialised industry career pathways;

- Community Worker Co-ordinator
- Family Support Worker
Team Leader

For more information and details relating to employment, work roles, tasks and career pathways related to Community Services, Health and Lifestyle, please refer to;

- For assistance with employment, visit <http://joboutlook.gov.au/>
- For up to date career resources to help explore and plan careers, visit www.myfuture.edu.au
- For information about apprenticeships visit <http://www.australianapprenticeships.gov.au/australian-apprentices> the Australian Apprenticeships website
- For information about the relevant training package visit: <http://www.cshisc.com.au/>
- For more detailed information about specific courses go to: <http://training.gov.au/>

Core Skill Requirements (Inherent Requirements)

To work in this industry area, the following skills needs to be considered;

Observational skills – this includes the ability to:

- Notice changes in people's behaviour (interactions/manners)
- Identify risk and crisis situations, unsafe behaviours and responses
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Communication skills – this includes the ability to:

- Communicate effectively with a range of people (e.g. clients, co-workers)
- Use appropriate language and respect when working with people from different cultures
- Listen attentively to what is being said, and appropriate responses
- Read and understand written information
- Understand and follow written and verbal instructions
- Understand and respond to verbal and non- verbal communication
- Write clear communication appropriate to the situation
- Use technology to communicate (e.g. computer for reports, emails, documents)
- Communicate and work with other people as a team leader
- Able to give clear direction when communicating

Technical and / or Motor skills – this includes the ability to:

- Able to use computers
- Ability to learn new computer processes such as logging into SM TAFE apps
- Downloading assessments, navigating the internet, uploading documents
- Working within word documents

Cognitive / intellectual skills – this includes the ability to:

- Understand other people's perspectives / opinions and respect their choices
- Gather, understand and organise information
- Use own judgment / basic problem-solving skills (e.g. to respond to immediate safety risks or where a client demonstrates concerning behaviour)
- Ability to monitor own behavior within an adult classroom environment
- Maintain a sufficient level of concentration to complete an activity / task or to work with a client or group
- Be attentive in interaction with others (e.g. to identify risks, to identify changes)
- Perform tasks within reasonable time frames
- Ability to self reflect and adjust own behaviours and responses
- Ability to understand and apply legislation, code of practice, standards etc

Behavioural and social skills – this includes the ability to:

- Demonstrate tolerance, patience and willingness to work with people from different backgrounds and cultures
- Demonstrate professional behaviour in the classroom
- Control your emotions and reactions and withhold personal opinions
- Tolerate close proximity with individuals
- Interact with all genders
- Respect personal and professional boundaries – including use of social media
- Adapt to change
- Take responsibility for own actions
- Maintain confidentiality
- Adhere to SMTAFE under 18 years requirements e.g parent or guardian permission if attending excursions
- Adhere to the SMTAFE Student Code of Conduct at all times and with all interactions with SMTAFE staff and other students
- The ability to work autonomously (on your own)

Language, Literacy & Numeracy

The Language, Literacy & Numeracy requirements are core skills for all job roles at all levels. The Australian Core Skills Framework (ACSF) indicates that the five core skill areas are reading, writing, numeracy, oral communication and learning which we apply in our

personal and community; workplace and employment; and education and training. Some of the core language, literacy and numeracy (LLN) skills for entry into this industry are:

- **Learning** – legal and ethical guidelines of work, understand human needs, individual differences, service standards, safety policies and procedures
- **Reading Skills** - reading and understanding client service plans, procedures and work instructions, industry specific terminology and symbols, workplace safety signs
- **Writing Skills** - completing forms, documents, WHS reports, taking messages
- **Oral Communication** – active listening skills, communicating with clients and their family, team members. Communicating with clients who have impaired communication. Effective questioning, phone skills and providing information to team members.
- **Numeracy Skills** – able to manage a work roster including attending classes on time and meeting assessment due dates as per the information provided
- **Problem Solving Skills** – identify and respond to client's needs and behaviours to meet their needs or requests
- **Technology Skills** – use software to update work notes and record using reporting forms such as WHS reporting ect.

Employability Skills

Below are some of the important individual personal skills students need to demonstrate during training and are highly valued by industry. Below are examples of the skills you need to demonstrate:

Communication

- The ability to develop and maintain relationships, trust and confidence.
- The ability to communicate with a range of people from different backgrounds.
- The ability to negotiate with distressed people
- The ability to communicate in groups (meetings)
- The ability to provide support and direction to others

Teamwork

- The ability to work with other people for a common outcome.
- Respect for other people and their role within the work team.
- The ability to accept direction and feedback for own performance

Problem solving

- The ability to identify potential problems and respond appropriately.
- The ability to ask questions and seek clarification when necessary.
- The ability to negotiate for common outcomes
- The ability to provide and transmit solutions

Initiative and enterprise

- Motivation and interest.
- The ability to seek assistance when necessary.
- Foresight / the ability to see what needs to be done.

Planning and organising

- Appropriate time management skills.
- The ability to prioritise, plan and organise own workload.
- Ability to support others in the workplace to manage their activities

Self-management

- Seek feedback and reflect on your own performance Accept responsibility for own actions.

Learning

- Ability to identify own strengths and weaknesses and seek assistance where necessary.
- The ability and motivation to build on past knowledge and experience.
- The ability to take on new information and tasks.

Technology

- The ability to learn and adapt to new technology.
- The ability to access information and use digital media for study and work.

Vocational Placement Requirements

As part of your course you are required to complete vocational placement (work placement). The placement is arranged / negotiated by the South Metropolitan TAFE. Students will be provided with forms and a vocational placement log book to record their placement. The workplace also needs to complete the forms prior to commencing work placement. It is an industry requirement that students on placement be aged 18 or over. Please note, during placement you may be required to provide personal care needs to both male and female patients.

A minimum of 240 hours vocational placement is required to be completed for the following qualifications: CHC52021 Diploma of Community Services

Note: Students will be required to:

- Complete a satisfactory Criminal History check / National Police Clearance (NPC) prior to placement
- Travel to an appropriate organisation to complete vocational placement
- Attend vocational placement at times that may be out of normal business hours e.g. 8am – 5.30 pm

Make sure you read the information available on the [South Metropolitan TAFE website](#).

Other Considerations

Students are required to have access to a computer and internet (*SM TAFE students can access computers via its libraries – available at Rockingham, Murdoch, Bentley, Mandurah, and Thornlie campuses*).

Workplace Health and Safety

All students must understand their workplace health and safety obligations and safety requirements under the:

- WA Occupational Safety & Health Act 1984, which imposes obligations on people at workplaces to ensure workplace health and safety.
- Occupational Safety & Health Regulations 1996 (WA) that describes what must be done to prevent or control certain hazards which cause injury, illness or death.
- Codes of Practice, which are designed to give practical advice about ways to manage exposure to risks common to industry.

All students must be able to participate in Risk Assessments, Incident Reports and Hazard Identification.

South Metropolitan TAFE Courses

TAFE WA offers other courses / qualifications within Community Services, Health and Lifestyle

Award Courses:

- Age or Disability (must be minimum 18 years old)
- Mental Health - (must be minimum 25 years old)
- Youth Work - (must be minimum 21 years old)

Please note minimum age noted is based on industry requirement for work placement.

Make sure you read the course information available on the South Metropolitan TAFE website, www.southmetrotafe.wa.edu.au before finalising your application.

Before you Enrol

If you intend to enrol in a Disability, Aged Care or a Community Services course, please review the inherent requirements listed in this statement and think about whether you might experience challenges in meeting them.

If you think you might experience challenges related to your disability, health condition or for any other reason, you should discuss your concerns with the Program Area, a Student Services Staff member or a Disability Access and Equity Officer.

If you have made an informed choice that this is not the right pathway for you, please consider another qualification or the following programs:

- SM TAFE foundation skills:
www.southmetrotafe.wa.edu.au/courses/industries/english-languages-and-foundation-studies
- Job Skills Centres for career pathway advice:
www.jobsandskills.wa.gov.au/jobs-and-skills-centres
- Adult Migrant English Program (AMEP):
www.southmetrotafe.wa.edu.au/courses/study-types/amep
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