

Provide welfare services and support to individuals and the community...

Community Welfare Workers play an important role in community services. As a Community Welfare Worker, your clients are individuals, families, groups and communities whom are facing significant emotional, social or financial issues. You work with your clients to improve their quality of life by empowering, educating and supporting them, and by helping your clients change their social environment. You will support some of the most disadvantaged groups within your community; dealing with significant social circumstances such as homelessness, victims of domestic violence or child abuse, drug and alcohol addiction, and unemployment.

The Diploma of Community Welfare Work covers a broad range of welfare topics spanning from systemic issues such as community development and policy, to individual client work and support services, to organisational and administrative functions related to the welfare role. This qualification is most suitable if you are seeking an entry-level welfare role, or are currently working in a support or carer role and would like to advance into a more autonomous welfare role.

What you will learn

Community Welfare Workers operate at an advanced level, and coordinate and provide a wide range of support services and interventions to clients, dependent on the client's situation. During the course, you will learn how to:

- ✔ Work from a community development framework.
- ✔ Develop and implement policy to address social issues.
- ✔ Work with clients to provide suitable support services and interventions.
- ✔ Apply specialist support skills such as advocacy and representation, group facilitation, and work with clients with specific needs.
- ✔ Coordinate work and become familiar with other workplace functions such as administration, statutory requirements and occupational health and safety.

Roles you can perform with this qualification

After finishing your qualification, you have a sufficient level of skill and knowledge to perform the following roles in a community services environment:

- ✔ Welfare Worker
- ✔ Support Facilitator or Coordinator
- ✔ Family Services Coordinator
- ✔ Client Service Assessor
- ✔ Social Welfare Worker
- ✔ Local Area Coordinator
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- ✔ Case Coordinator

Units covered in the course

The following units are completed during the course:

Diploma of Community Welfare Work Course Code: CHC50702 Internal Code: CWWA	
Unit Code	Unit Title
CHCCOM4B #	Develop, implement and promote effective communication techniques
CHCCD15B	Develop and implement a community development strategy
CHCPOL4A	Develop and implement policy
CHCNET3B	Develop new networks
CHCORG6B *	Coordinate the work environment
CHCCS9A #	Provide support services to clients
CHCCW13B #	Work with clients intensively
CHCCS402A *	Respond holistically to client issues
CHCPROT11B #	Provide for care and protection of clients in specific need
CHCCM3B #	Develop, facilitate and monitor all aspects of case management
CHCAD4A #	Provide advocacy and representation
CHCGROUP3C #	Plan and conduct group activities
CHCORG25B #	Recruit and coordinate volunteers
CHCCS405A #	Work effectively with culturally diverse clients and co-workers
CHCORG28A #	Reflect and improve upon professional practice
CHCADMIN4B *	Manage the organisation's finances, accounts and resources
CHCINF5B	Meet statutory and organisational information requirements
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCPOL3A	Undertake research activities

Units marked with an * require assessment in a workplace environment during a work placement.
Units marked with a # require completion of a practical component in a simulated work environment.

The information included in this Course Outline is indicative of the final curriculum but may not necessarily contain all units necessary for completion of the course. All assessment you complete throughout your studies will contribute to your final award. The Institute periodically revises its curriculum to comply with industry changes and any changes, upgrades or expansions will be instigated in such a way that your studies are affected as little as possible.

How you will complete the Diploma of Community Welfare Work

After enrolling into your course with the Institute, you are progressively provided with a workbook for each of the units of the course. You complete the workbooks in the order shown in the table above. The workbooks cover the theoretical information you need to know before moving onto demonstrating your competency in a simulated setting and the workplace.

Some units of the Diploma of Community Welfare Work require you to demonstrate various skills in a simulated setting, either at a seminar, private assessment or by sending in a video recording of your skills demonstration. The following practicals need to be completed during the course:

Practical Name	When to Complete	Duration (if completed via seminar)
Communication	Complete after workbook for Unit CHCCOM4B is competent	1 day
Client Work	Complete after workbook for Unit CHCPROT11B is competent	2 days
Case Management**	Complete after workbook for Unit CHCCM3B is competent	2 days
Advocacy 2**	Complete after workbook for Unit CHCAD4A is competent	1 day
Group Work**	Complete after workbook for Unit CHCGROUP3C is competent	2 days
Coordinating Volunteers**	Complete after workbook for Unit CHCORG25B is competent	1 day
Working with Diversity**	Complete after workbook for Unit CHCCS405A is competent	1 day
Reflective Practice**	Complete after workbook for Unit CHCORG28A is competent	1 day

** These practicals are also included in other qualifications offered by AICS.

To assist you with the transitioning of your knowledge and skills into the workplace, the course also requires the completion of a work placement. If you have not worked in a community services role previously, we recommend you start your placement once you have successfully completed **all workbooks up to unit CHCADMIN4B** and the following practicals: **Communication, Client Work, Case Management, Advocacy 2, and Group Work.**

Mutual Recognition

If you have completed another nationally recognised training program that contains any of the units in the Diploma of Community Welfare Work, you will receive recognition for the relevant units. To apply for mutual recognition, simply download a copy of the Credit Transfer and Recognition of Prior Learning (RPL) Kit from the Institute's website at www.aics.net.au.

As an example, if you have completed the Certificate IV in Community Services Work (Service Coordination) qualification with AICS or another provider, you will have the following units recognised:

CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCGROUP3C	Plan and conduct group activities
CHCCS405A	Work effectively with culturally diverse clients and coworkers
CHCORG25B	Recruit and coordinate volunteers

In this case, this means you do not need to complete the workbooks for these units, or the practicals that apply to the units (**Groupwork, Coordinating Volunteers** and **Working with Diversity**).

How long will my course take?

Whilst you can study at a pace that suits you, students progressing steadily through their course complete the qualification in approximately 18 months.

If your course is funded by Centrelink or another funding program, you'll need to progress through your course in accordance with the timeframes indicated on your Course Planner provided with your first Study Pack. On a full time study workload you will complete the course in 18 months.