

Improve the effectiveness of your case management services with your clients...

Community workers that have a case management responsibility play an integral role in the scope and quality of support and care provided to and accessed by their clients. Case managers whom effectively ensure all aspects of their client's circumstances are addressed can considerably improve the quality of life of their client. The Diploma of Community Services (Case Management) enables you to deliver case management and case work intervention services appropriate to your individual client's circumstances.

What you will learn

During the course, you will learn how to capably and efficiently work with your clients to ensure they access services relevant to their situation and in consideration of all their circumstances. Key skills you will learn are:

- ✔ The stages of the case management process.
- ✔ How to manage the case management process and provide high quality case work to clients with a range of complex needs.
- ✔ Working with other services in a holistic manner including advocating for and representing your clients.
- ✔ Maintaining effective work environments.

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:

- ✔ Case Manager
- ✔ Case Coordinator
- ✔ Case Worker

Units covered in the course

The following units are completed during the course:

Diploma of Community Services (Case Management)	
Course Code: CHC52008 Internal Code: CMB	
Unit Code	Unit Title
CHCCS400A #	Work within a legal and ethical framework
CHCCOM403A #	Use targeted communication skills to build relationships
HLTOHS300A *	Contribute to OHS processes
CHCNET404A #	Facilitate links with other services
CHCORG506C *	Coordinate the work environment
CHCCM503C #	Develop, facilitate and monitor all aspects of case management
CHCCM504C #	Promote high quality case management
CHCCS607D *	Coordinate in-service assessment and response to address client needs
CHCAD504A	Provide advocacy and representation services
HLTHIR403B #	Work effectively with culturally diverse clients and co-workers
CHCCW503A *	Work intensively with clients
CHCLD415A #	Confirm client developmental status
CHCCS416A #	Assess and provide services for clients with complex needs
CHCICS406A #	Support client self-management
CHCLD515A #	Analyse client information for service planning and delivery
CHCORG428A #	Reflect on and improve own professional practice

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 Services (Case Management)

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 Services (Case Management) 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)
Legal and Ethical Frameworks	Complete after workbook for Unit CHCCS400A is competent	1 day
Communication	Complete after workbook for Unit CHCCOM403A is competent	1 day
Working with other Services	Complete after workbook for Unit CHCNET404A is competent	1 day
Case Management	Complete after workbook for Unit CHCCM503C is competent	1 day
Working with Diversity	Complete after workbook for Unit HLTHIR403B is competent	1 day
Client Developmental Status	Complete after workbook for Unit CHCLD415A is competent	1 day
Service Delivery	Complete after workbook for Unit CHCICS406A is competent	2 days
Service Planning	Complete after workbook for Unit CHCLD515A is competent	1 day
Reflective Practice	Complete after workbook for Unit HCORG428A is competent	1 day

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

To assist with transitioning 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 CHCCW503A** and the *Legal and Ethical Frameworks, Communication, Working with other Services, Case Management* and *Working with Diversity* practicals.

Mutual Recognition

If you have completed another nationally recognised training program that contains any of the units in the Diploma of Community Services (Case Management), you will receive recognition of 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.

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 16 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 16 months.

