

### Career Opportunities:

Case Worker Or Manager  
Community Services Worker  
Early Intervention Worker  
Group Facilitator / Coordinator  
Case Coordinator  
Client Service Assessor  
Coordinator Family Services  
Family Support Worker  
Program Coordinator Or Manager  
Welfare Worker

### How do I Enrol?

- Visit our Training Office  
- Call to make an appointment  
- attend an information and enrolment session  
Visit the [www.agb.edu.au](http://www.agb.edu.au) for more information.

### Payment Options:

#### Fee for Service Students

*Deposit of 10% or no less than \$200 whichever is the greater is required prior to commencement of course.*

*Fortnightly or monthly payments must be paid as per direct debit payment schedule. Payment must be made in full eight (8) weeks prior to course completion date.*

#### Skills First Funded Students

*Full payment of \$500 prior to commencement of course*

*or*

*Deposit of \$200 prior to commencement of course with the remaining \$300 to be paid via direct debit payment plan of \$50 per fortnight or \$100 per Month, payment to be made in full by the end of 3 months.*

### AGB Training currently offers Diploma of Community Services.

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.

At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals. Workers may also have responsibility for the supervision of other workers and volunteers and/or case management; program coordination or the development of new business opportunities.

### Mode of Delivery:

Classroom, Blended, Workplace

### Assessment:

Methods of assessment may include:

- Knowledge Evidence
- Direct demonstration and observation
- Portfolios
- Projects
- Role plays, case studies and presentations
- Work placement

### Pathways:

On successful completion students will have the knowledge and skills required for further training in CHC62015 Advanced Diploma of Community Sector Management or other relevant qualifications.

**Course Duration:** 48 weeks    **Duration inclusive of Holidays up to:** 61 weeks

**Work placement:** 100 hours

### Course Fees:

**Fee for Service Admin Fee:** \$3,000

**Skills First Funded Students Admin Fee:** \$500

**Victorian Government Contribution for skills First Funded Students:** \$8,310

**Text Book Fee:** \$272.85

### Entry Requirements:

There are no AQF Pre Requisites for this qualification. The applicant will be required to successfully complete a Language Literacy and Numeracy (LLN) assessment and a Pre-Training Review.

For current policy, procedures, fees and funding eligibility relating to this course please visit our website [www.agb.edu.au](http://www.agb.edu.au)

**P: 1300 123 242**

[www.agb.edu.au](http://www.agb.edu.au)

**E: [training@agb.edu.au](mailto:training@agb.edu.au)**

RTO 21832 CRICOS 03356C

### Packaging Rules:

To achieve this qualification, the candidate must demonstrate a competency in 16 units of competency (8 core units and 8 elective units)

### Course Program

#### Manage Work Health and Safety (Work placement required)

Core	HLTWS004	Manage work health and safety
------	----------	-------------------------------

#### Professional Practice

Core	CHCPRP003	Reflect on and improve own professional practice
------	-----------	--------------------------------------------------

#### Advocate for Clients or Groups

Elective	CHCADV005	Provide systems advocacy services
Elective	CHCPOL003	Research and apply evidence to practice

#### Develop and Implement Service Programs

Core	CHCMGT005	Facilitate workplace debriefing and support processes
Core	CHCCOM003	Develop workplace communication strategies
Core	CHCCCS007	Develop and implement service programs

#### Sociological Factors (Work placement required)

Core	CHCDEV002	Analyse impacts of sociological factors on clients in community work and services
------	-----------	-----------------------------------------------------------------------------------

#### Issues and Needs

Elective	CHCMHS001	Work with people with mental health issues
Elective	CHCCCS004	Assess co-existing needs

#### Community Services Management

Core	CHCLEG003	Manage legal and ethical compliance
Core	CHCDIV003	Manage and promote diversity
Elective	CHCMGT001	Develop, implement and review quality framework

#### Leadership

Elective	CHCMGT003	Lead the work team
Elective	BSBRK501	Manage risk
Elective	BSBINN601	Lead and manage organisational change

### RPL and Credit Transfer:

For information about Recognition of Prior Learning (RPL) and/or Credit Transfers please contact AGB Training or visit our website. <http://www.agb.edu.au/local-training-courses/recognition-of-prior-learning>

### Modes of Delivery/Training Locations

31 Barwon Terrace, South Geelong, Vic 3220  
Suite 125, St Kilda Road Towers, 1 Queens Road, Melbourne, Vic 3004

Extra - These units are above the minimum requirements for this course. They have been selected in consultation with industry to meet needs for industry.

**Disclaimer:** AGB Training has endeavoured to ensure that the information contained in this publication is correct at the time of printing.

This information may be subject to corrections or change without notice. AGB Training reserves the right to alter, change or discontinue programs without notice.