

CHC52015

Diploma of Community Services



Qualification Outline Online

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The Purpose of the Qualification Outline

The purpose of this document is to provide a robust platform for the delivery and assessment of the CHC52015 Diploma of Community Services completed via online delivery.

This is your training and assessment plan.

CHC52015 Diploma of Community Services

About Wise Education Group

Wise Education is a national RTO delivering work based qualifications in partnership with local and national clients. We have been delivering in various sectors for over 7 years and hold a strong portfolio of participants.

Our products offerings include qualifications in the following industry sectors:

- Business
- Business Administration
- Sales
- Customer Engagement
- Work Health & Safety
- Hospitality
- Management
- Warehouse Operations
- Aged Care
- Child Care
- Disability Services
- Employment Services
- Education Support
- Volunteering Services
- Retail
- Record Keeping
- Marketing & Advertising
- Small Business Management
- Franchising
- Tourism & Events
- Accounting & Bookkeeping
- Project Management

As a Registered Training Organisation:

- * We provide flexible work based solutions for employers and staff
- * Have a strong team of trainers expertise
- * Have demonstrated knowledge in developing concepts for training regimes that reflect the industry needs
- * Have a strong account management structure
- * Have a sound internal working management system that ensures we commit to our promise
- * Have a culture that is built entirely on customer care
- * Have a Work Placement Scheme that supports most qualifications
- * Have logbooks that record your work placement activities and supports your practical learning

	<p>* Have available webinars which can be undertaken at any time as a recorded session or Live led by your trainer</p>
<p>The Need</p>	<p>General:</p> <p>Workers and managers within the Community Services and Health industry need to develop new skills to adapt to the client-led model of care, particularly with autonomous care environments. Critical skills that training packages now incorporate are service coordination, financial management and goal-based planning. Having employees hold this qualification creates a common pathway of competencies, so that workers at all levels and across the industry can respond appropriately to complex care needs. Common pathways which have the potential to increase the retention of skilled workers, may assist career planning and development within the industry, provided cultural issues and hierarchies are considered.</p> <p>From an industry perspective:</p> <p>Community Services and Health is Australia’s largest industry grouping employing 9 per cent of the workforce and contributing significantly to the nation’s economy and welfare. Employment in the industry is projected to grow by at least 35 per cent over the next ten years. More sustainable models of quality care are required that alleviate the pressure on professional roles, particularly Registered Nurses, giving greater prominence to existing and new VET-based roles.</p> <p>From potential participants’ perspective:</p> <p>Staff irrespective of the industry they are in, require training in order to undertake their roles effectively. They require internal on the job training and monitoring with the view of a training plan so they can also determine their job readiness. Participants also are looking to have these skills form part of a nationally recognised qualification so they can demonstrate their sound industry knowledge by way of an industry specific qualification. This strengthens their personal resume and provides a platform for determining their career path.</p> <p>Employer’s perspective:</p> <p>All individuals need to have some understanding of the required skills and what they are responsible for, as well as those skills that rest with their supervisors, coordinators or other specialists. Providing managers and supervisors with the necessary support via a nationally recognised qualification as well as organisational practises around risk management, reporting, mentoring and supervision will be critical to an employer’s success.</p>
<p>Target Market</p>	<p>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.</p> <p>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</p>

	<p>responsibility for the supervision of other workers and volunteers and/or case management; program coordination or the development of new business opportunities.</p> <p>Typically they will work in the following roles:</p> <ul style="list-style-type: none"> • Coordinator, volunteer programs • Manager of volunteers • Program or service manager • Service or program coordinator • Supervisor • Team leader • Unit manager
<p>Entry requirements</p>	<p>Training Package: To achieve this qualification, the candidate must have completed at least 100 hours of work as detailed in the Assessment Requirements of units of competency (CHCDEV002 Analyse impacts of sociological factors on clients in community work and services).</p> <p>In order to work in the industry, it is strongly recommended that students obtain a current Police Check. Volunteer organisations may ask candidates to get a criminal or police record check as part of their volunteer screening process. This is to protect volunteers, the people they will be working with and the volunteering organisation.</p> <p>Wise Education Requirements: Participants must be able to fulfil the following specific requirements:</p> <ul style="list-style-type: none"> • Pay your student qualification fee • Complete an enrolment form • Complete a language, literacy and numeracy test as part of the enrolment form • The enrolment form will be emailed and you must save it locally on your computer prior to completing the forms. They can be completed and filled in electronically or you can post directly to: Wise Education Group PO Box 6252 Alexandria NSW 2015 • You will also be provided with a copy of the Qualification Outline and Participant Handbook.
<p>Work Placement</p>	<p>As part of the assessment to achieve this qualification, the candidate must have completed at least 100 hours of work as detailed in the Assessment Requirements of units of competency CHCDEV002 Analyse impacts of sociological factors on clients in community work and services.</p> <p>If you require assistance to find work placement, please contact our Student Support Officer, who will discuss with you the best options to suit your needs. You will be provided with the following:</p> <ul style="list-style-type: none"> • Structured Workplace Learning Support Kit – this gives details of what is involved in the work placement process. Please complete the final page and return to operations@wise.edu.au • Work Placement Scheme Agreement – This is a formal agreement between Wise, the Host employer and the student, outlining the terms and conditions of the work placement and required contact details

	<ul style="list-style-type: none"> • Host Organisation Resource Kit – We provide this to your chosen host organisation <p>Student Log Book – You are to record structured training activities to confirm learning and competency within the workplace. It is important you maintain, update and keep a record of these activities throughout the term of your training program. You and your manager are required to complete the required sections of the log book and return to your trainer when the period of your work placement is completed in full.</p>
<p>Outcomes</p>	<p>This program has been designed to equip participants at Wise Education Group (see target market) with the skills and experience required to work within the roles mentioned. They will obtain the following skills and knowledge:</p> <ul style="list-style-type: none"> • Coordination of specific programs and/or projects • Working effectively in community sector • Maintain an empowering environment • Support community participation and inclusion • Implementing individualised plans and providing support • Knowing the importance of culturally aware and respectful practice • Communicate using alternative strategies • Organisational support • Management support – budgets, financial accountabilities, etc. • Leadership skills • Assistance with implementation of individualised plans • Maintain workplace WHS processes • Implementing service delivery strategy
<p>Program overview</p>	<p>The delivery and assessment of this program is completely online. All modules are allocated to the Learning Management System. Participants will be allocated a 1 unit of competency at a time.</p>
<p>Delivery and Assessment</p>	<p>The theory components are the first part of the online experience. You will undertake each of your modules allowing up to 8 hours completing the module and at least 4 hours for assessment completion. The learning module and assessment can be carried out over time and we recommend scheduling at least one module with assessment per month.</p> <p>At the conclusion of the module you will complete your assessment in a writable pdf document. Refer to the assessment section for instructions.</p> <p>The modules are made up of 2 components:</p> <ul style="list-style-type: none"> • Learning Content • The quiz, which are your assessment questions combined with My Project which are both free form text assessment. • You will also need to substantiate your assessment with responses to case studies or scenarios that have a workplace context <p>You will flow to each component as you complete each section.</p>
<p>Duration</p>	<p>This program will be delivered over 12 month period and you will required to allocate 51 hours a month of study. This will equate to 13 hours per week. If you are able to allocate more hours, the total length of program can be reduced.</p>

	<p>If you select to study over a 12 month period, your weekly hours of study will be 20 hours per week.</p> <p>You will be allocated with 1 module and assessments at a time. Your Trainer/Assessor will monitor the completion of your assessments and mark these within 5 working days. You will receive an email notification of your competency.</p> <p>Once you have been deemed competent your Assessor will allocate the next unit for completion</p>																																													
Pre requisites	There are no unit level pre requisites that participants must complete to enter this program.																																													
Packaging	To complete this qualification, participants must complete a total of 16 units of competency as set out by the Training Package. This is to consist of 8 core units and 8 elective units. These electives are packaged to provide a qualification with a specialisation.																																													
Units	<p>Wise Education Group is able to deliver and assess the following units of competency.</p> <p>Core units:</p> <table border="1" data-bbox="408 900 1430 1413"> <tr> <td>CHCCCS007</td> <td>Develop and implement service programs</td> <td>Compulsory</td> </tr> <tr> <td>CHCCOM003</td> <td>Develop workplace communication strategies</td> <td>Compulsory</td> </tr> <tr> <td>CHCDEV002</td> <td>Analyse impacts of sociological factors on clients in community work and services</td> <td>Compulsory</td> </tr> <tr> <td>CHCDIV003</td> <td>Manage and promote diversity</td> <td>Compulsory</td> </tr> <tr> <td>CHCLEG003</td> <td>Manage legal and ethical compliance</td> <td>Compulsory</td> </tr> <tr> <td>CHCMGT005</td> <td>Facilitate workplace debriefing and support processes</td> <td>Compulsory</td> </tr> <tr> <td>CHCPRP003</td> <td>Reflect on and improve own professional practice</td> <td>Compulsory</td> </tr> <tr> <td>HLTWHS004</td> <td>Manage work health and safety</td> <td>Compulsory</td> </tr> </table> <p>Elective units: Select 8 from the list below</p> <table border="1" data-bbox="408 1520 1430 2029"> <tr> <td>Elective units</td> <td colspan="2">Selection can be made by ticking the appropriate units of competency</td> </tr> <tr> <td colspan="3">CASE MANAGEMENT At least 4 Group A electives must be selected for award of the <i>Diploma of Community Services (Case Management)</i></td> </tr> <tr> <td>CHCCCS004</td> <td>Assess co-existing needs</td> <td>GROUP A <input type="checkbox"/></td> </tr> <tr> <td>CHCCSM004</td> <td>Coordinate complex case requirements</td> <td>GROUP A <input type="checkbox"/></td> </tr> <tr> <td>CHCCSM005 management</td> <td>Develop, facilitate and review all aspects of case</td> <td>GROUP A <input type="checkbox"/></td> </tr> <tr> <td>CHCCSM006</td> <td>Provide case management supervision</td> <td>GROUP A <input type="checkbox"/></td> </tr> <tr> <td>CHCCCS009</td> <td>Facilitate responsible behaviour</td> <td>OTHER <input type="checkbox"/></td> </tr> </table>	CHCCCS007	Develop and implement service programs	Compulsory	CHCCOM003	Develop workplace communication strategies	Compulsory	CHCDEV002	Analyse impacts of sociological factors on clients in community work and services	Compulsory	CHCDIV003	Manage and promote diversity	Compulsory	CHCLEG003	Manage legal and ethical compliance	Compulsory	CHCMGT005	Facilitate workplace debriefing and support processes	Compulsory	CHCPRP003	Reflect on and improve own professional practice	Compulsory	HLTWHS004	Manage work health and safety	Compulsory	Elective units	Selection can be made by ticking the appropriate units of competency		CASE MANAGEMENT At least 4 Group A electives must be selected for award of the <i>Diploma of Community Services (Case Management)</i>			CHCCCS004	Assess co-existing needs	GROUP A <input type="checkbox"/>	CHCCSM004	Coordinate complex case requirements	GROUP A <input type="checkbox"/>	CHCCSM005 management	Develop, facilitate and review all aspects of case	GROUP A <input type="checkbox"/>	CHCCSM006	Provide case management supervision	GROUP A <input type="checkbox"/>	CHCCCS009	Facilitate responsible behaviour	OTHER <input type="checkbox"/>
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CHCCCS009	Facilitate responsible behaviour	OTHER <input type="checkbox"/>																																												

CHCMGT003	Lead the work team	OTHER <input type="checkbox"/>
CHCMHS004 services	Work collaboratively with the care network and other services	OTHER <input type="checkbox"/>
BSBMGT502	Manage people performance	OTHER <input type="checkbox"/>
SOCIAL HOUSING		
At least 3 Group B electives must be selected for award of the <i>Diploma of Community Services (Social Housing)</i>		
CHCSOH002	Manage and maintain tenancy agreements and services	GROUP B <input type="checkbox"/>
CHCSOH009	Develop quality systems in line with registration standards	GROUP B <input type="checkbox"/>
CPPDSM5022A	Implement asset management plan	GROUP B <input type="checkbox"/>
CHCADV002	Provide advocacy and representation services	OTHER <input type="checkbox"/>
CHCCCS009	Facilitate responsible behaviour	OTHER <input type="checkbox"/>
CHCMGT003	Lead the work team	OTHER <input type="checkbox"/>
CHCMHS004 services	Work collaboratively with the care network and other services	OTHER <input type="checkbox"/>
BSBMGT502	Manage people performance	OTHER <input type="checkbox"/>
GENERAL DIPLOMA ELECTIVES		
CHCADV002	Provide advocacy and representation services	<input type="checkbox"/>
CHCCCS009	Facilitate responsible behaviour	<input type="checkbox"/>
CHCMGT003	Lead the work team	<input type="checkbox"/>
CHCMHS004 services	Work collaboratively with the care network and other services	<input type="checkbox"/>
BSBMGT502	Manage people performance	<input type="checkbox"/>
CHCDIV002	Promote aboriginal and/or Torres strait islander cultural safety	<input type="checkbox"/>
CHCCSM006	Provide case management supervision	<input type="checkbox"/>
CHCDIS005	Develop and provide person centered services responses	<input type="checkbox"/>

Delivery arrangements

The delivery of this qualification will be completely on the job or in the employment organisation and the Employer is responsible for ensuring that on the job training is undertaken in the workplace. Wise Education Group will support the off the job component and detailed below (Training Log) is the material provided to the Employer for this support The delivery of this qualification will be completely online. Wise Education Group will support all participants by providing availability to an allocated Trainer/Assessor via phone or email support.

Sequencing

In each of the modules, learning activities are provided to ensure that the appropriate learning is being undertaken.

You will be required to complete at least one unit per month to remain on track within a 12 month period. Should you choose to fast track your duration you are able to complete the units at your own pace.

In each of the learner’s guides, workplace activities are provided to ensure that the appropriate learning is being undertaken in the workplace.

A Training Log is also provided with outlined activities for the workplace against each unit of competency. All parties responsibilities for the on and off the job training is detailed in the Training Log.

Participants can commence with the core units then select the most appropriate elective units for sequencing.

The training plan for each participant will reflect the sequencing of delivery. Where appropriate, Wise Education Group will also establish a schedule of events and document these in the Wise Education Group Trainer Schedule.

Your compulsory units of competency will be provided as follows, all electives will follow in selected order

Unit Code & Title	Unit Title	Month
CHCCS007 Develop and implement service programs	Compulsory	Month 1
CHCCOM003 Develop workplace communication strategies	Compulsory	Month 2
CHCDEV002 Analyse impacts of sociological factors on clients in community work and services	Compulsory	Month 3
CHCDIV003 Manage and promote diversity	Compulsory	Month 4
CHCLEG003 Manage legal and ethical compliance	Compulsory	Month 5
CHCMGT005 Facilitate workplace debriefing and support processes	Compulsory	Month 6
CHCPRP003 Reflect on and improve own professional practice	Compulsory	Month 7
HLTWHS004 Manage work health and safety	Compulsory	Month 8
Commence Elective	Elective	Month 8
Commence Elective	Elective	Month 9
Commence Elective	Elective	Month 10
Commence Elective	Elective	Month 11
Commence Elective	Elective	Month 12
Commence Elective	Elective	Month 12

Work environment

Participants enrolled in this qualification will have full access to a workplace, its facilities, equipment, resources and support. Where work health & safety becomes an issue to conduct assessment in this manner then the assessment will take place away from the normal working environment. However, the simulated environment will represent normal working conditions as closely as possible.

Assessment

There are three forms of assessment:

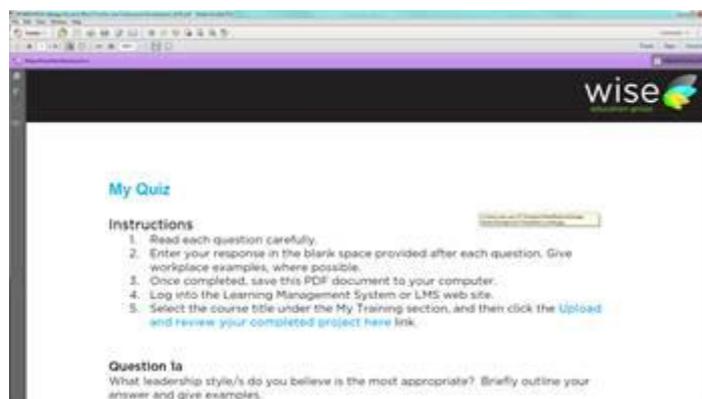
1. Questions which are free form text answers and also address the employability skill of problem solving
2. A project which is scenario based and will require free form text responses
3. A scenario or role play context that will require you to implement your learnt skills and knowledge (this will be part of the my project)

When you have completed the content for your learning unit you will be presented with the following screen.



The participant can either click on the My Quiz or My Project section to gain access to their Quiz or Project

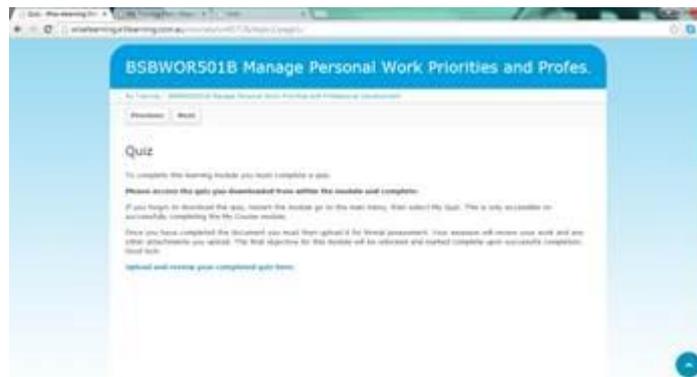
For My Quiz



Click on the assessment document to download and save to your computer.

Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.

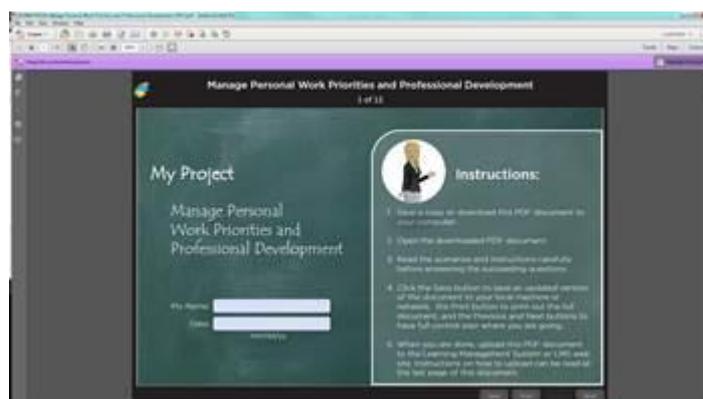
Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.

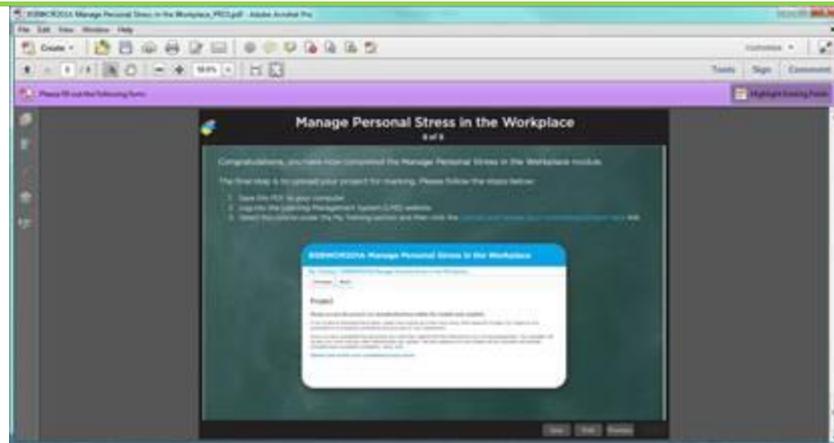


For My Project

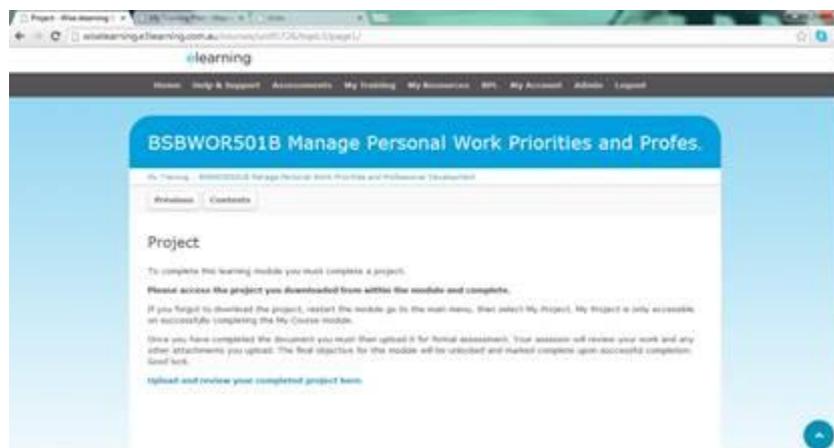


Click on the assessment document to download and save to your computer.

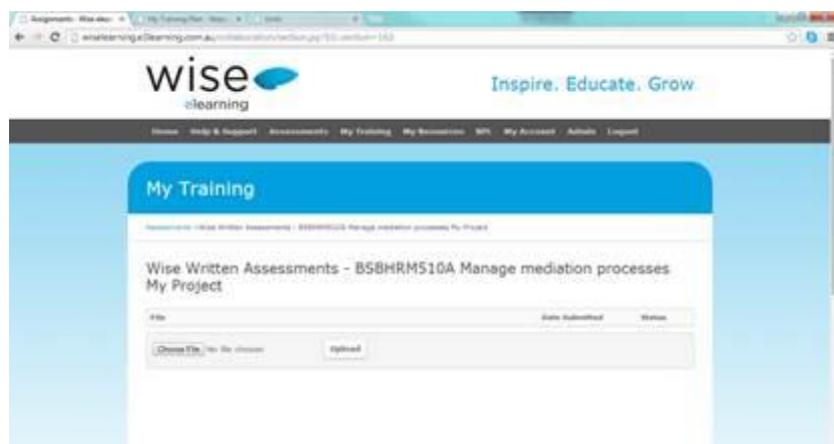
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Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.



RPL

All participants will be provide with the opportunity to undertake recognition of prior learning. They have the opportunity to apply for this process at enrolment and they will then be provided with the following information:

	<ul style="list-style-type: none"> • RPL Application Kit • RPL Evidence Guide <p>Wise Education Group also provides the Trainer/Assessors with a support guide to RPL.</p>
<p>Validation</p>	<p>Pre implementation</p> <p>The assessment materials developed have been through a pre delivery validation process conducted by an industry and training and assessment expert from Wise Education Group and these are scheduled over a 5-year period. This process is a quality check to ensure that the assessments to be used met training package and industry requirements, ensured that the assessment was at the right level, and that appropriate and sufficient evidence would be gathered to inform assessor decisions regarding participant competency.</p> <p>The outcomes of the assessment validation process were recorded in the Wise Education Group Validation Action Plan template.</p> <p>Documents generated during this process included mapping documents showing the relationship between each cluster and the tools used to gather assessment evidence, updated assessment tools, and the records of assessment validation.</p> <p>Post implementation</p> <p>After a module has been delivered and assessed Wise Education Group will validate each set of assessment tools in line with the approach set out in the NQC Guide to Assessment Validation and Moderation. The outcome of this process will be documented in the Wise Education Group management system.</p> <p>Wise Education Group has a Risk Validation tool that identifies our risk areas and these areas are rated for purpose of action. The risk validation sheet also boasts a validation schedule.</p>
<p>Resources</p>	<p>To adequately support the delivery of the qualification, Wise Education Group will provide requested documentation and handouts to participants in order for them to complete an appropriate assessment.</p>
<p>Facilities and Equipment</p>	<p>Access to a workplace with the following facilities & equipment:</p> <ul style="list-style-type: none"> • Operating location • Workplace policies and procedures • WHS policies, procedures, handbook • Business technology – electronic learning materials • Medical equipment – personal hygiene, first aid • Kitchen facilities
<p>Trainer Materials</p>	<p>The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format and also clustered specifically for community services students.</p> <ul style="list-style-type: none"> • Wise Education Group Trainer Scheduling doc • Learners Guide with Facilitator notes for activities • Assessment Kit • Assessors Marking Guide • Mapping Guide

	<p>For more information on the delivery and assessment materials to be used by the trainer please refer to the central register: Wise Education Group Curriculum Resource and Development Plan.</p>						
<p>Student Materials</p>	<p>The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format and also clustered specifically for community services students.</p> <ul style="list-style-type: none"> • Wise Education Group Trainer Scheduling doc • Course Overview Guide • Learners Guide • Assessment Kit 						
<p>Other resources</p>	<p>Wise Education Group provides additional resources to support the delivery.</p> <p>These include:</p> <ul style="list-style-type: none"> • Custom built in-house programs that address specific soft skills development • PowerPoint presentations • Online webinars • Review of training plans quarterly • Regular email and phone support • Live Chat • Skype meetings 						
<p>Trainer requirements</p>	<p>To deliver this program Wise Education Group requires its trainers and assessors to:</p> <ul style="list-style-type: none"> • Hold a TAE40110 Certificate IV in Training and Assessment • Hold the qualification CHC52015 Diploma of Community Services (or equivalent or a level higher) • Have worked as a Trainer/Assessor professional within the last 12 months • Have worked in the Warehousing Industry with a minimum of 3 years' experience • Hold membership or that of a related industry body • Have participated in specific professional development within the last 12 months; and • Maintain their Industry Currency at least annually by attending 'Return to Industry' programs as set out in professional development plan • Have undertaken training and assessment professional development within the last 12 months. 						
<p>Trainer Allocation</p>	<p>Wise Education Group will allocate a single Trainer where appropriate to a client site. Where single or multiple trainers are required, we have set out the Trainer responsible for undertaking the units of competency as below:</p> <p>Core units:</p> <table border="1" data-bbox="408 1839 1430 1966"> <tr> <td>CHCCS007</td> <td>Develop and implement service programs</td> <td>Lea Edwards</td> </tr> <tr> <td>CHCCOM003</td> <td>Develop workplace communication strategies</td> <td>Lea Edwards</td> </tr> </table>	CHCCS007	Develop and implement service programs	Lea Edwards	CHCCOM003	Develop workplace communication strategies	Lea Edwards
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CHCCOM003	Develop workplace communication strategies	Lea Edwards					

CHCDEV002	Analyse impacts of sociological factors on clients in community work and services	Lea Edwards
CHCDIV003	Manage and promote diversity	Lea Edwards
CHCLEG003	Manage legal and ethical compliance	Lea Edwards
CHCMGT005	Facilitate workplace debriefing and support processes	Lea Edwards
CHCPRP003	Reflect on and improve own professional practice	Lea Edwards
HLTWHS004	Manage work health and safety	Lea Edwards
Elective units		
CASE MANAGEMENT		
At least 4 Group A electives must be selected for award of the <i>Diploma of Community Services (Case Management)</i>		
CHCCS004	Assess co-existing needs	Lea Edwards
CHCCSM004	Coordinate complex case requirements	Lea Edwards
CHCCSM005 management	Develop, facilitate and review all aspects of case	Lea Edwards
CHCCSM006	Provide case management supervision	Lea Edwards
CHCCS009	Facilitate responsible behaviour	Lea Edwards
CHCMGT003	Lead the work team	Lea Edwards
CHCMHS004 services	Work collaboratively with the care network and other	Lea Edwards
BSBMGT502	Manage people performance	Lea Edwards
SOCIAL HOUSING		
At least 3 Group B electives must be selected for award of the <i>Diploma of Community Services (Social Housing)</i>		
CHCSOH002	Manage and maintain tenancy agreements and services	Lea Edwards
CHCSOH009	Develop quality systems in line with registration standards	Lea Edwards
CPPDSM5022A	Implement asset management plan	Lea Edwards
CHCADV002	Provide advocacy and representation services	Lea Edwards
CHCCS009	Facilitate responsible behaviour	Lea Edwards
CHCMGT003	Lead the work team	Lea Edwards
CHCMHS004 services	Work collaboratively with the care network and other	Lea Edwards
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GENERAL DIPLOMA ELECTIVES		

	CHCADV002	Provide advocacy and representation services	Lea Edwards
	CHCCCS009	Facilitate responsible behaviour	Lea Edwards
	CHCMGT003	Lead the work team	Lea Edwards
	CHCMHS004 services	Work collaboratively with the care network and other services	Lea Edwards
	BSBMGT502	Manage people performance	Lea Edwards
Employability skills	Employability skills are embedded in Training Package units of competency. Employability Skills Summaries record how the employability skills are covered in every nationally endorsed qualification (source http://www.training.gov.au Refer to the training package qualification framework for this qualification's employability skills summary.		
Pathways	Upon successful completion of this qualification, participants are able to continue their learning journey into: CHC62015 Advanced Diploma of Community Sector Management		
Access & Equity	Principles, practices and legislative requirements relating to equity, access, anti-discrimination and social justice will be addressed in all aspects of the implementation of the Learning and Assessment Strategies. Needs will be identified prior to students' commencing programs. Customised delivery and assessment strategies, including reasonable adjustment to meet client needs.		
Support Services	<p>Learning Support – LLN support (through initial analysis (LLN form) and feedback then follow up support where necessary); disability support services</p> <p>We are also able to coordinate face to face sessions or distance learning if the online environment is not conducive to your style of learning. Please advise your Trainer/ Assessor if you require changes to your delivery format</p> <p>Student Support – Wise Account Manager and Wise Trainer</p> <p>Online Communication Strategy (see appendix at back of document) This is our commitment to maintaining your engagement and supporting you through the online modules within a 12 month period.</p>		
Participant Satisfaction	Wise Education Group will periodically conduct random surveys with participants. At regular management meetings, Wise Education Group will analyse the feedback and implement any corrective actions.		
Your Commitment	<ul style="list-style-type: none"> • Actively participate in your modules • Liaise with your Trainer/Assessor to receive adequate support • Complete your models and assessment in a timely manner 		

Appendix A

Online/ Distance Training Communication Process

