



Australian Government

Department of Education, Employment and Workplace Relations

CHC51108 Diploma of Children's Contact Services Work

Release: 2

CHC51108 Diploma of Children's Contact Services Work

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC51108 Diploma of Children's Contact Services Work	CHC51108 Diploma of Children's Contact Services Work	Updated in V4 ISC upgrades of unit codes Updated wording of entry requirements

Description

This qualification covers workers who are employed in children's contact services and are responsible for administrative and program support, including initial enquiries, intake and assessment interviews. Workers may also be responsible for the direct line management of sessional contact workers and may report to a program manager of a children's contact service.

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Entry requirements

To gain entry into *CHC51108 Diploma of Children's Contact Services Work* a candidate must be recognised as competent, through a recognised training program or recognition process, against the following core units of competency from the *CHC41308 Certificate IV in Children's Contact Services Work*:

CHCCONS401C Facilitate changeover

CHCCONS402C Facilitate and monitor contact

CHCCONS403C Support families to develop relationships

Occupational titles for these workers may include:

- Assistant coordinator
- Coordinator
- Program support worker
- Sessional supervisor
- Team supervisor

Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

Packaging Rules

PACKAGING RULES

12 units of competency are required for this qualification, including:

- 8 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

Core units

CHCCOM403A Use targeted communication skills to build relationships

CHCCONS504C Assist families to self manage contact

CHCCS422B Respond holistically to client issues and refer appropriately

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCFAM503B Work with a child focused approach

CHCFAM505B Operate in a family law environment

CHCFAM519B Prepare client court reports

CHCORG506E Coordinate the work environment

The importance of culturally aware and respectful practice

All workers undertaking children's contact services work need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

Group A electives - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or more of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people
PSPMNGT605B Manage diversity

Other relevant electives

Electives are to be selected in line with specified Packaging Rules. The following list of electives is intended to facilitate the selection of electives. Employers may specify that certain electives are required to address specific workplace needs.

CHCCS513C Maintain an effective community sector work environment
CHCCSL501A Work within a structured counselling framework
CHCCSL502A Apply specialist interpersonal and counselling interview skills
CHCCSL503B Facilitate the counselling relationship
CHCCSL507B Support clients in decision-making processes
CHCCSL509A Reflect and improve upon counselling skills (Note pre-requisites
CHCCSL501A, CHCCSL503B, CHCCSL507B)
CHCCW301C Operate under a casework framework
CHCCW503A Work intensively with clients
CHCDFV402C Manage own professional development in responding to domestic and family violence
CHCDFV510D Facilitate workplace debriefing and support processes
CHCDFV817B Manage domestic and family violence and abuse screening and risk assessment processes
CHCFAM518B Work with involuntary and mandated clients
CHCMED413B Manage communication processes to define the dispute
CHCMED415A Facilitate interaction between parties in mediation
CHCMH301C Work effectively in mental health **or** CHCMH411A Work with people with mental health issues
CHCORG428A Reflect on and improve own professional practice
CHCORG627B Provide mentoring support to colleagues
AHCCCF411A Develop approaches to include cultural and human diversity

Oral health

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health
CHCOHC402A Support clients and groups to learn practical aspects of oral health care
CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues