



Australian Government

Department of Education, Employment and Workplace Relations

CHC52108 Diploma of Community Services (Financial counselling)

Release: 2

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Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC52108 Diploma of Community Services (Financial counselling)	CHC52108 Diploma of Community Services (Financial counselling)	Updated unit codes and qualification outcome.

Description

This qualification applies to financial counselling, which is a specialist service assisting people faced with debt and other financial issues. This work requires:

- specialist knowledge, paralegal skills and competencies especially in regard to credit and debt issues affecting clients and their rights and obligations
- solid understanding of social and systemic issues that impact on financial counselling clients.

It may be applied in casework, community development and social justice contexts.

Occupational titles may include:

- Financial counsellor
- Senior financial counsellor
- Rural financial counsellor

NOTE:

- This qualification is NOT related to the work performed by financial planners or financial advisers whose role is to provide clients with strategies to address their investment options
- This qualification does NOT refer to therapeutic counselling Psychological issues, which affect individuals, families and groups such as gambling, substance abuse, child abuse, and mental or physical health problems require referral to a professionally qualified practitioner However, a recognition of, and an ability to work within, a counselling framework on the way in which other issues may interact with personal financial issues is highly relevant to financial counselling practice.

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

To gain entry into *CHC52108 Diploma of Community Services (Financial counselling)* it is recommended that candidates have sufficient relevant work experience to indicate likely success at this level of qualification in a job role involving:

- The self-directed application of knowledge with substantial depth in some areas
- The exercise of independent judgement and decision-making
- The application of relevant technical and other skills.

Employability Skills Summary

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

Packaging Rules

PACKAGING RULES

17 units are required for award of this qualification including:

- 11 core units
- 6 elective units

A wide range of elective units is available, including:

- Group A WHS electives of which one unit **must** be selected
- Group B electives of which one unit **must** be selected
- Group C electives of which three units are required for rural financial counselling as specified below
- Group D elective which is 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 3 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

CHCAD401D Advocate for clients

CHCCD404E Develop and implement community programs

CHCCS411C Work effectively in the community sector

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*)

CHCFIN501A Identify and apply technical information to assist clients with financial issues

CHCFIN502A Facilitate the financial counselling process

CHCFIN503A Develop and use financial counselling tools and techniques

Group A WHS electives - one unit must be selected

One of the following WHS units **must** be selected for this qualification

HLTWHS300A Contribute to WHS processes

HLTWHS401A Maintain workplace WHS processes

Group B electives - one unit must be selected

One of the following units **must** be selected for this qualification

CHCLEG411A Use relevant legislation in response to client needs

CHCCS522B Address complex legal and ethical issues in professional practice (*Note pre-requisite CHCCS400C*)

Group C electives - required for rural financial counselling as specified

CHCFIN504B and two other electives from the list below are required for work in rural financial counselling.

CHCFIN504B Work effectively in rural financial counselling (*Note pre-requisites:*

CHCFIN501A, CHCFIN502A, CHCFIN503A)

AHCAGB501A Develop climatic risk management strategies

BUS506A Develop and review a business plan

AHCAGB503A Plan and monitor production processes

AHCBUS508A Prepare and monitor budgets and financial reports

The importance of culturally aware and respectful practice

All workers undertaking financial counselling 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 D 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 grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

CHCAD603B Provide systems advocacy services

CHCCOM504B Develop, implement and promote effective workplace communication

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCMH301C Work effectively in mental health

or

CHCMH411A Work with people with mental health issues

Case management

CHCCM401D Undertake case management

CHCCM402E Establish and monitor a case plan

CHCCM503C Develop, facilitate and monitor all aspects of case management

Social housing

CHCCH301C Work effectively in social housing

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCH428B Work effectively within the Australian housing system

CHCCH522B Undertake outreach work

Problem gambling electives

CHCGMB501A Work effectively in the problem gambling sector

CHCGMB502A Assess the needs of clients with problem gambling issues

CHCGMB503A Provide counselling for clients with problem gambling issues

Settlement work electives

CHCSW401A Work effectively with forced migrants

CHCSW402B Undertake bicultural work with forced migrants in Australia