CHC52310 Diploma of Community Services (Development and/or Humanitarian Assistance)

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# Modification History

Not Applicable

# Description

This qualification covers workers who coordinate or manage work in a range of development and/or humanitarian assistance contexts. This work may take place in domestic or international contexts. The qualification is structured to:

* Define knowledge and skills required by workers in management or supervisory roles in development and/or humanitarian assistance work.
* Enable workers with a foundation of technical expertise to apply these skills in areas relevant to development and/or humanitarian assistance work.

Occupational titles may include:

| * Project manager (development and/or humanitarian assistance) | * HR manager (development and/or humanitarian assistance) |
| --- | --- |
| * Finance manager (development and/or humanitarian assistance) | * Logistics manager (development and/or humanitarian assistance) |
| * Team manager (development and/or humanitarian assistance) | * Support services manager (development and/or humanitarian assistance) |

# Pathways Information

Not Applicable

# Licensing/Regulatory Information

Not Applicable

# Entry Requirements

Not Applicable

# Employability Skills Summary

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

# Packaging Rules

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| --- |
| PACKAGING RULES  15 units are required for award of this qualification including:   * 7 core units * 8 elective units   At least 3 units must be selected from Groups A, B and C, where:   * Group A electives are recommended for work in humanitarian assistance * Group B electives are recommended for work in development assistance * Group C electives are specific to development and humanitarian assistance work   A wide range of additional elective units is available, including:   * Other relevant electives listed below for both development and humanitariuan assistance qualifications * 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, 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 the NTIS or other public listing |

Core units

CHCDHA402A Maintain well being in a field environment

CHCDHA404A Develop and maintain positive relationships with key stakeholders

CHCDHA412A Use a capacity building approach in development work

CHCDHA501A Manage work in the development and/or humanitarian assistance sector

CHCDHA505A Develop and manage implementation plans

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTOHS300B Contribute to OHS processes

The importance of culturally aware and respectful practice

All workers undertaking development and/or humanitarian assistance work need foundation knowledge to inform their work with clients and co-workers from culturally and linguistically diverse backgrounds and with those who are indigenous to the country in which the assistance is being provided. This foundation is to be provided and assessed as part of a holistic approach to delivery and assessment of this qualification.

Relevant electives

At least 3 electives must be selected from Groups A, B and C below.

Electives are to be selected in line with specified Packaging Rules. The grouping of electives is provided to facilitate selection and does not necessarily reflect work requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Group A - humanitarian assistance electives

One or more of these electives is recommended for work in humanitarian assistance - and additional or alternative electives may be selected from the development assistance and other groupings if appropriate.

CHCDHA403A Apply knowledge of humanitarian assistance project work

CHCDHA411A Conduct a rapid assessment in a humanitarian assistance context

CHCDHA413A Prepare transition plans in a development and/or humanitarian assistance context

CHCDHA503A Design, monitor and evaluate development and/or humanitarian assistance programs

Group B - development assistance electives

One or more of these electives is recommended for work in development assistance - and additional or alternative electives may be selected from the humanitarian assistance and other groupings if appropriate.

CHCDHA405A Apply knowledge of development program work

CHCDHA410A Adapt and apply technical knowledge in a development context

CHCDHA503A Design, monitor and evaluate development and/or humanitarian assistance programs

Group C - other electives specific to development and humanitarian assistance work

Finance

CHCDHA406A Secure development and/or humanitarian assistance funding

CHCDHA407A Address financial requirements of single donor in development and/or humanitarian assistance

CHCDHA408A Manage cash in development and/or humanitarian assistance contexts

CHCDHA409A Close out financial operations in development and/or humanitarian assistance contexts

Management

CHCDHA501A Manage work in the development and/or humanitarian assistance sector

CHCDHA502A Manage humanitarian assistance operations

CHCDHA504A Manage complex funding arrangements in development and/or humanitarian assistance

Other relevant electives for development and humanitarian assistance qualifications

The following electives may be relevant to either the Certificate IV in Community Services (Development and/or Humanitarian Assistance) or the Diploma of Community Services (Development and/or Humanitarian Assistance), depending on requirements of the specific work role.

Public sector work electives

PSPETHC401A Uphold and support the values and principles of public service

PSPGOV405B Provide input to change processes

PSPGOV417A Identify and treat risks

PSPGOV422A Apply government processes

PSPPOL402A Assist with specialist policy development

PSPPOL403A Give and receive policy information

PSPPOL404A Support policy implementation

Contract management electives

PSPPROC410A Administer contracts

PSPPROC501A Manage contract risk

PSPPROC502A Establish contract management arrangements

PSPPROC503A Manage contract performance

PSPPROC602B Direct the management of contracts

Project management electives

BSBPMG407A Apply risk management techniques

BSBPMG501A Manage application of project integrative processes

BSBPMG502A Manage project scope

BSBPMG504A Manage project costs

BSBPMG508A Manage project risk

BSBPMG509A Manage project procurement

BSBPMG510A Manage projects

BSBPMG404A Apply quality management techniques

PSPPM501B Design complex projects

PSPPM502B Manage complex projects

PSPPM503B Close complex projects

PSPPM504A Carry out complex project activities

PSPPM601B Direct complex project activities

Financial services electives

FNSACCT403B Prepare operational budgets

FNSACCT505B Establish and maintain accounting information systems

FNSACCT506B Implement and maintain internal control procedures

FNSICACC303B Prepare, match and process receipts

FNSICACC304B Prepare and bank receipts

FNSICACC305B Process payment documentation

FNSICACC306B Process journal entries

FNSICGEN305B Maintain daily financial/business records

FNSICORG302B Prepare reports for management

Emergency relief electives

CHCER301A Deliver emergency relief services

PUACOM009B Manage media requirements at major incident

PUACOM010B Promote the organisation’s mission and services

PUAEMR002B Identify, analyse and evaluate risk

PUAEMR009B Facilitate emergency risk assessment

PUAEMR010B Undertake emergency planning

PUAOPE002B Operate communications systems and equipment

PUAOPE004B Conduct briefings/debriefings

PUAOPE005B Manage a multi team response

PUAOPE006B Control multi-agency emergency situations

PUAOPE007B Command agency personnel within a multi-agency emergency response

PUAOPE008B Coordinate resources within a multi-agency emergency response

PUASAR001B Participate in a rescue operation

PUAVEH001B Drive vehicles under operational conditions

Human resource management and development electives

BSBHRM403A Support performance management process

BSBHRM501A Manage human resources services

BSBHRM504A Manage workforce planning

BSBHRM506A Manage recruitment selection and induction processes

BSBHRM510A Manage mediation processes

BSBHRM602A Manage human resources strategic planning

BSBHRM604A Manage employee relations

CHCORG525D Recruit and coordinate volunteers

CHCORG605A Manage human resources in a community sector organisation

CHCORG616C Manage training

Supervision and work coordination electives

BSBWOR403A Manage stress in the workplace

CHCCS505A Provide supervision support to community sector workers

CHCORG405D Maintain an effective work environment

CHCORG406B Supervise work

CHCORG506D Coordinate the work environment

Skills and knowledge development electives

CHCCS427A Facilitate adult learning and development

CHCORG529B Provide coaching and motivation

CHCORG627B Provide mentoring support to colleagues

PSPGOV414A Provide workplace mentoring

TAEASS401A Plan assessment activities and processes

TAEASS402A Assess competence

TAEDEL301A Provide work skill instruction

TAEDEL401A Plan, organise and deliver group-based learning

TAEDEL402A Plan, organise and facilitate learning in the workplace

TAEDES401A Design and develop learning programs

TAEDES402A Use training packages and accredited courses to meet client needs

Communication and interpersonal relationships electives

CHCCD515A Communicate effectively within a community development context

CHCCOM201C Communicate with people accessing the services of the organisation

CHCCOM302C Communicate appropriately with clients and colleagues

CHCCOM403A Use targeted communication skills to build relationships

CHCCOM504A Develop, implement and promote effective workplace communication

CHCCS426A Provide support and care relating to loss and grief

Legal and ethical requirements electives

CHCCS400B Work within a relevant legal and ethical framework

CHCCS502B Maintain legal and ethical work practices

Business management electives

BSBFIM501A Manage budgets and financial plans

BSBINM501A Manage an information or knowledge management system

BSBINM601A Manage knowledge and information

BSBMGT616A Develop and implement strategic plans

BSBPMG609A Direct procurement and contracting for a project program

Management and leadership electives

BSBMGT401A Show leadership in the workplace

BSBMGT404A Lead and facilitate off site staff

BSBMGT605B Provide leadership across the organisation

BSBREL701A Develop and cultivate collaborative partnerships and relationships

BSBRSK401A Identify risk and apply risk management processes

BSBRSK501A Manage risk

BSBWOR401A Establish effective workplace relationships

BSBWOR402A Promote team effectiveness

BSBWOR404B Develop work priorities

BSBWOR501B Manage personal work priorities and professional development

BSBWOR502B Ensure team effectiveness

BSBWRK501A Develop, manage and review campaigns and projects

CHCADMIN508B Manage limited budgets and financial accountabilities

CHCADMIN604B Manage the finances, accounts and resources of an organisation

CHCORG611B Lead and develop others in a community sector workplace

CHCORG612D Review organisation’s effectiveness

Work organisation electives

CHCORG201B Follow policies, procedures and programs of the organisation

CHCORG303B Participate effectively in the work environment

CHCORG423B Maintain quality service delivery

CHCORG502A Work autonomously

CHCORG525D Recruit and coordinate volunteers

CHCORG605A Manage human resources in a community sector organisation

CHCORG610B Manage change in a community sector organisation

CHCVOL201A Be an effective volunteer

PSPGOV517A Coordinate risk management

PSPMNGT605B Manage diversity

SRCCRD005B Apply the principles and issues of volunteering

Health promotion and population health electives

CHCPROM401B Share health information

CHCPROM502B Implement health promotion and community intervention

CHCPROM503A Provide community focused promotion and prevention strategies

HLTPOP301C Work effectively in the population health sector

HLTPOP302C Contribute to working with the community to identify health needs

HLTPOP303C Contribute to population health project planning

HLTPOP304C Contribute to evaluating a population health project

HLTPOP307C Provide information and support on environmental health issues

HLTPOP322C Implement a disaster plan

HLTPOP501C Apply a population health framework

HLTPOP502C Work with the community to identify health needs

HLTPOP503C Plan a population health project

HLTPOP504C Evaluate a population health project

HLTPOP505C Build capacity to promote health

HLTPOP508C Write a grant application

HLTPOP523C Develop a disaster plan

First aid electives

HLTCPR201B Perform CPR

HLTFA201B Provide basic emergency life support

HLTFA301C Apply first aid

HLTFA302B Provide first aid in remote situation

HLTFA402C Apply advanced first aid

Electives for working with disadvantaged or at risk people

CHCCHILD401A Identify and respond to children and young people at risk

CHCCHILD403B Promote the safety, well being and welfare of children, young people and their families

CHCCHILD404A Support the rights and safety of children and young people

CHCIC201B Communicate with children

CHCIC301E Interact effectively with children

CHCDIS301B Work effectively with people with a disability

CHCDIS302A Maintain an environment to empower people with disabilities

CHCDIS322A Support community participation and inclusion

CHCDIS400C Provide care and support

CHCDIS410A Facilitate community participation and inclusion

CHCDIS411A Communicate using augmentative and alternative communication strategies

CHCDIS509D Maximise participation in work by people with disabilities

Community development electives

CHCCD401D Support community participation

CHCCD402A Develop and provide community education projects

CHCCD404D Develop and implement community programs

CHCCD412B Work within a community development framework

CHCCD413D Work within specific communities

CHCCD420A Work to empower Aboriginal and/or Torres Strait Islander communities

CHCCD505D Develop community resources

CHCCD514A Implement community development strategies

CHCCD516A Work within organisation and government structures to enable community development outcomes

CHCCD615A Develop and implement community development strategies

CHCCD618B Facilitate the development of community capacity to manage place

CHCCD619B Establish and maintain community, government and business partnerships

CHCCD620B Develop and implement a community renewal plan

CHCCOM403A Use targeted communication skills to build relationships

CHCCS421A Undertake community sector work within own community

CHCINF407D Meet information needs of the community

CHCSW401A Work effectively with forced migrants