



Australian Government

Department of Education, Employment and Workplace Relations

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

Release: 1

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

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)
- Finance manager (development and/or humanitarian assistance)
- Team manager (development and/or humanitarian assistance)
- HR manager (development and/or humanitarian assistance)
- Logistics 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

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 humanitarian 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

<u>CHCDHA402A</u>	<u>Maintain well being in a field environment</u>
<u>CHCDHA404A</u>	<u>Develop and maintain positive relationships with key stakeholders</u>
<u>CHCDHA412A</u>	<u>Use a capacity building approach in development work</u>
<u>CHCDHA501A</u>	<u>Manage work in the development and/or humanitarian assistance sector</u>
<u>CHCDHA505A</u>	<u>Develop and manage implementation plans</u>
<u>HLTHIR403C</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>HLTOHS300B</u>	<u>Contribute to OHS processes</u>

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.

<u>CHCDHA403A</u>	<u>Apply knowledge of humanitarian assistance project work</u>
<u>CHCDHA411A</u>	<u>Conduct a rapid assessment in a humanitarian assistance context</u>
<u>CHCDHA413A</u>	<u>Prepare transition plans in a development and/or humanitarian assistance context</u>
<u>CHCDHA503A</u>	<u>Design, monitor and evaluate development and/or humanitarian assistance programs</u>

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.

<u>CHCDHA405A</u>	<u>Apply knowledge of development program work</u>
<u>CHCDHA410A</u>	<u>Adapt and apply technical knowledge in a development context</u>
<u>CHCDHA503A</u>	<u>Design, monitor and evaluate development and/or humanitarian assistance programs</u>

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

Finance

<u>CHCDHA406A</u>	<u>Secure development and/or humanitarian assistance funding</u>
<u>CHCDHA407A</u>	<u>Address financial requirements of single donor in development and/or humanitarian assistance</u>
<u>CHCDHA408A</u>	<u>Manage cash in development and/or humanitarian assistance contexts</u>
<u>CHCDHA409A</u>	<u>Close out financial operations in development and/or humanitarian assistance contexts</u>

Management

<u>CHCDHA501A</u>	<u>Manage work in the development and/or humanitarian assistance sector</u>
<u>CHCDHA502A</u>	<u>Manage humanitarian assistance operations</u>
<u>CHCDHA504A</u>	<u>Manage complex funding arrangements in development and/or humanitarian assistance</u>

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

<u>PSPETHC401A</u>	<u>Uphold and support the values and principles of public service</u>
<u>PSPGOV405B</u>	<u>Provide input to change processes</u>
<u>PSPGOV417A</u>	<u>Identify and treat risks</u>
<u>PSPGOV422A</u>	<u>Apply government processes</u>
<u>PSPPOL402A</u>	<u>Assist with specialist policy development</u>
<u>PSPPOL403A</u>	<u>Give and receive policy information</u>

PSPPOL404A Support policy implementation

Contract management electives

<u>PSPPROC410A</u>	<u>Administer contracts</u>
<u>PSPPROC501A</u>	<u>Manage contract risk</u>
<u>PSPPROC502A</u>	<u>Establish contract management arrangements</u>
<u>PSPPROC503A</u>	<u>Manage contract performance</u>
<u>PSPPROC602B</u>	<u>Direct the management of contracts</u>

Project management electives

<u>BSBPMG407A</u>	<u>Apply risk management techniques</u>
<u>BSBPMG501A</u>	<u>Manage application of project integrative processes</u>
<u>BSBPMG502A</u>	Manage project scope
<u>BSBPMG504A</u>	Manage project costs
<u>BSBPMG508A</u>	Manage project risk
<u>BSBPMG509A</u>	Manage project procurement
<u>BSBPMG510A</u>	Manage projects
<u>BSBPMG404A</u>	Apply quality management techniques
<u>PSPPM501B</u>	Design complex projects
<u>PSPPM502B</u>	Manage complex projects
<u>PSPPM503B</u>	Close complex projects
<u>PSPPM504A</u>	Carry out complex project activities
<u>PSPPM601B</u>	Direct complex project activities

Financial services electives

<u>FNSACCT403B</u>	Prepare operational budgets
<u>FNSACCT505B</u>	Establish and maintain accounting information systems
<u>FNSACCT506B</u>	Implement and maintain internal control procedures
<u>FNSICACC303B</u>	Prepare, match and process receipts
<u>FNSICACC304B</u>	Prepare and bank receipts
<u>FNSICACC305B</u>	Process payment documentation
<u>FNSICACC306B</u>	Process journal entries
<u>FNSICGEN305B</u>	Maintain daily financial/business records
<u>FNSICORG302B</u>	Prepare reports for management

Emergency relief electives

<u>CHCER301A</u>	Deliver emergency relief services
<u>PUACOM009B</u>	Manage media requirements at major incident
<u>PUACOM010B</u>	Promote the organisation's mission and services
<u>PUAEMR002B</u>	Identify, analyse and evaluate risk
<u>PUAEMR009B</u>	Facilitate emergency risk assessment
<u>PUAEMR010B</u>	Undertake emergency planning
<u>PUAOPE002B</u>	Operate communications systems and equipment
<u>PUAOPE004B</u>	Conduct briefings/debriefings
<u>PUAOPE005B</u>	Manage a multi team response
<u>PUAOPE006B</u>	Control multi-agency emergency situations
<u>PUAOPE007B</u>	Command agency personnel within a multi-agency emergency response
<u>PUAOPE008B</u>	Coordinate resources within a multi-agency emergency response
<u>PUASAR001B</u>	Participate in a rescue operation
<u>PUAVEH001B</u>	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