



Australian Government

Department of Education, Employment and Workplace Relations

CHC52312 Diploma of Community Services (Development and or Humanitarian Assistance)

Release: 1

CHC52312 Diploma of Community Services (Development and or Humanitarian Assistance)

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC52310 Diploma of Community Services (development and/or Humanitarian Services)	CHC52312 Diploma of Community Services (development and/or Humanitarian Services)	Updated core WHS units

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 TGA or other public listing

Core units

CHCDHA402B Maintain well being in a field environment

CHCDHA404A Develop and maintain positive relationships with key stakeholders

CHCDHA412B Use a capacity building approach in development work

CHCDHA501B Manage work in the development and/or humanitarian assistance sector

CHCDHA505B Develop and manage implementation plans

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to WHS 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.

CHCDHA403B 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.

CHCDHA405B Apply knowledge of development program work

CHCDHA410B 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

CHCDHA501B Manage work in the development and/or humanitarian assistance sector

CHCDHA502B 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

PSPPROC414A Manage contracts
PSPPROC505A Manage procurement risk
PSPPROC506A Plan to manage a contract
PSPPROC503B Manage contract performance
PSPPROC607A Manage strategic 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

FNSACC402A Prepare operational budgets
FNSACC505A Establish and maintain accounting information systems
FNSACC506A Implement and maintain internal control procedures
FNSACM302A Prepare, match and process receipts
FNSICACC304B Prepare and bank receipts
FNSACM303A Process payment documentation
FNSICACC306B Process journal entries
FNSICGEN305B Maintain daily financial/business records
FNSICORG302B Prepare reports for management

Emergency relief electives

CHCER301B 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
BSBHRM602B Manage human resources strategic planning
BSBHRM604A Manage employee relations
CHCORG525D Recruit and coordinate volunteers
CHCORG605B Manage human resources in a community sector organisation
CHCORG616C Manage training

Supervision and work coordination electives

BSBWOR403A Manage stress in the workplace
CHCCS505B Provide supervision support to community sector workers
CHCORG405E Maintain an effective work environment
CHCORG406C Supervise work
CHCORG506E Coordinate the work environment

Skills and knowledge development electives

CHCCS427B Facilitate adult learning and development
CHCORG529B Provide coaching and motivation
CHCORG627B Provide mentoring support to colleagues
PSPGOV414A Provide workplace mentoring
TAEASS401B Plan assessment activities and processes
TAEASS402B 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

CHCCD515B Communicate effectively within a community development context
CHCCOM201C Communicate with people accessing the services of the organisation
CHCCOM302D Communicate appropriately with clients and colleagues
CHCCOM403A Use targeted communication skills to build relationships
CHCCOM504B Develop, implement and promote effective workplace communication
CHCCS426B Provide support and care relating to loss and grief

Legal and ethical requirements electives

CHCCS400C Work within a relevant legal and ethical framework
CHCCS502C 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
CHCORG611C Lead and develop others in a community sector workplace
CHCORG612D Review organisation's effectiveness

Work organisation electives

CHCORG201C Follow policies, procedures and programs of the organisation
CHCORG303C Participate effectively in the work environment
CHCORG423C Maintain quality service delivery
CHCORG502B Work autonomously
CHCORG525D Recruit and coordinate volunteers
CHCORG605B Manage human resources in a community sector organisation
CHCORG610B Manage change in a community sector organisation
CHCVOL201B Be an effective volunteer
PSPGOV517A Coordinate risk management
PSPMNGT605B Manage diversity
SISCCRD302A Recruit and manage volunteers

Health promotion and population health electives

CHCPROM401C 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

HLTCPR211A Perform CPR
HLTFA211A Provide basic emergency life support
HLTFA311A Apply first aid
HLTFA302C Provide first aid in remote situation
HLTFA412A Apply advanced first aid

Electives for working with disadvantaged or at risk people

CHCCHILD401B 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
CHCCHILD404B Support the rights and safety of children and young people
CHCIC201B Communicate with children
CHCIC301E Interact effectively with children
CHCDIS301C 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
CHCDIS509E Maximise participation in work by people with disabilities

Community development electives

CHCCD401E Support community participation
CHCCD402B Develop and provide community education projects
CHCCD404E Develop and implement community programs
CHCCD412B Work within a community development framework
CHCCD413E Work within specific communities
CHCCD420B Work to empower Aboriginal and/or Torres Strait Islander communities
CHCCD505E Develop community resources
CHCCD514B Implement community development strategies
CHCCD516B 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
CHCCS421B Undertake community sector work within own community

CHCINF407D Meet information needs of the community
CHCSW401A Work effectively with forced migrants