

CHCSS00084

LEAD AND SUPPORT COLLEAGUES

This skill set is designed for individuals in community services and related sectors who aspire to develop leadership capabilities. It equips participants with the skills to coordinate teams and support colleagues in stressful and demanding roles.



LOCATION

Self-paced online



DURATION

13 weeks



STRUCTURE

3 units



COURSE FEES

\$1200



ENTRY

LLN test

As soon as you have a person to your right and a person to your left and you are assisting them to learn something new, you are a leader!

Leadership can be complex and difficult at times where situations may present that are difficult and hard to respond to.

This skill set provides an opportunity to discover and learn about important aspects of leadership and relevant team management strategies and / or consolidate the skills of current leaders and managers to understand the needs of teams and support the wellbeing of colleagues.

This skill set has been endorsed by industry as suitable for individuals who:

- hold a qualification at Certificate III level or higher in related field, or
- have skills equivalent to the qualification requirement validated through a recognition of prior learning process

ENTRY REQUIREMENTS

There are no course prerequisite qualifications, however students are required to demonstrate literacy and numeracy skills in line with Certificate IV level studies and be able to commit at 3 to 5 hours per week of personal study time. Applicants should have interest and/ or relevant experience in the social and community services field and have the appropriate maturity and interpersonal skills to work with a diverse range of people.

COURSE DELIVERY & ASSESSMENT

Students are provided with learning and assessment materials through ICAN's electronic Learning Management System, Vasto. The course is self-paced with full support from a trainer on request.

You have 13 weeks to undertake and complete the assessments.

ON COMPLETION

On completion of this course, you will be equipped with practical leadership skills to support and guide colleagues effectively in demanding work environments. You will develop the confidence to lead others, foster team wellbeing, and navigate workplace challenges with a strong understanding of best practice approaches. This accredited skill set is designed for those in financial counselling, financial capability, and community services roles who find themselves in leadership positions, helping you strengthen your ability to work collaboratively, retain team wellbeing, and lead with clarity and confidence.

FEES

Fees are payable on enrolment. Students whose fees are being covered by their organisation may request an invoice to be issued directly to their employer. More information about fees and payment options can be found on our website.

CAREER PROGRESSION

The three units in this skill set can also be found in the Advanced Diploma of Community Sector Management, a great start start for your next study plan!

COURSE UNITS

CHCMGT003	Lead the work team
CHCMGT005	Facilitate workplace debriefing and support processes
CHCPRP003	Reflect on and improve own professional practice

“
Having qualified trainers who work in the sector was incredible, and they were more than happy to share their knowledge and real-life experiences with us.”

STUDENT FEEDBACK



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