



# EDUCATE LEARN EMPOWER LEAD



## CHC52021

## Diploma of Community Services

### WHY **STUDY** IN COMMUNITY SERVICES?

The Diploma of Community Services is a great way to advance a career in community services. It is an ideal qualification for someone looking to transition from a financial counselling role into a more general community services role. This qualification reflects the role of community services workers involved in the delivery, management, and coordination of person-centred services to individuals, groups, and communities.

Workers support people to make change in their lives to improve personal and social wellbeing and may also have responsibility for the supervision of other workers and volunteers. They may also undertake case management and program coordination.

### WHAT **SKILLS** WILL STUDENTS GAIN?

This nationally recognised qualification is designed to give students specialised knowledge and skills necessary for a variety of roles in the community services sector. At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management.

Graduates will be qualified to work in the sector in a broad range of roles in community service organisations such as:

- ▶ Social Housing Coordinator
- ▶ Community Services Worker
- ▶ Welfare Worker
- ▶ Case Manager
- ▶ Family Support Worker



### About **ICAN Learn**

ICAN Learn is an arm of the **Indigenous Consumer Assistance Network (ICAN)** and a not-for-profit registered training organisation focusing on financial counselling and financial capability education. Incorporated in 2007, ICAN has become a national leader in consumer advocacy, financial counselling and financial literacy for Indigenous people.

To find out more email [administration@icanlearn.edu.au](mailto:administration@icanlearn.edu.au) or visit [www.icanlearn.edu.au](http://www.icanlearn.edu.au)

## About the course

The Diploma in Community Services comprises 20 units (12 core units and 8 elective units chosen by ICAN Learn) and is nationally accredited. If you have completed a Diploma of Financial Counselling, there are up to 10 units that can be completed through a recognition of prior learning process.

There is a placement requirement for this course of 200 hours.

## Entry requirements

There are no course prerequisite qualifications. However, students are required to demonstrate literacy and numeracy skills in line with Diploma level studies, confidence in their computer skills and be able to commit at least 6 to 8 hours per week of additional 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. This will be demonstrated in a pre-training interview.

## Delivery mode and duration

This course is delivered self-paced over 24 months.

## Course fees

The full course fee for the Diploma of Community Services is \$5,500. For students that already hold a Diploma of Financial Counselling, course fees are reduced to \$2,500.

More information about fees and payment options can be found on the ICAN Learn website.

## Want to take it to the next level?

Make an enquiry with our administration team at [administration@icanlearn.edu.au](mailto:administration@icanlearn.edu.au) or call us on (03) 5471 7777

## Hear what our students say:

"The classes were laid back, trainer had lots of knowledge and experience in the field."

"This course really helps me understand the work I do."

"(The trainer) was great, very helpful and understanding."

## Our pathways

**CHC62015**  
**ADVANCED DIPLOMA OF  
COMMUNITY SECTOR MANAGEMENT  
(FOR FINANCIAL COUNSELLORS)**  
**COMING LATE 2025**

*Senior financial counsellor/sector leader*

### ACCREDITED SKILL SETS

**CHCSS00084**  
Lead and support  
colleagues

**Rural Financial  
Counselling**  
(Diploma elective  
specialisation)

**CHCSS00111**  
Problem  
Gambling

**CHCSS00069**  
Advocacy

**Professional  
Supervision**  
(unaccredited)

### UNITS OF STUDY

**CHCDFV001**  
Recognise  
and respond  
appropriately to  
domestic and family  
violence

**CHCFIN010**  
Apply basic  
concepts of small  
business to financial  
counselling

**CHCDIV002**  
Promote Aboriginal  
and/or Torres Strait  
Islander cultural  
safety

**CHCCCS003**  
Increase the safety  
of individuals at risk  
of suicide

**CHC51122**  
**DIPLOMA OF  
FINANCIAL  
COUNSELLING**

*Financial  
counsellor*

**CHC52015**  
**DIPLOMA OF  
COMMUNITY  
SERVICES**

*Community  
service  
roles*

**CHC42021**  
**CERTIFICATE IV IN COMMUNITY SERVICES**

*Community services and financial  
capability worker*

**CHC32015**  
**CERTIFICATE III IN COMMUNITY SERVICES**

*Community services and financial  
capability worker*

**CHCSS00077**  
**FINANCIAL LITERACY EDUCATION**

*Financial capability worker*