



# EDUCATE LEARN EMPOWER LEAD

## CHCSS00084

### Lead and support colleagues

#### WHY STUDY THE LEAD AND SUPPORT COLLEAGUES SKILL SET?

Not everyone sets out to be a leader. Many workers in financial counselling, financial capability and community services jobs end up becoming leaders of teams.

Leading others in a workplace is complex and requires specific skills and knowledge.

It's vital to understand key aspects of leadership and ways of working with

others to do this well and to develop and retain personal and team wellbeing.

This course is an accredited skill set that provides students with knowledge and information about ways of working with others in a team to develop best practice and to develop confidence in their abilities.

#### WHAT SKILLS WILL STUDENTS GAIN?

This skill set reflects the skill requirements for team leaders

or managers responsible for coordinating teams and supporting the wellbeing of colleagues working in stressful and demanding roles.

This includes implementing support processes to manage stress and emotional wellbeing of self or colleagues, facilitating structured de-briefing sessions to colleagues following incidents, supervising, and coordinating teams, and evaluating and enhancing own practice through a process of reflection and ongoing professional development.

#### Why study with ICAN Learn?

Be supported and guided by industry leaders every step of your learning journey.

Be encouraged to achieve your goals by passionate trainers throughout your training journey and beyond.

Thrive in an interactive and collaborative learning environment where the collective knowledge of both trainers and peers will ensure you are job ready.

Proactively support a social enterprise that empowers First Nations students and communities.

## About the course

The Lead and support colleagues skill set comprises 3 units of study and is nationally accredited. The skill set is not a full qualification and comprises the following 3 units of study:

### CHCMGT003

Lead the work team

### CHCMGT005

Facilitate workplace debriefing and support processes

### CHCPRP003

Reflect on and improve own professional practice

## 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.

Students must also have good computer skills.

## Delivery mode and duration

This course is delivered self-paced with 13 weeks to complete assessments. In addition to the learning materials, students can access support from a trainer on a as-required basis.

## Course fees

The cost of the course is \$1,200. 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

## Are you an agency or want to educate your workforce?

ICAN Learn works with organisations to develop course delivery for groups to meet specific needs or different time frames. This may include a more staged delivery and can include face to face delivery depending on location and circumstances. We also offer group enrolment discounts.

Talk to us about your needs by calling 03 5471 7777 or email [administration@icanlearn.edu.au](mailto:administration@icanlearn.edu.au).

## Our pathways

### Advanced Diploma Community Sector Management

(for financial counsellors)  
(under development)

Senior financial  
counsellor/sector leader

### Accredited skill sets

Lead and support colleagues  
CHCSS00084

Rural Financial Counselling  
(Diploma elective specialisation)

Problem Gambling  
CHCSS00111

Senior financial counsellor/  
sector leader

Diploma of  
Financial  
Counselling  
CHC51122

Financial  
counsellor

Diploma of  
Community  
Services  
CHC52015

Community  
service  
roles

### Certificate IV in Community Services

CHC42021

Community services and  
financial capability worker

### Financial Literacy Education

CHCSS00077

Financial literacy educator