



## **Financial Literacy Education CHCSS00077**

### **Course Information Guide**

#### **Delivery Mode & Location**

- Online real time learning
- Weekly class schedule over 3 weeks

ICAN Learn can make arrangements with individual organisations for place based delivery where and when possible.

#### **Course Duration**

2 months (allows for assessment completion).

#### **Entry Requirements**

This Skill Set is open to anyone living in Australia (residential status). It is not suitable for people living outside Australia. This is not a full qualification, rather it is a Skill Set (or micro-credential) that assists a person to find work in the field of financial capability in Australia and enhance existing qualifications for people working in the community services sector. It relates specifically to the Australian monetary and social support systems.

#### **IT Requirements**

To participate and engage in learning and assessment for this course, students must have computer skills and access to a laptop or desktop computer or other computer (e.g. Ipad) with stable Internet for all live real time teaching sessions and assessment activities. The student's computer must have:

- Microsoft Office (Word, Excel)
- Google Chrome / Firefox as browsers
- Video capacity (webcam)
- Audio capacity (with headset or suitable computer settings for computer sound)

This Skillset is a great way to find out more about financial literacy education and financial capability, resilience and wellbeing!

The Financial Literacy Education CHCSS00077 is a requirement for those who want to pursue a career in financial capability, resilience and wellbeing. Some organisations may require job candidates to have other experience alongside this skill set to undertake financial wellbeing roles.

Financial Literacy Education prepares the student to understand barriers to financial wellbeing, identify their own values and ethics relating to money and financial wellbeing and to learn about financial rights and responsibilities through exploring credit and debt in Australia.

This Skill Set is not a full qualification. Rather, it gives the successful participant three (3) accredited units of competency which are provided in a Statement of Attainment.

ICAN Learn works with organisations to determine ways of working together to achieve this Skill Set in an accredited or non-accredited way, depending on the needs of the organisation.

Many people from low-socioeconomic backgrounds are marginalised and are not afforded their financial rights as consumers and members of society. Financial capability and resilience workers assist the client to develop their understanding about financial rights and the Australian monetary system to be able to change their money story, become more financially resilient, to be in charge of financial choices and share that knowledge with their families and communities. Participants in this program become an instrument for others to create a new money story for their lives.

ICAN Learn provides the best learning experience possible through our teachers, all of whom are experienced financial counsellors and have significant understanding of and experience in financial capability roles.

Our teachers provide insight into the role and the breadth of financial capability work and provide study support throughout the course whilst facilitating a variety of ways to learn. ICAN Learn teachers provide study support throughout all aspects of the course and facilitate a variety of ways to learn.

ICAN Learn expects the student to commit to all aspects of the learning process, to communicate challenges that risk success and work with us to jump any hurdles to achieve success!

## **Why learn about financial capability and resilience?**

Financial capability work is a great way to contribute to the wellbeing of others and make a real difference in a practical way.

Learning this Skill Set is a great way to enhance other roles. Many workers in mental health, aged care, disability services, housing and homelessness services, health roles and other community services roles find that their clients struggle with financial issues which impact their wellbeing and overall outcomes.

Undertaking Financial Literacy Education means you can provide some information to your clients and know when to refer to a financial counsellor. It's a great way to assist people to a better longer-term outcome.

If you would like to provide practical advice and support for people in financial difficulty; and you're passionate about social justice and client rights, this course is for you!

## **Entry requirements**

It is desirable that candidates have some understanding of and experience in social services roles, but this is not imperative. Candidates must have appropriate maturity and interpersonal skills to work with a diverse range of people. Candidates must be prepared to be reflective and put aside personal values and judgements to build understanding of the situations of others and ways to build on their strengths.

Applicants must demonstrate functional English literacy skills equivalent to ACF level 3 or 4 by undertaking a Language Literacy and Numeracy test to ensure academic suitability.

## **Skill development**

This course challenges you to:

- Learn about and explore your own values about money and social justice;
- Be open to thinking about the barriers to financial wellbeing for others in our society;
- Learn about and understand facts about financial rights ;
- Demonstrate how you can share financial information with others individually and in groups;
- Be creative about how to work with clients who have insufficient income.

## **Job opportunities**

Successful course completion can lead to work in roles that relate to financial resilience and wellbeing. These roles can have various titles and may be known as financial capability worker roles.

Building skills in financial capability, wellbeing and resilience enhances other community services roles and can assist the graduate to advance to undertaking the Diploma of Financial Counselling CHC51115.

## **Our team**

### **Administration & management**

The administration team handles all enquiries and student communication relating to enrolment and outcomes and assists students to problem-solve and handles processes related to assessment extensions and related requests.

To get in touch with a member of the administration team, email [administration@icanlearn.edu.au](mailto:administration@icanlearn.edu.au)  
For enquiries outside of course enrolments, email [enquiries@icanlearn.edu.au](mailto:enquiries@icanlearn.edu.au)

### **Teachers**

Teachers are the key contact for students once they are enrolled. The teacher allocated to a course will make contact with all students as they commence, and throughout the course, providing a professional learning environment, access to resources and are the touch point for the student if they have any problems.

All ICAN Learn teachers are experienced financial counsellors, financial capability workers and have expertise in other areas such as social work, health and counselling.

Teachers undertake annual professional development, and have qualifications in Training and Assessment as required by the RTO Standards 2015.

## **The Course**

The Financial Literacy Education CHCSS00077 sits in the Community Services Training Package and is an Australian Qualifications Framework (AQF) level 3 Vocational Education Training course.

## **Competency based training**

Vocational Education is conducted using a competency based approach. This means that the student collaborates with the teacher to achieve competency in each unit. Competence refers to the consistent application of knowledge and skill to the standard of that profession in the workplace, in this case, financial capability work.

Anyone successfully completing a competency based Skill Set is able to apply their knowledge in a work environment on course completion.

## **What is AQF Level 3?**

### **Summary**

People who complete a Skill Set at this level will have theoretical and practical knowledge and skills for work in the related area and/or further learning.

### **Knowledge**

People who complete a Skill Set at this level have factual, technical, procedural and some theoretical knowledge of a specific area of work and learning.

### **Skills**

People who complete a Skill Set at this level have a range of cognitive, technical and communication skills to select and apply a specialised range of methods, tools, materials and information to:

- complete routine activities
- provide and transmit solutions to predictable and sometimes unpredictable problems

## **Application of knowledge and skills**

People who complete a Skill Set at this level can apply knowledge and skills to demonstrate autonomy and judgement and take limited responsibility in known and stable contexts within established parameters.

## **Other vital skills**

### **Verbal and non-verbal expression and understanding**

Students must use, respond to and be aware of verbal and non-verbal communication throughout the course. These are skills used every day in financial capability work and allow the development of client relationships to ensure positive outcomes whilst maintaining dignity and unconditional positive regard.

Students selected for this course will demonstrate an awareness of non-verbal communication such as: eye contact, gestures, facial expressions, speaking volume, tone of voice, proximity and verbal turn-taking.

### **Computer skills**

ICAN Learn uses a significant amount of computer technology (e.g. all assessment is on an online platform and classes involve real time online learning; the student is required to access and interact with this and other technology).

Students are expected to be able to use a computer and associated software for their studies to engage in learning and assessment. This is not limited to the skills below, which relate to reading, writing and comprehension, but also to skills that include computer processes such as upload, download and use of Word and Excel functions.

### **Reading**

The student must be able to read and understand a range of written material in differing forms from a variety of sources such as: on screen material, screen-based, image-based and sign/symbol-based texts. The ability to read, understand and interpret written information is fundamental for the delivery of client support and services.

### **Writing**

Students undertaking this course are required to have a good command of written English. This refers not just to the physical act of writing but rather to understanding the written content (comprehension).

### **Numeracy**

The student must be able to correctly analyse, accurately apply and interpret numerical data for classroom based tasks and assessment which lead to the ability to assist clients to create a budget. This involves minor calculations.

### **Concentration, memory and problem solving skills**

The student must be able to retain information from classroom based learning and apply this to assessment tasks. Concentration is required consistently throughout classroom and assessment based activities.

### **Mental wellness**

Mental wellness is vital for successful completion of this course. The student must be in a state of mental well-being so that they can realise their own abilities and potential and cope with the stresses of life and work productively. It means the student can moderate their own behaviour.

Mental wellness is crucial to be able to deal with challenging concepts in classroom-based learning, work with peers and teachers and reflect on challenging concepts to develop professional capacity.

In the workplace the student may experience difficult situations with clients, requiring resilience, alertness and an ability to remain focused with their clients.

If a student has periods of being mentally unwell, they are required to self-identify and seek assistance from ICAN Learn staff to prevent impact on studies and workplace-based client interactions.

***Real education!***

***Industry connection!***

***Advance your profession!***

## Course structure

Financial Literacy Education is a competency based Vocational Education Skill Set that has 3 units of competency.

Full information about this skillset can be found on <https://training.gov.au/Training/Details/CHCSS00077>

## Units of Study

Core Units	Unit title
CHCEDU005	Work with clients to identify financial literacy education needs
CHCEDU006	Improve clients' fundamental financial literacy skills
CHCEDU007	Provide group education on consumer credit and debt

## Attendance and study commitment

Financial Literacy Education is a vocational Skill Set that requires personal commitment and application to study. Attendance at classes according to the timetable is a requirement and completion of the assessment is also a requirement for successful completion.

As this is a Skill Set, there is no tolerance for missed classroom attendance since the student will miss out on vital content. Should the student miss a day due to extenuating circumstances ICAN Learn will endeavour to link the student with the next available course for attendance.

## Course resources

Students receive access to all learning, reading and assessment resources through ICAN Learn electronic platforms. Students are not required to purchase books and all other resources are available via our teachers and include free online opportunities.



Resource	Description
Language Literacy & Numeracy	<ul style="list-style-type: none"> <li>Students are given access to an electronic approved platform for the required Language Literacy and Numeracy test. Enrolment will not progress without this being completed</li> </ul>
Catapult e-learning	<ul style="list-style-type: none"> <li>This is a fully electronic portal that hosts all learning and assessment materials</li> <li>Students are given access to this portal when enrolled.</li> <li>Individual student communication relating to assessment progress and outcomes</li> </ul>
e-Lecta portal	<ul style="list-style-type: none"> <li>Additional reading, class Power Points and resources for development</li> <li>Student group communication – general messaging and notices</li> </ul>

### **Fees and payments**

ICAN Learn charges fees for the Financial Literacy Education CHCSS00077. Fees for this Skill Set are payable prior to course commencement.

Students who suffer financial difficulty are encouraged to contact the finance department by emailing [accounts@ican.org.au](mailto:accounts@ican.org.au) to discuss payment options.

Failure to pay or negotiate a suitable arrangement can result in course withdrawal.

ICAN Learn has policies and procedures that govern enrolment and associated financial management. Refunds are issued as per the refund policy.

Important policies are found on the ICAN Learn website <https://icanlearn.edu.au/policy/students/>

## How to Apply

To apply to enrol in the Financial Literacy Education CHCSS00077 visit <https://icanlearn.edu.au/course/ican/>

## Where can I find out more?

More detail is provided in the Student Handbook which can be accessed on the ICAN Learn courses page.

You can also get more information by emailing [enquiries@icanlearn.edu.au](mailto:enquiries@icanlearn.edu.au)

## Student testimonial

*"I think each of you [teachers] go way beyond what is required to be so engaged with us and also to support us in our journey. The content is fabulous, the delivery is so thorough."*

*"We are fortunate to have Natasha as our teacher. Your knowledge, experience, teachings and support have been invaluable."*

Shaloo Sood undertook the Financial Literacy Education CHCSS00077 with ICAN Learn and went on to study the Diploma of Financial Counselling CHC51115.

## Other courses of interest

- Diploma of Financial Counselling CHC51115
- Problem Gambling Skill Set CHCSS00111
- Lead and Support Colleagues CHCSS00084
- Rural Financial Counselling Specialisation
- Professional Supervision for Financial Counsellors (Non-Accredited)
- Mentoring Education for Financial Counsellors (Non-Accredited)