

# **Introducing the new Community Services Training Package CHC08**

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# What are training packages?



Essentially...

- A training package is a document containing:
  - Qualifications which equip a worker to function in a job role
  - Units of competency, which reflect job functions and can be combined to reflect a whole job role i.e. a qualification
- There is only one training package for the Community Services industry and it applies across Australia

A training package is a document containing:

- Occupational Standards articulated in Qualifications, which equip a worker to function in a job role
- Units of competency, which reflect job functions and can be combined to reflect a whole job role i.e. a qualification.



## **Community Services Training Package**

A history ...

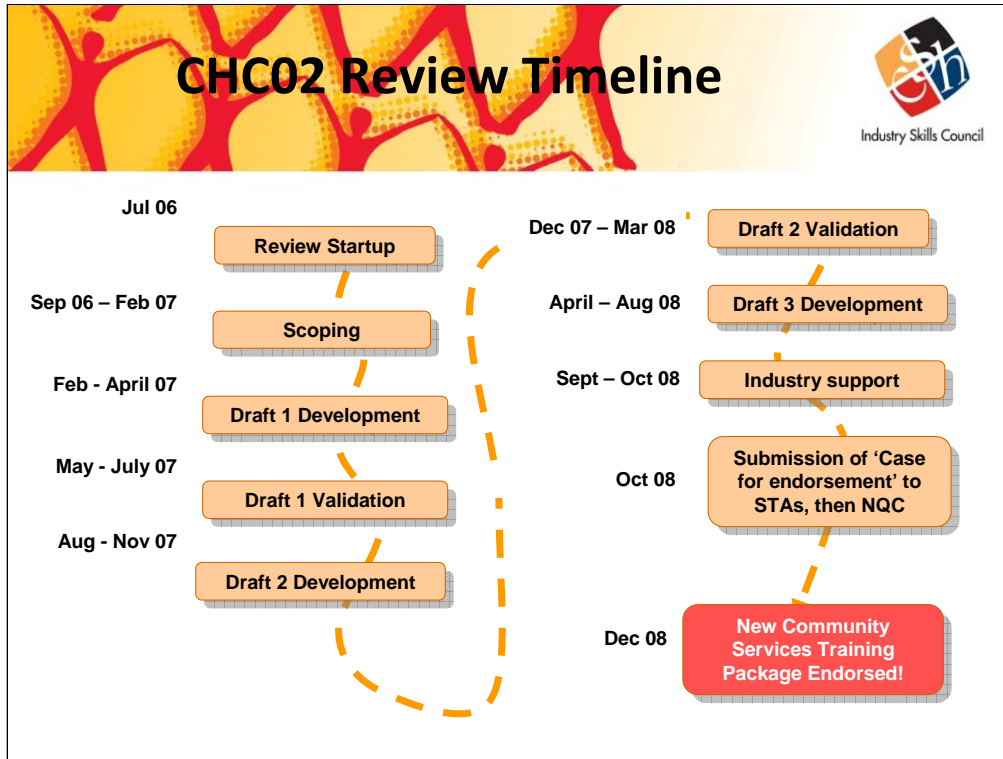
- First endorsed in 1999
- Reviewed and endorsed in 2002
- CHC02 Review Project
  - second full review of the Community Services Training Package
  - Will deliver a much needed update to skills in the Community sector

Speak through history of the Community Services Training Package...

This review of the Community Services Training is a timely and much needed update to skills in the community services industry.

The Uptake of Community Services qualifications over the last 5 years has increase by 70% - many more people skilling up in this industry

This number is set to increase with the community services and health industries predicted to experience the fastest growth of any industry in the coming 5 years.



Step through the Review timeline

**2.5 years of extensive consultation involving 3 drafts and massive amounts of communication and consultation**

- Review Start up - 4 Technical writers engaged
- Discussion paper phase - downloaded, submissions received, national communication sessions
- Scoping phase - report downloaded, feedback received
- Draft 1 - docs accessed, validation sessions, FB received
- Draft 2 - docs accessed, validation sessions, FB received
- Draft 3 - sent to **300 key industry stakeholders** for support. 100 expressions of support

**In around 25 qualification areas** where issues required more intensive input and/or negotiation between stakeholders, **working groups were held or mini-drafts distributed** to clarify or resolve the issues. Mini-drafts were generally distributed for validation among the key national stakeholders representing the specific work area. Some of these particular areas include:

- **Medication management** – to facilitate the development of the two medication units, one at Cert III which largely combines the two previous medication units, and another at Cert IV containing a more advanced set of functions around medication administration.
- **Mental Health and Alcohol and other Drugs** – industry stakeholders identified that these areas have a great deal of commonality and that emerging approaches to this work support a dual diagnosis approach. A working group further developed the qualifications and skill sets and further work is flagged to develop a skill set covering the interface between the two areas, as well as higher qualifications in these areas.
- **New Diploma of Counselling**



**Engaging the Community Services  
Industry in the Review**  
**2.5 years of communication and consultation**

- Governance
  - Steering Committee
  - 4 x Industry Reference Groups (IRGs)
- Broad range of industry stakeholders:
  - Employers – Government & private
  - Peak bodies & Professional associations
  - Unions
  - Training organisations
  - Other stakeholders e.g. regulatory bodies

CHC08 is well-supported by the community services industry and represents an agreed, integrated framework to support current and future service delivery.

**Good place to point out** – The Quality of training across the Community Services industry depends on:

- active and continuous engagement from Community Services industry stakeholders.

An industry-led training system only works if industry actively engages to maintain and in fact demand the currency and quality of their occupational standards.

- For this purpose, the ISC is continually expanding its database and encourages all industry stakeholders to get involved to ensure their occupational standards are maintained.



## CHC08 Training Package - Structure

- **Volume 1** – Overview and Assessment Guidelines:
  - Lists of all units and qualifications
  - Mapping from CHC02 to CHC08 units and qualifications
  - Assessment guidelines
- **Volume 2** – All qualifications and skill sets
- **Volume 3** – Employability Skills Qualification Summaries
- **Units** - Community Services (CHC) and Imported units of competency

**Structure** of a training package under the Australian Qualifications Framework

Point out where to find things in CHC08

**Available:**

- Volume 2 available to download from our website
- Whole package can be downloaded from National Training Information Service website [www.ntis.gov.au](http://www.ntis.gov.au)
- Can be purchased on CD – please see the stand downstairs



## The CHC08 Training Package – the Basics

CHC02	CHC08
<ul style="list-style-type: none"> <li>• Contains <b>61</b> qualifications in <b>9</b> categories</li> <li>• Contains <b>no</b> skill sets</li> <li>• Contains <b>377</b> community services units of competency</li> </ul>	<ul style="list-style-type: none"> <li>• Contains <b>74</b> qualifications in <b>4</b> qualification categories</li> <li>• Contains <b>32</b> skill sets</li> <li>• Contains <b>551</b> community services units of competency</li> <li>• Includes qualifications in <b>advanced practice and coordination/ management</b></li> </ul>

**Qualifications** – vast increase in qualifications.

New areas include: Counselling, Active Volunteering, Pastoral Care, Education Support, Volunteer work coordination, community sector management and advanced practice areas.

**Skill sets** - Thirty-two new skill sets complement qualifications and support horizontal and vertical career pathway options.

Skill sets have also been developed in areas not previously addressed, such as **financial literacy** and **problem gambling** and are available for uptake of a range of community services workers.

**Higher Quals** - The community services industry draws skills from both the higher education and VET sectors.

CHC08 structures qualifications and competency standards to support team work across VET and higher education trained workers and more effective use of human resources. It also includes higher level skills and knowledge to address identified supply shortages.



## New Qualification Groupings

- Pathway qualifications
- **Individual Client Support**
- **Community Services and Development**
- **Children's and Youth Services**
- **Client Services**
- Community Sector Coordination/Management
- Advanced Practice

Reduction of the number of functional groups within the CHC08 Training Package:

- **due to** - increased recognition of common skills within the work roles
- **allowing** – promotion of increased career mobility and flexible career pathways represented by the qualifications in each group



Industry Skills Council


## Individual client support qualifications

- Certificate III in Aged Care
- Certificate IV in Aged Care
- Certificate III in Home and Community Care
- Certificate IV in Home and Community Care
- Certificate III in Disability
- Certificate IV in Disability
- Diploma of Disability
- Advanced Diploma of Disability
- Certificate IV in Alcohol and Other Drugs
- Certificate IV in Mental Health
- Diploma of Community Services (Mental health)
- Diploma of Community Services (Alcohol and other drugs)
- Diploma of Community Services (Alcohol, other drugs and mental health)
- Certificate IV in Leisure and Health
- Diploma of Leisure and Health




Download the  
**CHC08**  
Qualifications  
Framework at  
[www.cshisc.com.au](http://www.cshisc.com.au)

Individual client support qualification grouping collects some like qualifications, obviously some qualifications relevant to this group will also sit in other functional groups e.g. management.



Old CHC'02 Qualification	New CHC'08 Qualifications	Changes
Certificate IV in Alcohol and Other Drugs Work	Certificate IV in Alcohol and Other Drugs	Restructured qualification
Certificate IV in Mental Health Work (Non-clinical)	Certificate IV in Mental Health	Restructured qualification
Diploma of Alcohol and other Drugs Work	Diploma of Community Services (Alcohol and other drugs) Diploma of Community Services (Mental health) Diploma of Community Services (Alcohol, other drugs and mental health)	New qualifications
	Diploma of Counselling	New qualification
Advanced Diploma of Community Services Work		Replaced by Advanced Diploma of Community Sector Management
Diploma of Community Services Management		Removed
Certificate IV in Community Services (Service Coordination) Certificate IV in Service Coordination (Ageing and Disability)	Diploma of Community Services Coordination	Replaced and upgraded to diploma level
Advanced Diploma of Community Services Management	Advanced Diploma of Community Sector Management	Moderate change to structure and content
	Vocational Graduate Diploma in Community Sector Management	New qualification

- Updated mental health qualifications, competencies and skill sets for mental health including
  - a new Diploma of Community Services (Mental Health etc) and integration of alcohol and other drugs work and mental health competencies reflecting frequent dual presentation of these issues in community services
- New Diploma of Counselling – with agreement from the peak bodies in the sector
- New integrated management qualifications and competencies ranging from a team leadership skill set to the Vocational Graduate Diploma Community Sector Management reflecting executive management and leadership roles in the community services industry.
- Two new community services practice qualifications at the Vocational Graduate level and a model for new competencies, skill sets and qualifications at these levels



## Skills Sets – an Overview

- Skill sets have been established to meet a defined/recommended industry requirements
- Skill sets do not replace qualifications
- Most CHC08 skill sets build on qualified workers' existing skills and knowledge
- Skills sets enhance skills mobility across the community services industry

32 skill sets in the CHC08 Training Package across 6 skill set groups:

- The four qualification groups
- Management & leadership
- Skill sets primarily for voluntary work not needing previous qualification

Skill sets do not replace qualifications. In most cases a worker must hold a full qualification before being eligible to commence a skill set. There are however three skill sets contained in the CHC08 which may not require a person to hold a previous qualification dependant on jurisdictional guidelines

Skill sets have been established where there is a licensing or regulatory requirement or defined/recommended industry requirement and indicate specific groups of competencies for work in a particular area and the pathways required to undertake the skill set

Additionally, skills sets have been identified by industry as a means to improve higher education graduates ability to *apply* their knowledge in the workplace, hence making skill sets applicable as a pathway for both VET and higher education trained workers

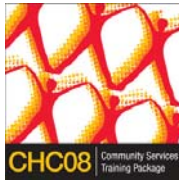
Skill sets in areas not previously addressed, such as financial literacy and problem gambling and available for a range of community services workers

## Skill sets in CHC08




### Individual client support skill sets

- Alcohol and other drugs skill set
- Basic foot care skill set – health focus / community services focus
- Case management skill set
- Chronic disease self-management skill set
- Dementia support skill set – service delivery / planning and coordination
- Disability work skill set – active support of clients with a disability
- Disability work skill set – behaviour support
- Disability work skill set – disability advocacy
- Disability work skill set – disability support in employment
- Disability work skill set – people with a disability who are older
- High support and complex care skill set – aged care / disability work
- Leisure and recreation skill set – program support / planning and delivery
- Medication assistance skill set
- Mental health skill set – including respond to risk of suicide / including recognise individuals at risk
- Palliative approach skill set – provide support / plan and provide care
- Quality systems skill set for aged and community care sector



Download the  
**CHC08**  
Qualifications  
Framework at  
[www.cshisc.com.au](http://www.cshisc.com.au)

As shown on the handout, the individual client support skill sets are here, also others relevant from other groups.



**Homelessness support work skill set**

**Target group** This skill set has been endorsed by industry as appropriate for people who hold a community services qualification at Certificate IV level or higher or commensurate industry skills as evaluated through recognition of prior learning processes.

It provides a set of skills for working with clients who are experiencing or are at risk of homelessness.

**Units** [CHCCH301A Work effectively in social housing](#)  
[CHCCS504A Provide services to clients with complex needs](#)  
[CHCCH427A Work effectively with people experiencing or at risk of homelessness](#)


**Pathway** These units provide credit towards the Certificate IV in Social Housing.

<b>Required form of words for Statement of Attainment</b>	This skill set meets industry requirements as specified in the CHC08 Community Services Training Package for entry level work with clients experiencing homelessness or at risk of homelessness.
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supporting horizontal and vertical career pathway options and new service design through targeted competencies

Refer to handout for list of other included skill sets...

The homelessness support skill set was identified as a means for a worker qualified and experienced in an area such as AOD work to gain an additional set of skills to support them in working with people experiencing or at risk of homelessness.



**Example of how a skill set can be used to assist a worker to move laterally (Homelessness support skill set)**

Certificate IV in Alcohol and Other Drugs →

**Homelessness support skill set**  
CHCCH301A Work effectively in social housing  
CHCCS504A Provide services to clients with complex needs  
CHCCH427A Work effectively with people experiencing or at risk of homelessness

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## Community sector team leadership skill set

**Target group** This skill set has been endorsed by industry as appropriate for people who hold a community services qualification at Certificate IV level or higher or commensurate industry skills as evaluated through recognition of prior learning processes.

**Units** CHCCOM403A Use targeted communication skills to build relationships  
CHCORG406A Supervise work  
CHCORG423A Maintain quality service delivery


**Pathway** These units may provide credit towards a range of qualifications at Certificate IV level

<b>Required form of words for Statement of Attainment</b>	This skill set meets industry requirements as specified in the CHC08 Community Services Training Package for work involving team leadership and coordination of client services
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**Management, Coordination and Team leadership skills** - CHC08 includes new revised qualifications for service co-ordination and management across the Diploma, Advanced Diploma and Vocational Graduate Diploma level. Skills sets have also been added for:

- team leadership to complement Certificate IV level workers entering supervisory roles; and
- orientation for managers entering the community services industry.

The Community sector team leadership skill set was identified as a possible means for a worker qualified and experienced in an area such as Mental Health work to gain an additional set of skills to support them in moving into a team leadership role.



**Example of how a skill set can be used**  
**- assist an experienced worker to move into a leadership role**

Certificate IV in Mental Health →

**Community sector team leadership skill set**  
CHCCOM403A Use targeted communication skills to build relationships  
CHCORG406A Supervise work  
CHCORG423A Maintain quality service delivery

The Community sector team leadership skill set was identified as a possible means for a worker qualified and experienced in an area such as Mental Health work to gain an additional set of skills to support them in moving into a team leadership role.

supporting horizontal and vertical career pathway options and new service design through targeted competencies



# Higher qualifications

## Community Sector coordination/management qualifications

- Certificate IV in Volunteer Program Coordination
- Diploma of Community Services Co-ordination
- Advanced Diploma of Community Sector Management
- Vocational Graduate Diploma of Community Sector Management


## Advanced Practice qualifications

- Vocational Graduate Certificate in Community Services Practice (Statutory child protection)
- Vocational Graduate Certificate in Community Services Practice (Client assessment and case management)
- Vocational Graduate Certificate in Career Development Practice
- Vocational Graduate Diploma of Relationship Counselling
- Vocational Graduate Diploma of Family Dispute Resolution

The addition of the new Vocational Graduate qualifications provides new career pathway and workforce development options for the community services industry. In both the health and community services industries, skill and workforce development has been adversely affected by over reliance on occupational silos linked to higher education qualifications, particularly for the licensed professions.

The CHC08 Vocational Graduate qualifications provide a new mechanism to develop skills at this level through both VET and higher education pathways and reduce the reliance on workers in traditional occupations that are themselves in short supply.

Advanced practice qualifications reflect work involving delivery of high level interventions in identified areas of practice, as distinct from management of services and includes 3 new qualifications at Vocational Graduate Certificate and 3 qualifications at Vocational Graduate Diploma

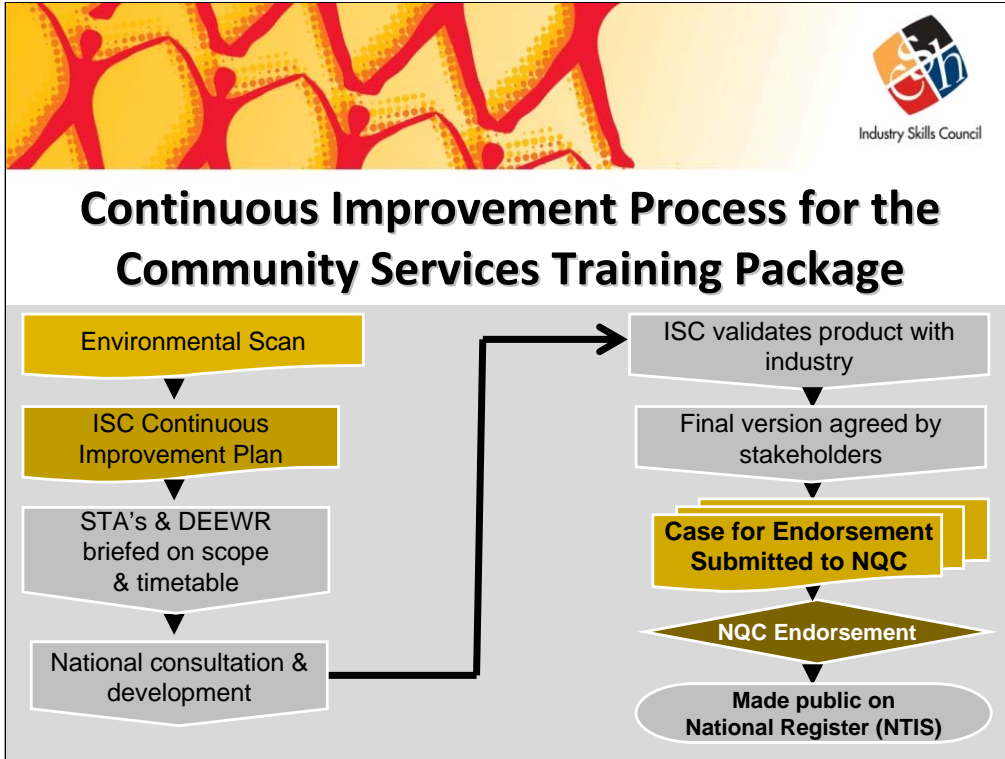


# Australian Qualifications Framework (AQF)

*AQF Qualification by Sector of Accreditation*

Schools Sector Accreditation	Vocational Education and Training Sector Accreditation	Higher Education Sector Accreditation
Senior Secondary Certificate of Education	Vocational Graduate Diploma	<u>Doctoral Degree</u> <u>Masters Degree</u> <u>Graduate Diploma</u>
	Vocational Graduate Certificate	<u>Graduate Certificate</u>
	Advanced Diploma	<u>Bachelor Degree</u>
	Diploma	<u>Associate Degree, Advanced Diploma</u>
	Certificate IV	<u>Diploma</u>
	Certificate III	
	Certificate II	
	Certificate I	

Supporting previous slide



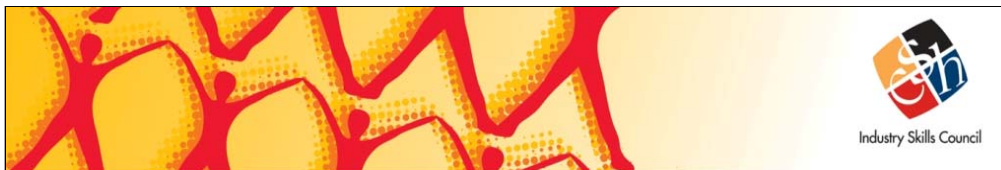
Continous Improvement process



**Get involved in Continuous improvement of the Community Services Training Package!**

- Stay up to date with Continuous Improvement of the package...
  - Register online for CS&H Matters newsletter to receive monthly updates
  - Visit the ISC website to learn about the process for Continuous Improvement of Training Packages

Continuous Improvement process



## **Thank You**

**For more information,  
please visit our stand downstairs, or  
go to [www.cshisc.com.au](http://www.cshisc.com.au)**

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