

OVERVIEW

Are you currently working in the community sector and working as an NDIS provider? Are you prepared for the NDIS Quality and Safeguards Commission (NQSC)? Let us help YOU get over the line!

If you are passionate about working with people with Disabilities but a little shaky on quality frameworks and systems, we have a course that just might help! The Diploma of Community Services (Quality Management) is all about having the systems in place to meet the NQSC requirements. Not only do you get the Diploma of Community Services, but you get a Statement of Attainment from the Diploma of Leadership & Management as well.



COURSE ELIGIBILITY

To be eligible for a Skilled Capital funded position, the student must be an existing worker in the Community Services sector, an Australian citizen, permanent resident, or eligible visa holder, over 18 years of age and not enrolled in secondary school/college.

COURSE COSTS

Skilled Capital Eligible \$1,800

Fee-for-service \$4,000

If you are interested in this wonderful opportunity please visit our website www.train4life.com.au and go to the enrolment page to register your interest and one of our team will be in contact to take you through the enrolment process.

DURATION

This course is made up of 6 classes spread over 6 months. Classes are on a Thursdays from 9:30 – 3:30. First Class commences **15 August 2019**. It is imperative that you attend all the face-to-face classes.

SKILLS AND KNOWLEDGE

After completing this course, you will have the skills, knowledge and confidence to:

- Manage HR Frameworks
- Manage Legal frameworks
- Write, implement and review policies & processes
- Produce evidence of compliance
- Set up and implement a continuous improvement system

QUALIFICATION

This unique combination of units of competency has been designed to get you Commission ready. On successful completion of the course you will receive

CHC52015 Diploma of Community Services (Quality Management)

Statement of Attainment BSB51918 Diploma of Leadership & Management

Train4Life undertake this qualification using a unique system of narrative learning, using real life industry stories, addressing industry trends, and understanding and applying industry resources.



NATIONALLY RECOGNISED
TRAINING

This course a Skilled Capital funded Course. Skilled Capital is an ACT government training initiative, funded by the ACT and Australian Governments

DELIVERY OVERVIEW

Train4Life use a blended delivery approach combining trainer led classroom-based delivery and self-paced learning (We recommend 6 -8 hours per week). Students are required to attend all 6 face-to-face classes on the below listed dates. All classes are held on the 3rd Thursday of the Month at the Train4Life offices located at the Florey Shops.

CLASS	TIME	DATE
Quality Systems	9:30am – 3:30pm	15/08/2019
Service Provision	9:30am – 3:30pm	19/09/2019
HR systems	9:30am – 3:30pm	17/10/2019
Performance management	9:30am – 3:30pm	21/11/2019
Legal Frameworks	9:30am – 3:30pm	19/12/2019
Continuous Improvement	9:30am – 3:30pm	16/01/2020

RECOGNITION

Train4Life recognises that knowledge, skills and competencies can be gained in a variety of ways including formal education, training, workplace experience or general life experience. Therefore, Train4Life offers every student the opportunity to apply for recognition. When called into the initial interview students will be offered the opportunity to apply for recognition.

RESUBMISSION AND EXTENSION FEES

Train4Life does not charge module resubmission or assessment extension fees for the first request, however, should subsequent resubmissions or extensions requests occur a fee of \$15 per module will apply.

FEES AND REFUND

Train4Life is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, student services and training and assessment services.

Train4Life offers a payment plan, for all those not on a payment plan you required to pay 25% up front.

The following **refund policy** will apply:

- Learners, who give notice to cancel their enrolment 10 business days or more prior to the commencement of a program, will be entitled to a full refund of fees paid.
- Learners who give notice to cancel their enrolment 9 business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Train4Life is required to cover the costs of staff and resources which will have already been committed based on the learner's initial intention to undertake the training.
- Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees of any fees paid in advance. An exception to this policy is where Train4Life fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

UNITS OF COMPETENCY

The following units of competency are delivered as part of the **CHC52015 Diploma of Community Services (Quality Management)** at Train4Life:

- CHCCCS007 Develop and implement service programs
- CHCCOM003 Develop workplace communication strategies
- CHCDEV002 Analyse impacts of sociological factors on clients in community work and services
- CHCDIV003 Manage and promote diversity
- CHCLEG003 Manage legal and ethical compliance
- CHCMGT005 Facilitate workplace debriefing and support processes
- CHCPRP003 Reflect on and improve own professional practice
- HLTWHS004 Manage work health and safety
- CHCINM001 Meet statutory and organisation information requirements
- CHCMGT001 Develop, implement and review quality framework
- BSBMGT502 Manage people performance
- CHCCOM004 Present information to stakeholder groups
- CHCPRP004 Promote and represent the service
- BSBWOR502 Lead and manage team effectiveness
- BSBMGT516 Facilitate continuous improvement
- BSBHRM506 Manage recruitment selection and induction processes

UNITS OF COMPETENCY

The following units of competency are delivered as part of the **BSB51918 Diploma of Leadership & Management** at Train4Life:

- BSBWOR502 Lead and manage team effectiveness
- BSBLDR511 Develop and use emotional intelligence
- BSBLDR502 Lead and manage effective workplace relationships
- BSBLDR504 Implement diversity in the workplace
- BSBLDR513 Communicate with influence
- BSBRISK501 Manage risk
- BSBWHS501 Ensure a safe workplace
- BSBHRM512 Develop and manage performance management processes