

"There are no secrets to success.
It is the result of preparation, hard
work, and learning from failure."

Colin Powell



CHARLES TELFAIR
I N S T I T U T E



Government of **Western Australia**
South Metropolitan **TAFE**

DIPLOMA IN COMMUNITY SERVICES

WHAT IS IT?

This diploma course is designed to build on the skills and knowledge gained at Certificate III and reflects a more advanced level of study.

The course covers advanced communication skills, particularly in relation to interviewing and counseling

clients as well as skills in consultation, conducting case work, community development, case management, sociology, policy and research.

You will also learn about management of finances, work safety and the work environment.

WHY A DIPLOMA IN COMMUNITY SERVICES AT CTI?

- ✓ **Experience:** CTI's has successfully run this course over the past years and has received acknowledgement from the industry for the contribution to enhance the quality of services.
- ✓ **Innovation:** There is a strong focus on the needs of industry to respond to the needs of the community in a society where more and more emphasis is placed on community services.
- ✓ **Strong practical focus:** The School's state-of-the-art facilities and close link with industry provide students with the necessary resources to be at the forefront of industry requirements.
- ✓ **Employability Advantage:** This course helps students develop a comprehensive and unique understanding of industry requirements in the arena of community services and social work practices.
- ✓ **Industry Network:** Guest speakers from industry and work placement are a key feature of the course; students acquire hands-on experience.

ENTRY REQUIREMENTS

Certificate III in Community Services Work or any alternative qualification and/or work experience acceptable to South Metropolitan TAFE

CAREER POSSIBILITIES

/ Community development services
/ Client service provision

/ Non Governmental Organisations
/ Counselling services

COURSE STRUCTURE

| 18 Study Units | |
|----------------|---|
| HLTWH004 | Manage work health and safety |
| CHCDEV002 | Analyse impacts of sociological factors on clients in community work and services |
| CHCCOM003 | Develop workplace communication strategies |
| CHCDIV003 | Manage and promote diversity |
| CHCLEG003 | Manage legal and ethical compliance |
| CHCCCS007 | Develop and implement service programs |
| CHCDEV003 | Analyse client information for service planning and delivery |
| CHCCSM005 | Develop, facilitate and review all aspects of case management |
| | Community & Health Work Placement Tutorial A |
| CHCADV002 | Provide advocacy and representation services |
| CHCADV005 | Provide systems advocacy services |
| CHCPOL003 | Research and apply evidence to practice |
| CHCPOL002 | Develop and implement policy |
| CHCMGT005 | Facilitate workplace debriefing and support processes |
| CHCPRP003 | Reflect on and improve own professional practice |
| CHCPRP001 | Develop and maintain networks and collaborative partnerships |
| CHCINM002 | Meet community information needs |
| | Community & Health Work Placement Tutorial B |
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Disclaimer: Please note that CTI/South Metropolitan TAFE reserves the right to change the content and/method of assessment, to change or alter tuition fees of any unit of study, to withdraw any unit of study which it offers, to impose limitations on enrolment in any unit or program and/or to vary arrangements for any programme.

DELIVERY PLAN

Duration:

The programme is run over 2 semester (12 months)

Starting Dates:

Two intakes per year -
February & August

APPLICATION PROCEDURES

- / Students must complete the prescribed application forms available at our Future Student Centre or at www.telfair.ac.mu and should submit relevant copies of the following documents:
- / Copies of educational qualifications
- / Two passport-size photographs
- / Copy of National Identity Card or Birth Certificate

(The originals of all the above documents for certification purposes are needed.)

APPLICATION DEADLINE

It is recommended to register at least 5 weeks before the start date of Programme.

Please call us on 4016511 or email us on marketing@telfair.ac.mu

FOR MORE INFORMATION, PLEASE CONTACT THE FUTURE STUDENTS CENTRE



marketing@telfair.ac.mu



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www.telfair.ac.mu



Charles Telfair Institute