



Diploma of Community Services (Financial Counselling) CHC51002

Information for prospective students

The Diploma of Community Services (Financial Counselling) CHC51002 applies to financial counselling, which is a specialist service assisting people faced with debt and other financial issues.

Financial counselling requires specialist knowledge, and paralegal skills and competencies, especially in regard to credit and debt issues affecting clients and their rights and obligations.

Relationships Australia (SA) has packaged the Diploma of Community Services (Financial Counselling) CHC51002 with a specific focus on the particular skills and knowledge required by financial counsellors to respond to clients' financial issues as a result of their involvement in harmful levels of gambling. This includes understanding the indicators, definitions and theories of gambling and problem gambling, understanding and analysing a range of therapeutic interventions, the gambling and gambling help sector and the social, economic and psychological impact of gambling.

Financial counselling within the context of participation in harmful levels of gambling is the focus of this program. This is reflected by the inclusion of three units of competence surplus to requirements, which:

- Introduces participants to the values, services and approaches applied within the gambling and gambling help sectors
- Develops client assessment skills, case planning and referral options
- Develops skills and knowledge to respond to a complex range of issues associated with problem gambling including working with families, friends and significant others.

In consultation with Gambling Help Services' Financial Counsellors, this focus was seen as essential in order to respond to the complex issues of financial counselling within the context of problem gambling.

Units of competency

This nationally recognised training is made up of 15 units of competency. There are 11 compulsory and 4 elective units of competency.

The units of competency covered within this program are:

- BSBCMN205A - Use business technology
- CHCAD1C – Advocate for clients
- CHCAD3A – Undertake systems advocacy
- CHCAD4A – Provide advocacy and representation (elective)
- CHCCOM3C – Utilise specialist communication skills to build strong relationships
- CHCCS402A – Respond holistically to client issues (elective)
- CHCCSL601A – Work within a structured counselling relationship process
- CHCCSL602A – Facilitate the counselling relationship
- CHCCSL603A – Provide support for clients implementing a course of action
- CHCCSL604A – Reflect and improve upon counselling skills
- CHCFIN1A – Provide information and support to assist clients to manage personal household finances
- CHCFIN2A – Determine client needs in respect to financial issues
- CHCINF5B – Meet statutory and organisational information requirements (elective)
- CHCNET4A – Work with other services
- CHCOHS301A – Participate in workplace safety procedures.

The units of competency in this learning and assessment program have been clustered to reflect core work activities (see table below) undertaken by financial counsellors working with people engaged in harmful levels of gambling.

<i>Core work activity</i>	<i>Counselling skills and knowledge</i>	<i>Advocacy</i>	<i>Financial counselling knowledge and skills</i>
<i>Competencies</i>	CHCCOM3C CHCCSL601A CHCCSL602A CHCCSL604A CHCOHS301A CHCCS402A	CHCAD1C CHCAD3A CHCAD4A CHCNET4A	CHCCSL603A CHCFIN1A CHCFIN2A CHCINF5B BSBCMN205A

Program delivery

This learning and assessment program is delivered both on- and off-the-job and combines face to face trainer-led theory classes, practical sessions, skill development exercises, small group work, and individual activities and supervised on- and off-the-job learning.

For each work activity cluster participants will be provided with materials to support learning including reference and assessment materials.

Presenters with specific expertise in the industry or area, and who have vocational competence, will be involved in the delivery and assessment.

Program schedule 2008

All sessions will be conducted at Relationships Australia (SA), in the training rooms at the Western office at Hindmarsh, from 9.30 am – 5.00 pm each day.

Financial counselling knowledge and skills:

- February 6, 13, 20, 27
- March 5, 12, 19, 26
- April 29

Counselling skills and knowledge:

- June 10, 17, 24
- July 1, 8

Advocacy:

- July 29
- August 5, 12, 19, 26

Each work activity is designed to be delivered as a discrete program allowing for multiple entry and exit points.

Assessment information

This program will use a variety of assessment methods to gather evidence of participants' competence and will include:

- Classroom simulation
- Presentations
- Portfolios
- On-the-job assessment and supervision
- Oral questioning
- Demonstration
- Case study
- Interview
- Problem solving
- Recognition of Current Competence.

Costing

For participation in the classroom and assessment program \$2,250

For participation in individual work activity clusters:

- Financial counselling knowledge and skills \$1,100
- Counselling skills and knowledge \$750
- Advocacy \$750

Recognition of Current Competence \$750

Further information

To find out more about the Diploma of Community Services (Financial Counselling) CHC51002, please contact:

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