

COURSE GUIDE

Diploma of Youth Work

CHC50413 Diploma of Youth Work

With a Diploma of Youth Work you will be able to make a real difference in the lives of young people. As part of your training you will learn the skills to support, assist and advocate for vulnerable youth who are struggling, in crisis, marginalised or need a bit of help to get back on track. By empowering them in their situation you will be supporting them to make decisions and realise their potential.

During your studies you will learn skills in counselling and case management, you will also learn the best ways to work with youth from a diverse range of backgrounds, as well as how to help young people with mental health issues, and how to plan programs and activities that will enrich the lives of young people.

This nationally recognised Diploma will also equip you to navigate the legal and ethical frameworks of youth work, and will give you the expertise to identify and help those at risk.

Why study this course?

- This course has been exclusively developed in consultation with current Community Service professionals.
- Throughout the Diploma of Youth Work you'll learn how to work with diverse groups of young people.
- You'll learn how to identify young people at risk and how to address legal and ethical issues. You'll also receive training in counselling and working with individuals with mental health issues.
- Graduate job-ready with a strong set of practical skills and a thorough understanding of Youth Work in Australia.
- Studying online with Open Colleges means you can fit learning around your life. There are no classrooms and no deadlines. You simply study when you want, at a pace that suits your lifestyle, and on any device that's handy (smartphone, tablet, laptop or desktop computer).

Course number

E1361

Qualification name

CHC50413 Diploma of Youth Work

Course duration

24 months

Recommended hours per week

15.0

Qualification level

Diploma

Delivery method

Online with Work Placement

Recognition

Nationally Recognised



Assessments

Case studies, Knowledge tests, Learner and Supervisor checkpoints, Multiple choice questions, Practical assessments, Short-answer questions, Work Placement Final Feedback, Workplace Logbook, Workplace portfolio, Written reports

Awarded by

Open Colleges Pty Ltd (Provider number: 90796)

About the course

The industry

According to Australian Government Job Outlook (<https://joboutlook.gov.au/Occupation?search=Career&code=4117>), the number of people working as Welfare Support Workers is expected to grow strongly over the next 5 years: from 46,700 in 2018 to 52,100 by 2023.

There are likely to be around 30,000 job openings over 5 years (that's about 6,000 a year).

Who this course is for

This course would suit those who are looking to give back to their community by making a difference to the lives of younger Australians. The Diploma of Youth Work is the preferred industry qualification and is the perfect way to improve your skills and knowledge of the Youth Services sector.

Alternatively, if you have some work or volunteer experience in the Community Services sector and want to take the next step in your career, this Diploma is a great way to formalise your experience to make your career ambitions a reality.

If you are an existing worker or have experience in the related industry, please inform our enrolment consultants during your enrolment conversation as you may be eligible to enrol as an existing worker and may be able to complete your studies faster.

Potential career outcomes

- Case Manager
- Coordinator youth and family services
- Coordinator youth services
- Program Manager
- Senior Case Worker
- Senior Youth Worker
- Youth Team Leader

What you'll learn

Learn to look after the holistic welfare of children and teenagers, including their safety, emotional health and social connectivity, with Open Colleges' CHC50413 Diploma of Youth Work.

During your course you will learn:

- How to listen to and understand young people's problems, taking into account their background and circumstances, and counsel them around the areas they are struggling with.
- The skills to interact and work with the families and guardians of children and teens, to arrive at the best possible outcomes for your young client's welfare.
- How to understand and work with a variety of cultural perspectives, and promote the health and safety of young people living in these communities.
- Key relationship and trust building skills.
- How to assess young people, respond to their needs and link them in with services that will assist them and meet their needs.
- Encourage youth participation, and help young people to connect with people and communities that will have a positive and healthy impact on their lives.
- How to respond to critical situations, and work with youth who are experiencing or are at risk of homelessness.
- Understand, work with and support young people struggling with mental health issues.

Learning materials

Your learning materials are accessed through OpenSpace. These include:

- Learning content
- Weblinks, readings and resources
- Videos and other digital resources

- News, online discussion forums and live chats.
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Academic information

Open Colleges may make changes to the course from time to time to reflect changes introduced to the relevant Training Package or other regulatory requirements.

Module 1: Introduction to the youth work sector

CHCYTH002

Work effectively with young people in the youth work context

- Apply understanding of the social, historical, economic, legal and political contexts of young people
- Apply understanding of the context of youth work
- Work within the core values and practice frameworks of youth work
- Work with understanding of the impact of values in determining the approach to working with young people

CHCYTH001

Engage respectfully with young people

- Communicate effectively with young people
 - Reflect understanding of youth cultures and subcultures and young person's own development
 - Work with the young person as the focus
 - Reflect on own practice and values
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Module 2: Legal responsibilities

HLTWH5001

Participate in workplace health and safety

- Follow safe work practices
- Implement safe work practices
- Contribute to safe work practices in the workplace
- Reflect on own safe work practices

CHCLEG003

Manage legal and ethical compliance

- Research information required for legal compliance
 - Determine ethical responsibilities
 - Develop and communicate policies and procedures
 - Monitor compliance
 - Maintain knowledge of compliance requirements
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Module 3: First aid

HLTAID003

Provide first aid

- Respond to an emergency situation
- Apply appropriate first aid procedures
- Communicate details of the incident
- Evaluate the incident and own performance

Open Colleges does not offer this Unit of Competency. You will be required to undertake the Unit of Competency with an external provider at your own cost.

Module 4: Working with youth at risk

CHCPRT001

Identify and respond to children and young people at risk

- Implement work practices which support the protection of children and young people
- Report indications of possible risk of harm
- Apply ethical and nurturing practices in work with children and young people

CHCYTH012

Manage service response to young people in crisis

- Implement a framework for preventing crisis situations
 - Support staff in responding to a crisis
 - Follow-up crisis situations
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Module 5: Diversity, social and cultural inclusion

CHCDIV001

Work with diverse people

- Reflect on own perspectives
- Appreciate diversity and inclusiveness, and their benefits
- Communicate with people from diverse backgrounds and situations
- Promote understanding across diverse groups

CHCDIV002

Promote Aboriginal and/or Torres Strait Islander cultural safety

- Identify cultural safety issues in the workplace
- Model cultural safety in own work
- Develop strategies for improved cultural safety
- Evaluate cultural safety strategies

CHCDEV002

Analyse impacts of sociological factors on clients in community work and services

- Identify social and cultural issues impacting on clients in Australian society
 - Analyse impacts of social and cultural factors on clients
 - Monitor impact of social and cultural factors on community work and services provided to clients
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Module 6: Assessment, mental health and services

CHCMHS001

Work with people with mental health issues

- Establish respectful relationships with people with mental health issues
- Determine the needs of people with mental health issues
- Work with people with mental health issues to meet aspirations and needs

CHCYTH010

Provide services for young people appropriate to their needs and circumstances

- Identify and address immediate needs and circumstances of young people
- Explore and clarify issues facing the young person and the nature of support sought
- Facilitate goal setting and action planning
- Provide targeted assistance and referral

- Act as an advocate on request

CHCCS004

Assess co-existing needs

- Prepare for assessment
 - Analyse the person's needs using a collaborative approach
 - Determine appropriate services
 - Complete reporting
 - Evaluate assessment and referral processes
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Module 7: Service provision

CHCGRP002

Plan and conduct group activities

- Plan group activities and resources
- Coordinate group planning processes
- Manage group processes and conflict
- Evaluate group activities

CHCCSM005

Develop, facilitate and review all aspects of case management

- Determine appropriate response to case management in accordance with organisation and legislative requirements
- Conduct case management meetings
- Develop an appropriate case management plan
- Monitor and review case work activities and processes

CHCCSL001

Establish and confirm the counselling relationship

- Use a structured approach to counselling
 - Establish the nature of the helping relationship
 - Confirm the helping relationship
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Module 8: Collective action and service programs

CHCCS007

Develop and implement service programs

- Engage consumers in the analysis of service needs
- Develop programs
- Implement and monitor programs
- Evaluate programs

CHCYTH009

Support youth programs

- Identify the program required
- Prepare program plan
- Deliver program
- Monitor and evaluate program

CHCYTH008

Support young people to take collective action

- Encourage and support young people to develop and use networks
- Support young people to come together to plan collective action
- Support young people to identify and form alliances with key stakeholders

- Support young people to implement their strategies or action plans
 - Assist young people to monitor and evaluate strategies
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Module 9: Developing networks

CHCCOM003

Develop workplace communication strategies

- Develop communication strategies
- Establish communication protocols
- Promote the use of communication strategies
- Review communication practices

CHCPRP001

Develop and maintain networks and collaborative partnerships

- Identify networking and collaboration needs and opportunities
 - Develop collaboration strategies
 - Work collaboratively
 - Represent the organisation
 - Maintain and enhance networks and collaborative partnerships
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Module 10: Work Placement

Structured Workplace Learning

Assessment details

- Case studies
- Knowledge tests
- Learner and Supervisor checkpoints
- Multiple choice questions
- Practical assessments
- Short-answer questions
- Work Placement Final Feedback
- Workplace Logbook
- Workplace portfolio
- Written reports

Recognition of Prior Learning

We understand that you may already have many skills and areas of expertise that you have obtained in different ways and these are recognised through our Recognition of Prior Learning (RPL) process.

Open Colleges has developed an RPL application kit for this course.

The Student Handbook, available in the Key Student Information section of our website, provides more information about our RPL process. Alternatively, you can contact an Enrolment Consultant to discuss your RPL options.

Course duration

The duration for the course is 24 months. As a self-paced online course, the time it will take you to complete is flexible and dependent on ability and time available.

Qualification awarded

Upon successful completion of this course you will receive a nationally recognised CHC50413 Diploma of Youth Work from Open Colleges Pty Ltd (Provider number: 90796).

Work placement

What is a work placement?

A work placement is the part of your course where you learn and are assessed in a place of work related to your course which has been approved by Open Colleges.

At your work placement, you'll get practical, hands on experience under the guidance of your supervisor. Your supervisor will be someone with involvement in industry, who can mentor you during your placement.

What are the benefits?

- By undertaking a work placement you'll get a chance to put the knowledge you've learned on your course into practice.
- You'll also develop practical, on-the-job skills and could make contacts that could help you find a job once you graduate.
- Work placement is often the most rewarding part of a student's course. Working face-to-face with clients and colleagues in your chosen field makes a huge difference to your career confidence.

How do I find a work placement?

You'll need to find a work placement yourself and ensure it's approved by Open Colleges. When looking for a suitable work placement host organisation, have a think about the following:

- Are you already working or volunteering in the industry your course is related to? You could potentially do your work placement at your current place of work or have contacts that could recommend a suitable work place. Ask around!
- If you're entering a new industry, do some research and start thinking about organisations you could approach. We have plenty of resources available to help with approaching and finding a suitable work placement organisation.

Work placement hours

A minimum of 160 hours of structured workplace learning hours are required to complete the course.

It is recommended that learners commence their work placement after successfully completing the theory components within Modules 1 to 9. This ensures that learners develop a good foundation of knowledge prior to entering the workplace.

Workplaces suitable to undertake your placement include (but are not limited to):

- Community youth services
- Health promotion and education services
- Juvenile justice facilities
- Local government youth services and programs
- Out of home youth facilities
- Police Citizen Youth Clubs
- Youth drop-in centres

Host organisation

Your work placement will need to be supervised by a qualified staff member. Students will often undertake work placement in their current workplace or find a workplace through their friends, family or colleagues.

There are a number of statutory checks required by workplaces, such as a Criminal Record Check and a Working With Children Check. These may vary by state. In addition, individual workplaces may impose additional requirements on students undertaking work placement. You will be responsible for the costs of any such checks or requirements.

Your work placement will need to be completed in Australia, and you will be responsible for the costs of any travel, accommodation, statutory checks or other requirements related to your work placement.

Requirements

General Requirements

There are no mandated education entry requirements for this qualification.

However, to successfully complete this course, it is recommended that students

- Be over 18 years of age
- Have language, literacy and numeracy skills that ensure the ability to read and comprehend technical terms and communicate effectively through email. These skills are equivalent to those that would be required to successfully complete year 12
- Have access to a modern computer with high-speed internet
- Basic computing skills including the ability to make a short video

Students who indicate on their enrolment form that they do not meet any of the above recommendations are contacted by the student recruitment support team for further assessment before enrolment is confirmed. Where required, this may include completing a Language Literacy and Numeracy skills assessment.

Hardware and Software Requirements

All Open Colleges courses include the following minimum computer and audio-visual requirements.

All users:

- Microsoft Office 2010 or equivalent
- Broadband internet connection
- 2GB of RAM
- 20 GB of available hard disk space
- 5400 RPM hard disk drive
- CD-ROM or DVD drive
- Adobe Reader XI or equivalent
- Printer and associated software
- Scanner and associated software
- Digital imaging software
- File compression software

Windows users:

- Microsoft Windows 7 or higher (Windows 8 recommended)
- 2 Ghz or faster processor
- Adobe Flash Player 10 or higher

Mac OS users:

- Mac OSX v10.5 or higher (Mac OSX v10.6 recommended)
- 2 Ghz or faster processor
- Adobe Flash Player 10 or higher
- DirectX 9-capable video card that runs at 1024 x 768 or higher display resolution

Skill Requirements

To successfully complete this course, learners will require basic computing skills. This includes:

- Creating, saving and editing Microsoft Office documents
- Accessing and searching the internet
- Downloading and saving documents from websites
- Uploading documents through websites
- Participating in online discussions
- Connecting digital cameras and downloading and storing images
- Compressing image files

Audio-Visual Requirements

- Learners will need access to software to view online videos and images. Software such as Adobe Reader, Windows Media Player, Windows Photo Viewer etc. are available as a free download from the internet.
- As well as access to digital video recording device and/or digital camera and associated software to save and upload video and image files to OpenSpace. Many mobile phone and smart phones include this technology.

Other Technology Requirements

- Office equipment and resources including telephone, photocopier, scanner and printer.

Physical Requirements

- Learners must have a basic level of physical fitness as the role may involve a variety of tasks that require a moderate amount of physical activity, such as providing direct assistance to clients with daily living, participating in social and recreational activities and managing a crisis.
- HLTAID003 Provide first aid requires learners to undertake Cardio-Pulmonary Resuscitation (CPR) continuously for a minimum of 2 minutes while kneeling on the floor.

Workplace Project Requirements

Most workplaces will require learners to have HLTAID003 First Aid certificate before they commence work placement.

Language, Literacy and Numeracy

Our free online assessment tool can help give you an idea of the language, literacy and numeracy skills needed to study a VET course. This tool can also help you determine your learning level and help you plan your future studies. You can access the Language, Literacy and Numeracy tool here (<http://www.opencolleges.edu.au/online-learning-assessment>).

Payment options

Pay in full

If you pay your course fees up-front in full, you'll benefit from a discount. When you pay in full, we don't have to spend extra money on administration for tasks such as payment plan processing. Instead, we get to pass this saving onto you in the form of a discount.

zipMoney Payment Plan

If you need a little more flexibility in your finances, and want to pay off your course fees over a longer period of time, we can assist by organising zipMoney to pay your course fees directly to us on your behalf, and you pay this loan back to ZipMoney over a period of agreed time with them. zipMoney provides you flexible options of selecting a 24, 36 or 48 months interest-free* payment plan (dependant on which course you are enrolling into) to suit your lifestyle, giving you more flexibility than ever before.

Payment Plan

Pay for your course in weekly or fortnightly instalments. By paying in instalments, you can schedule your payments around your regular outgoings and get ahead without breaking the bank. Open Colleges payment plans are interest-free.

Studying online with Open Colleges

Flexibility - study at your own pace

When you study online with Open Colleges you're in control.

You can choose to complete your course quickly or keep to a steady pace, and with no deadlines or schedules to stick to, fitting your learning around your everyday commitments is easy.

Everything you need to study is online so you can study wherever you like – but that doesn't mean you're on your own.

OpenSpace is our purpose-built online learning platform. It's where you'll go to access your learning materials, contact your expert trainers and assessors, upload your assessments and find all the support and motivation you need to keep going from the OC community.

Your online community

What is OpenSpace?

Open Colleges offers you a custom-designed online-learning platform called OpenSpace.

Your learning platform is the heart of your study experience. This is where you'll navigate through your course materials, contact your trainers and assessors, and connect with other online students.

What can you do in OpenSpace?

OpenSpace provides you with a secure, interactive learning environment that allows you to access a wealth of learning resources. In OpenSpace you can:

- Access all your course materials, including videos and other digital resources
- Complete the learning activities related to your course
- Get the latest news about Open Colleges and your course
- Get to know your fellow students by posting in the course forums, and find a 'Study Buddy'
- Connect with your Trainers and Assessors
- Access extensive online libraries for research
- Upload your assessments, view feedback, and access your grades

It's just like a real campus – but it's available anywhere and anytime.

How to get support

Academic support

Your experienced trainers are available in **OpenSpace** to answer any questions you may have regarding the learning materials or assessments.

Your training operations manager can also provide you with advice and support regarding the overall course.

Student support

The student support team is your one-stop service centre for all student administrative issues – including enrolment, change of contact details, OpenSpace support, assessment results and certification.

You can access the student support team in **OpenSpace** or by **email** or **phone**.

Online Community Support Officers

Your friendly in-platform support officers help students make the most out of their OpenSpace learning experience through managing the discussion forums, providing orientation and study skill webinars, and one-to-one support calls.

Peer support

As a student of Open Colleges you will join a community of over 65,000 people who are also studying online. Through OpenSpace you can connect and collaborate with others to share study tips and advice.

Our students find this is a great way to keep motivated and build lasting friendships and networks.

Work Placement Support

If your course contains work placement, the work placement support team can provide you with support, advice and resources if you encounter difficulties in securing a workplace for your work placement.

You can access the work placement support team via your trainer and assessor or the student support team.

About Open Colleges

Our history and heritage

Open Colleges has been delivering quality education for over 100 years. During this time, we have honed our unique learning model to become Australia's leader in online learning.

We've achieved this by continuously evolving our approach to meet the needs of our learners by offering flexible, accessible, affordable and supportive courses.

So far, we have helped over 700,000 people gain the skills to launch, change or take the next step in their careers.

All of us at Open Colleges put the student at the centre of everything we do, whether that's helping you find the right course, designing a new course, making improvements to our online campus or giving the support you need to reach your goals.

Commitment to quality

December 2013 saw Open Colleges Australia (the holding company of Open Colleges Pty Ltd) become part of Apollo Education Group, Inc.

Being part of Apollo gives Open Colleges access to the expertise, experience and educational resources of the University of Phoenix (USA), Institute of Professional Development (USA), BPP University (UK) and other institutions in the Apollo global network.

Our ongoing partnerships and place within the Apollo family ensure we continue to deliver a student experience that's best in class.

With Open Colleges you can:

- Study nationally recognised qualifications
 - Choose from over 100 online courses
 - Fit study around your family or work commitments
 - Enrol 365 days of the year
 - Find a payment option that works for you
 - Get academic and student support – online or over the phone
 - Join a community of thousands of like-minded students
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Get in touch

Still got a question?

Call an Enrolment Consultant on 1300 931 835 for more details about this course and the enrolment process.

It's our priority to ensure you enrol in the perfect course so an Enrolment Consultant will be in touch shortly to discuss your specific goals and what you want to achieve through studying online. They'll clearly explain the course options that would suit you best and why they would work for you and talk you through how online learning with Open Colleges works.
