



HumanAbility

CHC Case Management
Consultation Paper

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The use of *CHCCSM013 Facilitate and review case management* as a core unit in 3 diploma qualifications

Project background

CHCCSM013 Facilitate and review case management is currently a core unit of 3 CHC qualification and poses a significant barrier to students in at least 2 states from completing the required work placement, therefore inhibiting them from completing their qualification successfully. Options to address this issue will be explored.

CHCCSM013 Facilitate and review case management is currently a core unit of 3 diploma qualifications:

- *CHC50421 Diploma of Youth Work*
- *CHC50321 Diploma of Child, Youth and Family Intervention*
- *CHC50221 Diploma of Community Services*

This unit has a work placement requirement of 100 hours that is independent of any other hours required in any other unit of competency listed within each of these 3 qualifications. However, some state and territory jurisdictions have regulatory requirements that specify bachelor-level qualifications as the minimum level required to complete practical placement in a case management role autonomously. This poses a barrier to diploma level students in some states to access a work placement, which impacts their capacity to complete their diploma successfully.

This key issue was recently raised by various stakeholders through communication to HumanAbility and at a meeting facilitated by DEWR in May 2024. Similar concerns were initially raised at the time of developing these diploma qualifications, however the feedback was not incorporated into the final qualification design.

About the project

In response to this stakeholder feedback and to improve completion rates and student outcomes, this 'fast-tracked' project aims to consider the work placement requirements of *CHCCSM013 Facilitate and review case management* and conduct consultation on whether the unit should be moved to the elective banks for the 3 identified CHC diploma qualifications or replaced with a unit of competency that does not pose this barrier to students.

As all 3 CHC diploma qualifications had expiry dates occurring in 2024 for RTOs to transition from the old qualifications to the new versions, ASQA has extended the transition period for all 3 diploma qualifications to 31 July 2025 for currently enrolled students only, to allow this 'fast-tracked' project to address the identified issue.

This project is being conducted by an internal project team at HumanAbility that includes a project manager and technical writer, supported by a project coordinator. A Technical Committee has been established to review all consultation material prior to it being made public and review final documentation prior to submission to DEWR. Public consultations will be held online to discuss this key issue with key industry stakeholders, relevant government department representatives including from skills and training departments, and representatives from TAFE and private RTOs.

Proposed options

CHCCSM013 Facilitate and review case management is a core unit in 3 diplomas however students cannot complete the required work placement due to regulatory requirements in at least 2 states. Initially this project proposed one option of moving *CHCCSM013 Facilitate and review case management* to the elective bank of the 3 identified CHC diploma qualifications. Various concerns were voiced by committee members which prompted further exploration of other options to address this issue.

The public consultation provides opportunities for the public to submit feedback on the options to address the current barriers with *CHCCSM013 Facilitate and review case management* as a core unit of 3 CHC qualifications.

Option	Students in all states and territories can complete diploma	Work placement hours in diploma
Current status: Core unit in 3 diplomas	NO (barrier in 2 states)	YES
Option 1: Move <i>CHCCSM013 Facilitate and review case management</i> to elective bank	YES	NO – Dip Child, Youth and Family Intervention would have no workplace hours
Option 2: Simulation instead of work placement hours	YES	NO – Dip Child, Youth and Family Intervention would have no workplace hours
Option 3: Replace with <i>CHCCCS006 Facilitate individual service planning and delivery</i>	YES	NO – Dip Child, Youth and Family Intervention would have no workplace hours

Option 1: Move *CHCCSM013 Facilitate and review case management* to the elective bank of the 3 identified CHC diploma qualifications.

This initial option proposes the move of *CHCCSM013 Facilitate and review case management* from which it is currently a core unit to the elective banks of the 3 identified CHC diploma qualifications:

- *CHC50421 Diploma of Youth Work* - Group B: General Electives
- *CHC50321 Diploma of Child, Youth and Family Intervention* - Elective Units
- *CHC50221 Diploma of Community Services* – Group A: Case Management.

This will still allow RTOs to offer this unit if they wish to do so in states which allows students to complete case management work placement.

Option 2: Adjust the work placement hours to allow for simulation experience. This option proposes to remove the 100 hours of work placement requirements and adjust the assessment conditions to allow for skills to be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Job market research was conducted to explore options 2 and 3 that could address this issue which would not impact employability of graduates in the sector or present other negative impacts. Research indicated that minimum qualification requirements for case management roles varied across Australia, with some states requiring a bachelor's degree in community services, human services, social work, or related fields. Other states identified that a tertiary-level qualification is desirable and that a relevant diploma-level qualification is recognised. Most required or recommended experience for case management roles include roles in community services, customer service, employment services, rehabilitation, mental health, corrections and justice services or social work placement experience in a community service organisation.

Changing the assessment conditions for *CHCCSM013 Facilitate and review case management* is unlikely to present a barrier for students being able to graduate from the course.

Option 3: Replace *CHCCSM013 Facilitate and review case management* with *CHCCCS006 Facilitate individual service planning and delivery* as a core unit in the 3 identified CHC diploma qualifications.

Replacing *CHCCSM013 Facilitate and review case management* with *CHCCCS006 Facilitate individual service planning and delivery* is another proposed option. This unit is closely aligned to the role requirements of graduates of all 3 identified diploma qualifications and does not have work placement hours, removing barriers for students in all states.

CHCCCS006 Facilitate individual service planning and delivery would be added to the list of core units, which would see the number of core units unchanged. While *CHCCSM013*

Facilitate and review case management would be placed into the elective bank for the 3 qualifications.

- *CHC50421 Diploma of Youth Work - Group B: General Electives*
- *CHC50321 Diploma of Child, Youth and Family Intervention - Elective Units*
- *CHC50221 Diploma of Community Services – Group A: Case Management.*

We would like to hear from you. Join one of our public workshops or complete our survey to share your perspectives on our project's purpose.

Your perspectives will contribute to shaping the outcomes of this project and ensuring alignment with industry needs.