



NEW ERA INSTITUTE

RTO 41543 • CRICOS 03509B



CHC52015 DIPLOMA OF COMMUNITY SERVICES

CRICOS Course Code: 108240J

VET national Code: CHC52015



QUALIFICATION DESCRIPTION

This qualification reflects the roles of community services, case management and social housing workers involved in the managing, coordinating and/or delivering of person-centred services to individuals, groups and communities. At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals. Workers may also have responsibility for the supervision of other workers and volunteers and/or case management; program coordination or the development of new business opportunities.

To achieve this qualification, you must have completed mandatory 400 hours of work placement.

More information can be found at
<https://training.gov.au/training/details/chc52015>

CAREER PATHWAYS FROM THE QUALIFICATION

Possible career paths include:

Once you complete this course, you will be qualified to work as community services worker, family support worker, client services manager, community development officer, case manager, service manager and/or program coordinator.

ANZSCO Identifier Code: 411700 – Welfare support workers

PACKAGING RULES

Total number of units = 16

• 8 core units • 8 elective units

Core Units	
CHCCS007	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

Elective Units

CHCPRP001	Develop and maintain networks and collaborative partnerships
CHCPOL003	Research and apply evidence to practice
CHCPRP004	Promote and represent the service
CHCMHS011	Assess and promote social, emotional and physical wellbeing
CHCEDU002	Plan health promotion and community intervention
CHCAGE001	Facilitate the empowerment of older people
HLTAAP001	Recognise healthy body systems
HLTWHS002	Follow safe work practices for direct client care

PREREQUISITES

There are no prerequisites for this qualification.

COURSE DURATION

104 weeks comprising of 80 scheduled tuition weeks (Including 20 weeks of work placement) and 24 weeks of holidays.

DELIVERY METHOD

20 hours per week of blended (classroom + online), 400 hours of Work Placement hours and each week of the course has approximately 5 hours of self-study time.

More details about the course structure and work placement can be found on our website www.newerainstitute.edu.au – see Courses

COURSE LOCATION

This course is delivered in our classrooms and simulated room at Suite 13 & 14, 100 George Street Windsor NSW 2756. Our facilities include classrooms with data projectors and whiteboards, a simulated aged care/community service facility, private study space and Wi-fi capability. All practical placement is conducted in approved placement facilities.

PLACEMENT ARRANGEMENTS

Students will be required to complete 400 hours of work placement.

Placements will be in a community services facility. New Era Institute (NEI) has agreements with workplaces to provide suitable placements for students. Students are encouraged to look for their work place facility to complete their practical.

Students are encouraged to look for their Workplace facilities to complete their practicals. Students who need help may contact student support.

CLASSROOM TRAINING

The course will be delivered in the classroom for theory-based learning giving students the opportunity to share ideas, discuss and explore core concepts and the practice skills before applying them in their work placement.

Training will be delivered over 20 hours per week.

Students will have access to New Era Institute facilities when they are not attending placement to conduct self-study or research and or complete assessment tasks. During training sessions students will also have access to the simulation room to learn and practice skills such as performing activities of daily living tasks for their clients, using the equipment before placement begins.

WORK PLACEMENT

Students will complete 400 hours of work placement in total. Work placement is designed to:

- Gain invaluable experience in a real work environment
- Complete and receive feedback on practical work
- Develop an understanding of workplace expectations and practices
- Observe experienced staff completing tasks
- Develop an understanding of workplace policies and procedures
- Form networks that may assist with future job opportunities

ASSESSMENT ARRANGEMENTS

Assessment will be conducted individually. Access to the e-Learning portal (Moodle) will be given to students to assist them in their learning journey. You will be provided with a Student Assessment Booklet for each unit of competency which includes:

- A full description of all assessment tasks for the unit of competency
- Assessment instructions for each unit of competency
- Assessment resources for each unit of competency
- Details about when assessment will occur
- Details about assessment submission

There are a variety of assessment methods used for this qualification including:

- Written questions and tests
- Practical demonstrations
- Role play/simulation
- Case studies
- Logbook and Third-Party Reports

Students are required to have their own reliable electronic devices (e.g. iPad, laptop, notebook or desktop computer) with MS office package installed (e.g. Word, Excel and PowerPoint) and broadband internet connection to study and complete this course. Students who need help and more information may contact student support.

Computer lab is accessible during business hours to all students with a free Wi-Fi at New Era Institute campus. Printing and scanning facilities are also available using NEI student card.

COURSE CREDIT

New Era Institute can grant you credit towards your course for units of competency that you have already completed with another RTO or authorised issuing organisation. There is no charge to apply for Credit. To apply, fill in the Credit Application Form and submit it as part of your enrolment.

*Please refer to your Student Handbook for more information on Course Credit.

RECOGNITION OF PRIOR LEARNING [RPL]

Recognition of Prior Learning [RPL] is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

*Please refer to your student Handbook or more information on RPL.

EXIT POINT

Students who did not complete this course may receive an academic record (statement of attainment SOA).

EDUCATION PATHWAY

Students who complete this course may wish to continue their education into courses such as CHC62015 Advanced Diploma of Community Sector Management or higher education qualification in community services..

FEES AND CHARGES

Contact New Era Institute to find out about our latest offers and special packages.

Fees are in Australian dollar. All scheduled payments are required to be paid on its due dates as stated on the issued letter of offer in order to maintain a valid enrolment.

PAYMENT METHOD

- Online www.newerainstitute.edu.au by credit card

(A processing fee of 1.75% applies)

- By Electronic Fund Transfer (Preferred) or direct bank deposit to the nominated bank account stated on the student's Letter of offer.

HOW TO APPLY

If you would like to enrol into the CHC43015 - Certificate IV in Ageing Support, please complete the enrolment form (available on our website or email your request). You may contact our office on +61 2 89 646 457 or via email admissions@newerainstitute.edu.au

ENROLMENT

This course is available to international students who are able to provide the requirements stated on the enrolment form:

MINIMUM REQUIREMENTS:

- Are over the age of 18
- a valid IELTS score of 5.5 or equivalent (refer to www.homeaffairs.gov.au/trav/stud/more/student-visa-english-language-requirements)
- Have completed Year 12 or an equivalent secondary schooling level of a Higher School Certificate or can demonstrate suitable work or life experience
- A valid passport
- have successfully completed their Year 12 or equivalent in English Language
- Certified copies of Academic Transcripts and Certificates
- Physically fit to complete mandatory work placement hours

ADDITIONAL WORK PLACEMENT REQUIREMENTS:

- Possess a Police check (which is required for placement) using the link <https://www.afp.gov.au/what-we-do/services/criminal-records/national-police-checks>
- Have a reasonable level of fitness to complete manual and physically demanding tasks, such as bending, lifting and standing for long periods of time.
- Updated Vaccination/immunisation Records (influenza and COVID-19 Vaccines)
- Working with Children Check using link <https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>

Please refer to the International Student Handbook on www.newerainstitute.edu.au

for information on your rights and responsibilities and services provided by New Era Institute.

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