



NEW ERA INSTITUTE

RTO 41543 • CRICOS 03509B



CHC52021 DIPLOMA OF COMMUNITY SERVICES

CRICOS Course Code: 112235E

VET national Code: CHC52021



QUALIFICATION DESCRIPTION

This qualification reflects the role of community services workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities.

At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management.

Workers support people to make change in their lives to improve personal and social wellbeing and may also have responsibility for the supervision of other workers and volunteers. They may also undertake case management and program coordination.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

EDUCATION AND CAREER PATHWAY:

Potential employment options are in a range of community services management roles.

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

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.

COURSE STRUCTURE

CHC52021 Diploma of Community Services is nationally recognised qualification.

The packaging rules consist of 20 units (12 core units and 8 electives) – More information can be found in this link

<https://training.gov.au/Training/Details/CHC52021>

Units of Competency

| Core Units | |
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| CHCCS004 | Assess co-existing needs |
| CHCCS007 | Develop and implement service programs |
| CHCCS019 | Recognise and respond to crisis situations |

Core Units

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| CHCCSM013 | Facilitate and review case management |
| CHCDEV005 | Analyse impacts of sociological factors on people in community work and services |
| CHCDFV001 | Recognise and respond appropriately to domestic and family violence |
| CHCDIV001 | Work with diverse people |
| CHCDIV002 | Promote Aboriginal and/or Torres Strait Islander cultural safety |
| CHCLEG003 | Manage legal and ethical compliance |
| CHCMGT005 | Facilitate workplace debriefing and support processes |
| CHCPRP003 | Reflect on and improve own professional practice |
| HLTWHS003 | Maintain work health and safety |

Elective Units

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|-----------|--|
| CHCCSL001 | Establish and confirm the counselling relationship |
| BSBPEF401 | Manage personal health and wellbeing |
| CHCADV002 | Provide advocacy and representation services |
| CHCDEV004 | Confirm developmental status |
| CHCCS009 | Facilitate responsible behaviour |
| CHCDIV003 | Manage and promote diversity |
| CHCFAM003 | Support people to improve relationships |
| CHCMHS001 | Work with people with mental health issues |

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 at Windsor (Regional NSW) campus only.

Our facility includes a break area, classrooms with data projectors and whiteboards, private study space and free Wi-fi connection.

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.

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.

EXIT POINT

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

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

- 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

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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