COURSE OUTLINE

CHC52021 – DIPLOMA OF COMMUNITY SERVICES

1. AIMS

The CHC52021 – Diploma of Community Services course is designed to provide students with knowledge and skills which enable to them to manage, co-ordinate and/or deliver person-centred services to individuals, groups and communities and perform roles associated with community services and case management.

2. EMPLOYMENT OUTCOMES

Students completing this qualification could undertake varying roles. Job roles and titles vary across different industry sectors. Community Services team leader, case manager, family support worker, group facilitator and social welfare coordinator are occupations and job roles relevant to this qualification.

At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management. They provide direct support to individuals or groups of individuals and 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.

This qualification would appeal to people working or wanting to work in a range of community service areas. Examples are:

- Domestic Violence
- Women's Health Education
- Case Worker (Community Services)
- Outreach Officer
- Aboriginal Intake and Referral Services
- Early Intervention for Homelessness
- Peak organisation worker
- Community Education
- Welfare Support
- Court Support
- Information and Referral Services
- Personal Advisoy Services
- Health Education
- Community Legal Officers
- Welfare Rights
- Tenant Advice and Advocacy
- Family Support
- Phone Advice Services

3. OVERVIEW

This qualification reflects the role of community service managers and coordinators who design, manage and deliver person-centred services to individuals and/or groups. Managers would be required to supervise and lead other workers in projects or teams working in a range of community service, case work or case management contexts.

4. DURATION

The CHC52021 Diploma of Community Services course would usually be completed within 18 months on a full-time basis. The full-time model of training includes weekly face to face training sessions plus self-paced and on-line study*. The course also includes a Work Placement component of a minimum of 200 hours. The course can be studied on an intensive or part-time basis by domestic students. International students must study the course full-time (minimum 20 hours per week).

*Note: the college reserves the right to adjust the delivery mode if required for some or all students due to changes in government restrictions or guidelines, for example during the COVID-19 pandemic. Approval for individual students to study online must be obtained from the college. All assessment requirements must still be met.

5. COSTS 2024

APPLICATION FEE

Domestic Students	$150
International Students	$300

ACADEMIC FEES

International Students – Full time course	$18,500
Domestic Students – Full time course	$5,000
Domestic Students - Intensive/Part time	$3,500
Domestic students - Individual unit accredited	$300
Domestic students - Individual unit non-accredited	$200
Material fee (additional for full course)	$600
Material fee (additional per unit)	$35

Note: The College reserves the right to alter fees prior at the start of each academic semester.

Course fees apply to both face to face and online delivery modes.

Unity College Australia policies and procedures, including Refund Policy and Complaints and Appeals Policy, are outlined in the Unity College Australia Handbook and are available on the college website www.unity.edu.au

6. ENTRY REQUIREMENTS

Students applying to study the Diploma of Community Sevices would be expected to have undertaken prior study in Community Services or a related field of study, or have experience in the Community Services area or a related industry. Applicants also need to have the required skills to undertake study at this level e.g. completion of Year 12 or equivalent and a general command of spoken and written English to be able to meet industry standards for communication.

General requirements for entry are:

- A completed student application form
- Completion of prior study in Community Services or a related course (eg Certificate III and/or Certificate IV level) or experience in Australia in the Community Services or a related industry area

- Provide evidence of Language, literacy and numeracy (LLN) skills:
  - International Students: IELTS minimum level 6.0 in all skills (or equivalent)
  - Australian Students: advised LLN evidence may include a Year 12 Senior Secondary Certificate of Education, or competence in LLN at the Australian Core Skills Framework (ACSF) Exit Level 3, or equivalent
- Students should have basic computing skills including the ability to use a word processing package and be able to access the internet.

7. TRAINING PROCESS

Unity College Australia uses a wide variety of training methods. Actual delivery modes and training and assessment materials may be adapted as needed in order to meet the needs of individual learners or different student cohorts. This will be done in consultation with the course coordinator.

The Diploma of Community Services includes weekly face to face training sessions, supervised workshops and self-paced study, on-line study and a Work Placement component.

- Full-time delivery (suitable for international and domestic students) consisting of a minimum 20 hours per week:
  - weekly face to face classes and supervised workshops typically offered over 2 days per week (total 14 hours duration)
  - supervised/on-line self-paced study and assessment (6 hours/week)
  - Work Placement (minimum 200 hours implemented according to guidelines outlined below).
- Intensive and and part time delivery models (suitable for domestic students with prior/current work and study experience and and who demonstrate potential for completion of the course via the following delivery methods):
  - A series of intensive modules, with associated self-paced and on-line learning and work placement
  - Attendance at weekly sessions with associated self-paced and on-line learning and work placement
  - Students may select individual modules to study depending on their interest and as they are offered throughout the timeframe of the course

Work placement of a minimum of 200 hours is undertaken in local community service organisations. This will usually commence after the first 6 months of study and be implemented for the equivalent of 2 days per week. Actual implementation will depend on the organisations in which the student undertatkes their work placement. Unity College has established relationships with a number of community service organisations in the Canberra region. The student may also undertake their work placement in an organisation of their choice. This must be approved by the college and the selected organisation in order to ensure the placement meets the course requirements, including meeting the minimum hours associated with specific units in the course.

Unity College Australia adopts adult-learning principles, and all students are treated as adult learners. Participants in this program are therefore expected to take charge of their own learning process and to have the capability required to make satisfactory progress through their course. It is expected that each selected

participant will be committed to meeting the requirements of the relevant course, will attend relevant classes and activities and complete all tasks required for assessment.

It is expected that all program participants will have access to a computer. This is necessary for off-campus individual study and successful course completion. In addition, Unity College Australia's Canberra Campus has computer study rooms available for student use.

*Note: the college reserves the right to adjust the delivery mode if required for some or all students due to changes in government restrictions or guidelines, for example during the COVID-19 pandemic. Approval for individual students to study online must be obtained from the college. All assessment requirements must still be met.

8. COURSE STRUCTURE

Australia has a system of national standardisation of training for many industry areas. This system is implemented through the use of Training Packages (groups of courses) and individual units of competency within a course. All competencies studied in this course are nationally recognised competencies developed by industry and endorsed by the Australian Government. Units of Competency related to this course are listed in the table below. Graduates will be issued with a statement of competencies achieved as part of their studies.

Students are able to apply for Recognition of Prior Learning (RPL) for units of the course for which they have appropriate prior experience or training. Students are able to gain recognition via direct Credit Transfer (CT) for units of competency successfully completed at another Australian registered training organisation (RTO) and in a relevant industry area.

Note: There are limitations regarding the amount of RPL and Credit Transfer able to be granted for international students studying on a Student Visa due to the need to maintain a full-time study load.

Applications for RPL or CT must be received at least one month in advance of the unit being implemented and preferably prior to or at the commencement of the course.

Contact the college on info@unity.edu.au for more information.

In order to achieve the CHC52021 – Diploma of Community Services a minimum of 20 units (12 Core units and 8 Elective Units) must be achieved, along with the completion of at least 200 hours Work Placement. The course as implemented by UCA does not lead to any specialisation.

The table below lists the Core Units and Sample Elective Units in the course.

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Units of Competency	Code	Unit Title
	CHCCSM013*	Facilitate and review case management*
	CHCDEV005*	Analyse impacts of sociological factors on people in community work and services*
	CHCCCS007	Develop and implement service programs
	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
	CHCCCS019	Recognise and respond to crisis situations
	CHCDFV001	Recognise and respond appropriately to domestic and family violence
	CHCCCS004	Assess co-existing needs
	CHCDIV001	Work with diverse people
	HLTWHS003^	Maintain work health and safety^
Sample Electives - a minimum of eight (8) Electives must be completed to meet course requirements	HLTWHS004^	Manage work health and safety^
	CHCCSM012	Coordinate complex case requirements
	CHCCOM003	Develop workplace communication strategies
	CHCCDE024	Support community action
	CHCMHS011	Assess and promote social, emotional and physical wellbeing
	CHCMHS001	Work with people with mental health issues
	CHCAOD004	Assess needs of clients with alcohol and other drugs issues
	CHCDIV003	Manage and promote diversity

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* These units of competency each require an additional 100 hours work placement which cannot be completed concurrently with hours specified in any other unit of competency

^ These units of competency require assessment in the workplace (no specified hours)

Packaging Rules:

The above elective units of competency form a sample of units from which the training program offered by Unity College Australia will be formed. Other electives may be selected from the training package unit bank, and according to training package rules. Two units may be selected from any endorsed training package or accredited course relevant to the industry outcome. Choice of these or other electives enables the college to implement a flexible training plan based on specific needs of individual participants or organisations. All electives chosen will contribute to a valid, industry-supported vocational outcome. Electives are selected based on the needs of the course cohort and competency of the instructor.

9. ASSESSMENT OVERVIEW

Assessments for units of competency in this course include the following:

- attendance and observation of participation
- written knowledge questions, exercises, tests
- tutorial/seminar presentations
- role plays (simulated workplace activities)
- practical fieldwork placement and associated log book records and assessment tasks (for relevant units)

Competency-based assessment criteria apply to grading. Results for each unit will be recorded as:

C Competent

NYC Not Yet Competent

Students who successfully complete the following requirements will be recommended for graduation:

- Satisfactory completion of all relevant academic requirements
- Payment of all outstanding fees owing to Unity College Australia
- Return of all college resources including library books
- Maintained a satisfactory level of conduct and attendance during his/her time at College

10. PATHWAYS

Students who have successfully completed a Diploma of Community Services may also choose to study the Diploma of Leadership and Management as a complementary course for the acquisition of knowledge and skills which apply more broadly to orgnaisational leadership.

Students who have successfully completed the Diploma of Community Services may progress to the Advanced Diploma of Community Sector Management, or a higher qualification in the vocational or university education sectors such as a Bachelor of Social Sciences (note these courses are not currently

available at Unity College Australia).

The Christian Ministry and Theology (CMT) accredited courses offered by Unity College Australia also contain a number of units from the Community Services training package. Students may choose to study a CMT course, gaining credit transfer/national recognition for common units if requested.

11. LOCATION OF TRAINING

The Diploma of Community Services course is currently offered at the Canberra Campus of Unity College Australia:

Level 1 Belconnen Churches Centre
54 Benjamin Way
Belconnen ACT 2617 Australia

12. COURSE DATES

This course operates on a flexible entry basis with students able to commence at the start of each new unit.

Contact the college for more information – info@unity.edu.au; 02-6161 0050