

COURSE INFORMATION SHEET

RT0 ID: 45458

CHC52015 Diploma of Community Services



Christa College

Learning For Life

About Christa College

Christa College, a Training Organisation, has many years of experience in training and motivating students towards success in their chosen career paths. As an Training Organisation, our qualifications are Nationally Recognised and are respected nation-wide. Our mission is to pave pathways into industries, enhancing a skilled and innovative workforce.

We offer top-quality, flexible training options which includes face-to-face, Recognition of Prior Learning (RPL) and through blended online models to suit diverse lifestyles. Our trainers are experts with vast industry experience, ensuring engaging and effective learning.

With our commitment to paving pathways into industries, Christa College is your gateway to a skilled, innovative workforce and a successful career. We guide students not only through their education journey but also in securing professional licenses,

Qualification Description

This qualification reflects the roles of community services, case management and social housing workers involved in the managing, co-ordinating 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. Note that the Statutory & forensic child, youth & family welfare specialisation must be achieved in order to meet the minimum education requirements for child protection and youth justice practice in Victoria. In addition, to meet the minimum education requirements for entry into child protection practice in Victoria, diploma qualifications must be approved by the Australian Community Workers Association (ACWA) To achieve this qualification, the candidate must have completed at least 100 hours of work as detailed in the Assessment Requirements of units of competency.

Entry Requirements

Applicants must show appropriate levels of LLN to be eligible to complete this course. Applicants need a level of English language both written and verbal to accurately collect and report information.

Applicants will be guided to support LLN requirements / improvements by Assessors. Applicants complete a LLN screen during the Pre-Assessment Interview process. Applicants needing Language, Literacy and Numeracy (LLN) support are identified on application through the Pre Assessment Interview process. In most cases, LLN support can be provided.

Where only a low level of support is needed, the program manager may arrange for the student to receive extra-curricular assistance from the Assessors or other qualified staff member. Where extensive support is needed, specialised LLN classes may be set up.

Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrolment may be declined. The RTO's determined Australian Core Skills Framework (ACSF) entry levels for this course are:

Criteria	Entry Level
Learning	4—5
Reading	4—5
Writing	4—5
Oral Communication	4—5

Other Requirements:

- Over the age of 18 years
- Police record check
- Work with Children Check

Course Structure

Completion of 16 Units (Including 8 Core Units and 8 Elective Units)

Core Units:

- CHCCCS007—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

The following electives have been selected for inclusion in the assessment program. These units were chosen after consideration of the training package guidelines and industry consultation.

The units are necessary to equip Applicants with the necessary knowledge and skills to work creatively and to lead others.

- CHCCSM005 — Develop, facilitate and review all aspects of case management
- CHCDIS010 — Provide person-centered services to people with disability with complex needs
- CHCDIS008 — Facilitate community participation and social inclusion
- CHCMHS001 — Work with people with mental health issues
- BSBMGT502 — Manage people performance
- CHCCDE010 — Develop and lead community engagement strategies to enhance participation
- CHCPRT001 — Identify and respond to children and young people at risk
- BSBWOR502 — Lead and manage team effectiveness

Placement Requirements:

Students MUST complete a minimum of 100 hours in the relevant environment to be deemed fully competent in their qualification

Career Outcomes

After successfully being granted the qualification through the Course Process, the new qualified graduate may have the academic requirements to apply for roles with the following titles:

- Case worker/manager.
- Community services worker.
- Domestic and family violence worker.
- Youth worker.
- Family support worker.
- Family services coordinator.
- Program coordinator.

We do not guarantee the desired outcome after successful completion of qualification, Applicants are advised to undertake analysis of the market before deciding to start the course.

Nominal Hours

This Course CHC52015—DIPLOMA IN COMMUNITY SERVICES's nominal hours is 1400.

Fees and Charges

The cost of the DIPLOMA IN COMMUNITY SERVICES is \$2,500.00.

(No Refunds are available once the Applicant has commenced the Qualification Process)

Unique Student Identifier

Each participant enrolling in the course will need a Unique Student Identifier (USI) number to obtain their certification or qualification when studying nationally recognised Assessment in Australia. A USI gives you access to your online USI account which will help keep all your Assessment records together. Certificates and Statement of Attainment cannot be issued without

Credit Transfer

Credit transfer applies to situations where Applicants have completed unit(s) at another provider identical to those in which they plan to enrol. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer Applicants must complete the credit transfer application form and attach copies of verified documents to support the application. A reduction in tuition fees will be applied if Credit Transfer is granted. A Credit transfer will also result in reduction in duration of the course.

Student Information

Detailed student information is available within our Student Handbook www.christacollege.edu.au This Booklet contains important information about a student's rights and obligations such as their right to privacy, a safe Assessment environment and the right to complaint or appeal an assessment decision. It is important that persons applying for enrolment must have had reviewed this information first.

Complaints & Appeal Process

If student have any complaint against Christa College policies, procedure, staff, fellow Applicants, assessments, marking or learning resources, they can obtain complaint form from reception and launch their complaint formally.

For further information about the complaints and appeal process, please refer to student handbook or speak to one of our staff.

Clarification on Statutory Cooling Off Period

The standards for Registered Assessment Organisations require an RTO to inform the prospective Applicants of their right to statutory cooling off period. A statutory cooling off period of 10 days is applicable under Consumer Law to withdraw from a consumer agreement, if the agreement has been through unsolicited marketing and sales tactics. However, it may be noted that we do not engage in any aggressive marketing tactics like door to door marketing, hence Statutory cooling off period will not as such be applicable to our Applicants who have enrolled into a program. However, for refund options Applicants may refer to our refund policy available in Student Handbook.

Award

On fulfilling the requirements, an AQF Qualification in CHC52015—DIPLOMA IN COMMUNITY SERVICES will be issued to the student within 30 days of completion of the qualification and all fees have been paid.

Contact Details

Unit 5 49-55 Riverside Ave
WERRIBEE VIC 3030

www.christacollege.edu.au | info@christacollege.edu.au