CHC52015
DIPLOMA OF
COMMUNITY SERVICES

CRICOS COURSE CODE: 089593A
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DIPLOMA OF
COMMUNITY
SERVICES

Community Services Workers are employed in the not-for-profit, government and private sectors and growth is in all major cities, rural and regional areas of Australia. There are over 50 occupations that fall under the community work banner. You may work in a generalist field, however many organisations have some form of specialisation such as:

› Working with youth
› Job network
› Disability services
› Mental health services
› Drugs and alcohol treatments
› Domestic violence
› Housing
› Aboriginal issues
› Migration centres
› Settlement services

Whilst 4Life could have selected elective units to cover specialisations, our consultation with Industry recommended that we enable workers to assist clients using a strengths-based recovery model as this covers all the above sectors.

What is a strengths-based recovery model?

This approach moves the focus away from deficits of your clients and focuses on their strengths and resources. The strength-based approach allows practitioners to acknowledge that every individual has a unique set of strengths and abilities which he/she can rely on to overcome problems. It encourages clients to cultivate their interests, and identify and build their own strengths to pursue their goals.

Research shows that working in a strengths-based model rather than the traditional medical model allows clients to use their strengths for their recovery, rather than focusing on their deficits, weakness, and problems or needs as seen by others.

No matter what your reason for taking this course, we are here to help you succeed in achieving your goals.
Why select 4Life for your Diploma of Community Services?

This is a community services course that gives you the knowledge to work within this sector with confidence. We provide you with the skills that employers require in community organisations today. You will learn how to work professionally with clients and other stakeholders within a strengths-based recovery model.

We cover the basic skill sets you will find in all VET courses, and extend these using current evidence-based practices used by Case Managers and Workers within Community Services with clients every day.

Is the career path right for you?

You need to be passionate about helping others and have a desire to empower and educate clients to act on their own behalf. You will be working with people from a variety of cultural backgrounds. You will be working with clients who have complex needs, enabling them to access a variety of community services and promoting social justice.

How is the course organised?

Blended delivery model which has:

› Welfare Worker
› Youth work
› Working with carers
› Early Intervention Worker
› Program Coordinator
› Intake Officer

COURSE DETAILS

Delivery Mode

Interactive classroom-based training, including role plays, simulations and compulsory work placement.

Duration

5 terms

› 2 days per week (15 hours)
› 5 hours on-line per week

Assessment Methods

› In-class activities
› Case studies
› Short answer questions
› Simulations
› Projects
› Presentations
› Workplace observations
› Workplace activities
› Workplace logbook

Your assignments enable you to have the confidence to work with clients utilising a strengths-based recovery model.

Learning Materials

Textbooks:

› Case Management for community practice, Elizabeth Moore
› Social work practice in mental health: an introduction, Robert Bland and Ann Tullgren
› Additional readings
› Web links to articles
› DVDs and YouTubes
› Work Placement Guide
Entry Requirements

Whilst there are no pre-requisite units to gain entry into this qualification, it is recommended that potential learners have at least one qualification in the Community Services field. This will enable students to broaden existing knowledge to assist clients they currently work with or develop skills to broaden work opportunities in this sector. It may be difficult to find work with just the Diploma of Community Services without any related qualifications or Australian experience in this industry.

This course requires you to read textbooks, learner guides, articles, handouts and assessments. You require a level of English proficiency to participate in class discussions and simulations with your trainer and fellow learners.

English Language Requirements

IELTS score 5.5 or a TOEFL score of at least 550, or at least 190 in the computer-based TOEFL.

Or completion of English language test available on campus.

Age: 18 years and over

Education Requirements: Year 11 or equivalent

IT Requirements

This course requires learners to have the ability to access a reliable internet connection to access our student portal. You will need Microsoft Office or similar and be able to use basic Word and Excel programs. Our on-line portal can be accessed through computer and mobile devices.

Intake Dates

› 11th April, 2016
› 4th July, 2016
› 11th October 2016
› 9th January 2017
› 3rd April, 2017

Articulation Pathways

With successful completion, learners may decide to undertake further studies in Diploma or Advanced Diploma qualifications in the Community Services field or undertake a related Bachelor degree in Welfare Work or Social Work.

Recognition of Prior Learning (RPL)

RPL kit available on request.
Our Trainers have many years’ experience working in the business field. All have current industry experience and related qualifications. They are passionate about preparing students to work in this exciting growth industry. There will be guest trainers/speakers to share their area of expertise from different fields. Come and talk with our students and discuss the work they undertake.

4Life staff are here to help you succeed and we want nothing more than to help you graduate. Some of the ways 4Life can assist you are by:

› Providing on-going contact and personalised support.
› Making a wide range of personal and academic support available to assist you to succeed.

4Life offers a framework of positive education while you develop the skills to become an effective Community service worker. Your days will be filled with group discussions, written activities, role plays, interactive class activities and practical skill development, all expertly designed to assist you to understand the work and role of a Community Services Worker.
This course has 16 units – there are 8 core units and 8 elective units.

**Course Structure**

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<tr>
<th>ORDER OF STUDIES</th>
<th>WHAT YOU WILL LEARN</th>
<th>COMPETENCY UNIT</th>
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| **Term 1**       | Developing Community Services Framework | CHCDIV003 Manage and promote diversity  
|                   |                      | CHCMHS002 Establish a self-directed recovery relationship  
|                   |                      | CHCCSM005 Develop, facilitate and review all aspects of case management  
|                   |                      | CHCMHS001 Work with people with mental health issues |
| **Term 2**       | Understanding and empowering clients | CHCCCS003 Increase the safety of individuals at risk  
|                   |                      | CHCCCS004 Assess co-existing needs  
|                   |                      | CHCADV002 Provide advocacy and representation services |
| **Term 3**       | Clients and service provision | CHCSOH008 Manage and maintain tenancy agreements and services  
|                   |                      | CHCCOM003 Develop workplace communication strategies  
|                   |                      | CHCCCS007 Develop and implement service programs |
| **Term 4**       | You as a Community Services professional | CHCDEV002 Analyse impacts of sociological factors on clients in community work and services  
|                   |                      | CHCPRP003 Reflect on and improve own professional practice  
|                   |                      | CHCMGT005 Facilitate workplace debriefing and support processes  
|                   |                      | Work placement |
| **Term 5**       | Working in the Industry | CHCGRP002 Plan and conduct Group Activities  
|                   |                      | CHCLEG003 Manage legal and ethical compliance  
|                   |                      | HLTWHS004 Manage work health and safety  
|                   |                      | Work Placement |
Work Placement

Most units in this qualification require assessment to be undertaken in the workplace. There is a minimum of 160 compulsory hours of work placement involved in this course.

4Life will assist you to find a suitable host employer to undertake your work placement. However, many students find work placement themselves, near where they live.

Workplace assessment involves evaluation of performance of a range of practical skills under actual workplace conditions and over several occasions. Don’t be daunted by this, as you will have practiced these skills under the supervision of your trainer in our simulated environment, before undertaking your work placement.

Students currently employed in an appropriate workplace may complete their assessment requirements within their own workplace and do not need to find a host employer. However approval will need to be obtained to ensure that you have the ability to carry out all workplace assessments.

This does not allow you to increase your paid work hours beyond 40 hours per fortnight.

Workplace assessments consist of three individual parts:

a) A logbook, which requires the learner to document the hours they work including a range of practical tasks observed by their buddy or supervisor.

b) Observation by the trainer while the learner carries out a variety of tasks working with clients and or other team members.

c) Related written assessment tasks that vary from reflection to writing case notes, and understanding the organisation’s operations.

Insurance

4life College provides insurance cover for the compulsory work placement and will provide an insurance certificate to the host employer.

Additional Requirements

Prior to commencing work placement, there are a range of requirements that you may need to meet. These include:

National Criminal Record Check

8 weeks before commencing work placement you will be required to undertake a Criminal Record Check (CRC) to obtain a National Police Certificate.

Commission for Children and Young People (CCYP) Student Declaration

Learners may be required to sign a CCYP Student Declaration if working with children under the age of 18 years.

Please note that the above costs are the responsibility of the learners and not included in course fees.

Dress code on work placement:

Need to dress in smart casual - navy or black slacks/trousers - no jeans.

Shoes - enclosed shoes not runners or thongs etc.
GETTING HERE IS EASY

SYDNEY – AUSTRALIA  IN THE HEART OF SYDNEY CBD

4Life College is located at Level 2, 269 Sussex Street, Sydney, with many nearby transport options including buses and trains. In the heart of the CBD you are close to Sydney Harbour, restaurants, cafes and shops galore.

ADELAIDE – SOUTH AUSTRALIA  10 MINUTES FROM ADELAIDE CBD

4Life College is located at Suite 9, 311 Glen Osmond Road, Glenunga. Surrounded by eateries and shops, just minutes from the Adelaide city centre, there are many bus links you can access to get you here quickly and easily.