CHC52015
DIPLOMA OF
COMMUNITY SERVICES

Achieve your dreams

4Life Pty Ltd
Registered Training Organisation
National Provider Number: 40185
CRICOS Provider Code: 03222F
ABN 18 113 249 175
Email: diploma@4lifecollege.edu.au
www.4lifecollege.edu.au

In Partnership with Royal Rehab
RTO Number: 90546
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 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, problems or needs as seen by others.

Some areas where graduates may find work are:

› Case coordinator  
› Youth work  
› Working with carers  
› Early intervention worker  
› Program coordinator  
› Intake officer

No matter what your reason for taking this course, we are here to help you succeed in achieving your goals. This course is delivered in partnership with Royal Rehab National Provider No: 90546
Why select 4Life for your Diploma of Community Services?

This is a community service’s 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:

- Interactive classroom-based training
- Textbooks, video clips
- Webinars
- Guest speakers
- Compulsory work placement

Part-time students will be required to complete a practical component online and attend 2 workshops.

This includes:

- On-line tutorials
- Practical skill boosters
- Discussion forums

Learners will be required to undertake self-directed learning outside of classroom delivery.

Duration

- 18 months part-time
- 6 terms of 10 weeks
- 3 weekend workshops

Or

- 12 months full-time
- 4 terms of 12 weeks

Environment

Our average class sizes are small (20-25) which means you will get the individual attention you deserve from your trainer. You will work in an environment that encourages free discussion, exploring your ideas, whilst working in pairs, triads or groups with like-minded learners.

Assessment Methods

- In–class activities
- Case studies
- Short answer
- Research projects
- Presentations
- Role plays
- Simulations

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

English Language Requirements

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. Learners will be required to pass the 4Life Language Literacy and Numeracy test.

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.

National Criminal Check – Working with Children Check

Please note that if seeking work in the community services sector you will be required to undertake a National Criminal Record Check and if also working with children under the age of 18, a Commission for Children and Youth People Declaration.

Depending on individual State and Territory legislation it should be noted that any criminal behaviour, even if it doesn’t lead to a conviction, will be recorded on the NCC. Employers will then assess the risk posed by individuals to ensure safe environments for what are considered “vulnerable” or “special needs” populations (such as children, aged and those with disabilities).

Delivery

This course is delivered at our Sydney and Melbourne Campus.

Intake Dates

5/2/16 part-time and full-time.

How to apply

It is important that you read:
› This brochure
› Student Handbook
› VET FEE-HELP 2016 booklet and fact sheets
› Undertake LLN test
› Complete on-line enrolment form

At the completion of your application 4Life student services will conduct a telephone interview with you to answer any of your questions, discuss your individual learning needs and assess your suitability for the program.
Fees
$16,000 plus textbooks.
This qualification has the following textbooks which are compulsory:
- Case Management For Community Practice, Elizabeth Moore
- Social Work Practice In Mental Health: An Introduction, Robert Bland and Ann Tullgre

What are my Payment Options?
Your payment method will depend on the study option that you choose.

Fee for Service
Under the fee for service, you pay a deposit and choose a payment plan by direct debit either weekly, fortnightly or monthly payment plan.

4Life does not charge any additional fees if you are paying by a payment plan. However where 4life is charged bank fees for funds not being available in a student’s account, this bank fee will be included in the next invoice.

You will be suspended from the course if fees are not paid as required.

Fee Refund Policy
Please refer to the Student Handbook.

VET FEE-HELP
VET FEE-HELP is a Commonwealth Government loan scheme that helps eligible learners pay for their course fees. Under the scheme, the government pays your course fees and once you are employed you repay the loan through the tax system.
- VET FEE-HELP can be used to pay all or part of the learner’s tuition fees. This is in partnership with Royal Rehab.
- VET FEE-HELP cannot be used for additional study costs such as accommodation or textbooks.
- VET FEE-HELP allows you to study and pay later.
- Full details of VET FEE-HELP eligibility, procedures and refund processes are in our Student Handbook.
- Before applying for a VET FEE-HELP loan you must read the current version of the VET FEE-HELP Information Booklet and FAQ’s at www.studyassist.gov.au

VET FEE-HELP Census Dates
VET FEE-HELP students are required to know when their census dates are.

The census date is the most important date for you to know about! You may find this information at the end of this brochure.

The census date is:
- The last date for you to submit a request for a VET FEE-HELP assistance form to access a VET FEE-HELP loan.
   Or
- The last day to withdraw your enrolment without incurring the cost or debt for that unit.

Who is eligible for VET FEE-HELP?
You must be an Australian citizen or a permanent humanitarian visa holder who is a resident in Australia for the duration of study.
Articulation Pathways

With successful completion, students 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.

Credit Transfer

Students who have completed units from their course at another RTO will be given recognition on presentation of a verified copy of their transcript, Award or Statement of Attainment.

Please contact Student Services to discuss your RPL options or credit transfer requirements. This should be discussed at enrolment or prior to commencing the course.

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 - full-time.

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<thead>
<tr>
<th>ORDER OF STUDIES</th>
<th>WHAT YOU WILL LEARN</th>
<th>COMPETENCY UNIT</th>
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</thead>
</table>
| **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.  
CHCSOH008 Manage and maintain tenancy agreements and services. |
| **Term 3**       | Clients and service provision | CHCCOM003 Develop workplace communication strategies.  
CHCCCS007 Develop and implement service programs.  
CHCDEV002 Analyse impacts of sociological factors on clients in community work and services.  
CHCPRP003 Reflect on and improve own professional practice. |
| **Term 4**       | You as a Community Services Professional | CHCLEG003 Manage legal and ethical compliance.  
HLTWHS004 Manage work health and safety.  
CHCMGT005 Facilitate workplace debriefing and support processes.  
CHGGRP002 Plan and conduct Group Activities.  
Work placement. |
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<td><strong>Term 1</strong></td>
<td>Developing community services framework and interpersonal skills</td>
<td>CHCMHS002 Establish a self directed recovery relationship. CHCCSM005 Develop, facilitate and review all aspects of case management.</td>
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<tr>
<td><strong>Term 2</strong></td>
<td>Working with clients</td>
<td>CHCDIV003 Manage and promote diversity. CHCMHS001 Work with people with mental health issues.</td>
</tr>
<tr>
<td><strong>Term 3</strong></td>
<td>Empowering clients</td>
<td>CHCCCS003 Increase the safety of individuals at risk. CHCCCS004 Assess co-existing needs.</td>
</tr>
<tr>
<td><strong>Term 4</strong></td>
<td>Representing clients</td>
<td>CHCADV002 Provide advocacy and representation services. CHCSOH008 Manage and maintain tenancy agreements and services.</td>
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<tr>
<td><strong>Term 5</strong></td>
<td>Clients and service provision</td>
<td>CHCCOM003 Develop workplace communication strategies. CHCCCS007 Develop and implement service programs.</td>
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<tr>
<td><strong>Term 6</strong></td>
<td>Working in community services</td>
<td>CHCDEV002 Analyse impacts of sociological factors on clients in community work and services. CHCPRP003 reflect on and improve own professional.</td>
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<tr>
<td><strong>Term 7</strong></td>
<td>You as a Community Services Professional</td>
<td>CHCLEG003 Manage legal and ethical compliance. HLTWHS004 Manage work health and safety practice. CHCMGT005 Facilitate workplace debriefing and support processes.</td>
</tr>
<tr>
<td><strong>Term 8</strong></td>
<td>Working with groups</td>
<td>CHCGRP002 Plan and conduct group activities. Work placement.</td>
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</table>
**Work Placement**

Most units in this qualification require assessment to be undertaken in the workplace. There is a minimum of 160 compulsory hours of student clinic and/or 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.

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**

Prior to commencing work placement, students 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**

Before commencing work placement, students may be required to sign a CCYP Student Declaration if working with children under the age of 18 years.

**Partnership Arrangements**

4Life College partner, Royal Rehab is the Registered Training Organisation (RTO). They are required to meet the administrative, delivery, staffing, facility, marketing financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA). Also, ASQA monitors and can audit Royal Rehab to verify adherence to these standards. Royal Rehab is responsible for the issuing the Diploma qualification and Statement of Attainment for partial completion.
## Diploma of Community Services Part 1

**CHCMHS002** Establish a self-directed recovery relationship

**CHCCSM005** Develop, facilitate and review all aspects of case management

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## Diploma of Community Services Part 2

**CHCDIV003** Manage and promote diversity

**CHCMHS001** Work with people with mental health issues

**CHCCCS003** Increase the safety of individuals at risk

**CHCCCS004** Assess co-existing needs

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## CENSUS DATES
**Royal Rehab & 4Life College**

**SCHEDULE OF VET UNITS OF STUDY AND VET TUITION FEES – COURSE FEBRUARY 2016 PART-TIME**

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<td>CHCADV002 Provide advocacy and representation services</td>
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<td>CHCSOH008 Manage and maintain tenancy agreements and services</td>
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<td>CHCCOM003 Develop workplace communication strategies</td>
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<td>CHCCS007 Develop and implement service programs</td>
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COURSE NAME: CHC52015 Diploma of Community Services

DELIVERY MODE: Face-to-face and on-line
## CENSUS DATES

### Royal Rehab & 4Life College

**SCHEDULE OF VET UNITS OF STUDY AND VET TUITION FEES – COURSE FEBRUARY 2016**

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<td>CHCDEV002 Analyse impacts of sociological factors on clients in community work and services</td>
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| Total | 1.00 | $18,000 | $14,400 |
### Royal Rehab & 4Life College

**SCHEDULE OF VET UNITS OF STUDY AND VET TUITION FEES – COURSE APRIL 2016 FULL-TIME**

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<td>Diploma of Community Services Part 1</td>
<td>CHCDIV003 Manage and promote diversity</td>
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<td>CHCMHS001 Work with people with mental health issues</td>
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<td>CHCCCS003 Increase the safety of individuals at risk</td>
<td>CHCCC5004 Assess co-existing needs</td>
<td>CHCADV002 Provide advocacy and representation services</td>
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**COURSE NAME:**
CHC52015 Diploma of Community Services

**DELIVERY MODE:**
Face-to-face and on-line

**COURSE APRIL 2016 FULL-TIME**

Total Equivalent Full-time Study Load: 1.00

Total VET Tuition Fee: $16,000

Total Recognition of Prior Learning (RPL): $14,400
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# Schedule of VET Units of Study and VET Tuition Fees – Course July 2016 Full-Time

## Diploma of Community Services

### Part 3
- **CHCCOM003** Develop workplace communication strategies
- **CHCCCS007** Develop and implement service programs
- **CHCDEV002** Analyse impacts of sociological factors on clients in community work and services
- **CHCPRP003** Reflect on and improve own professional practice

<table>
<thead>
<tr>
<th>VET Unit of Study</th>
<th>Unit of Study Code</th>
<th>Commencement Date</th>
<th>Census Date</th>
<th>Completion Date</th>
<th>Equivalent Full-time Study Load</th>
<th>VET Tuition Fee</th>
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### Part 4
- **CHCLEG003** Manage legal and ethical compliance
- **HLTWHS004** Manage work health and safety
- **CHCMGT005** Facilitate workplace debriefing and support processes
- **CHCGRP002** Plan and conduct Group Activities (Work Placement)

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<tr>
<th>VET Unit of Study</th>
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1.00 $16,000 $14,400

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**COURSE NAME:**
CHC52015 Diploma of Community Services

**DELIVERY MODE:**
Face-to-face and on-line
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.

MELBOURNE – AUSTRALIA  IN THE HEART OF MELBOURNE CBD

4Life College is located at 3, 45 Exhibition Street, Melbourne, in the heart of the CBD with many nearby transport options including buses and trams.

4Life Pty Ltd
Registered Training Organisation
National Provider Number: 40185
CRICOS Provider Code: 03222F
Telephone: 1300 245 433
Facsimile: +61 8 8338 6983
Email: diploma@4lifecollege.edu.au

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