

**Australian Federation College**

RTO Code: 45616 | CRICOS Provider No.: 03854G



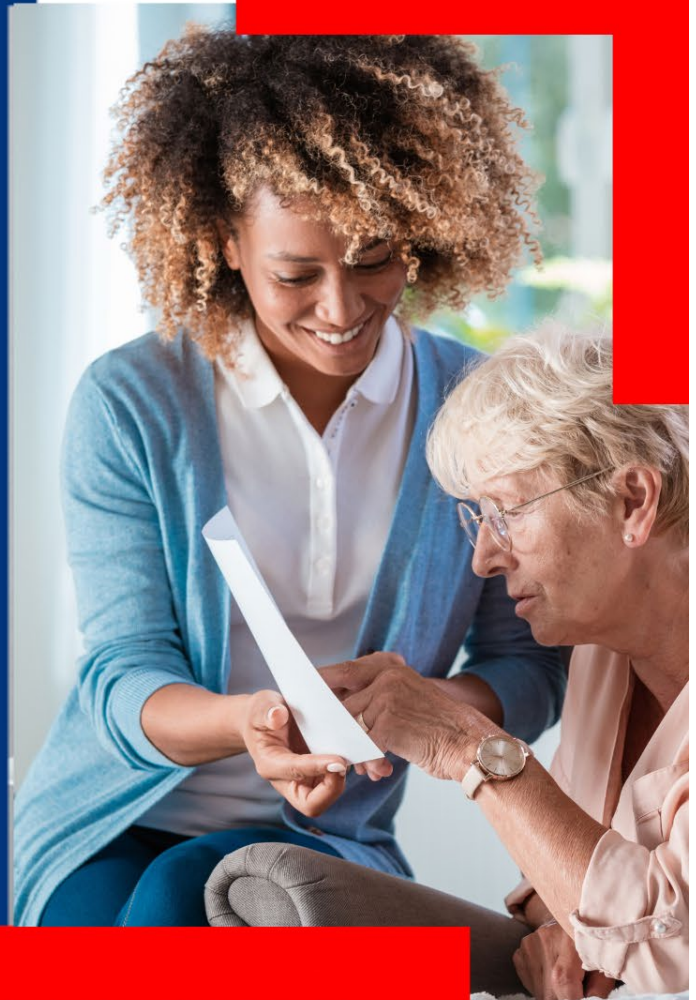
**Australian  
Federation  
College**



CHC52021

# **DIPLOMA OF COMMUNITY SERVICES**

CRICOS Course Code: 117231B



## **COURSE BROCHURE**

## About this Course Brochure

This brochure provides all the information international students need to know about enrolling into CHC52021 Diploma of Community Services.

The latest release of the qualification and packaging rules can be found at the following link:

<https://training.gov.au/training/details/CHC52021>

## Course Overview

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.

### Course Location and Delivery Mode

This course is delivered via classroom based training and assessment at Level 1, 126 Charles Street, Launceston TAS 7250 and Level 5, 250 Collins St, Melbourne, Victoria 3000, Australia.

Students must complete at least 200 hours of volunteer work placement (vocational placement) in a health/community care and/or simulation facility. Students must organise their travelling arrangement for their placement.

Weekly scheduled face-to-face class hours for attendance at Australian Federation College is 20 hours.

### Target Group for the Course

Australian Federation College welcomes all international students who meet our entry requirements. Typically, you are an international student who is:

- Seeking to pursue a career in the community services sector.
- Seeking to enter a new industry sector.
- Seeking a pathway to higher-level qualifications.

## Potential Education/Career Outcomes

After achieving this qualification, students may progress to higher level qualifications within and/or across the CHC sector including CHC62015 Advanced Diploma of Community Sector Management or a range of other vocational and/or higher qualifications.

Job roles and titles vary across different industry sectors. Potential employment options include:

- Community Team Leader
- Volunteer Coordinator
- Care Worker/Team Leader
- Assistant Community Services Worker
- Community Services Worker/Coordinator
- Welfare Support Worker
- Case Worker/Coordinator/Manager



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## Entry Requirements

Australian Federation College has the following entry requirements. You must:

- Be at least 18 years of age at commencement of course;
- Have completed Australian year 12 or equivalent or successfully completed AQF Certificate IV qualification or above;
- Participate in a course entry interview to determine suitability for the course and student needs;
- Meet Australian student visa subclass 500 requirements; and
- Have an IELTS\* score of 6.0 (test results must be no more than 2 years old).

English language competence can also be demonstrated through documented evidence of any of the following:

- Educated for at least 5 years in an English-speaking country where the medium of instructions was in English; or
- Completed at least a Certificate IV level course in an Australian RTO within the last 2 years.



*\*Note that other English language tests such as PTE and TOEFL can be accepted. Students are required to provide their results so that Australian Federation College can confirm they are equivalent to IELTS 5.5. Refer to ECT for further guide.*

#### Requirements Prior Commencement of the Work Placement:

- Valid and satisfactory police clearance certificate;
- A valid and satisfactory working with vulnerable people check; and/or
- Any other mandatory placement facility requirements (e.g. vaccinations, first-aid, CPR and/or medical clearance).

*These will be communicated to the student prior commence of their placement and must be arranged by the student at their own costs.*

### Course Duration and Timetabling

This course is delivered over 78 weeks comprising of 54 academic weeks and 24 weeks of holidays.



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#### Sample Timetable:

Shift 1:

Monday: 8:15 am - 12:30 pm

Tuesday and Wednesday: 8:15 am - 5.00 pm

Shift 2:

Wednesday: 12:45 pm - 5:00 pm

Thursday and Friday: 8:15 am - 5.00 pm

Students will be advised of the timing prior commencement of their term.

### Units Included in the Course

The CHC52021 Diploma of Community Services requires the successful completion of twelve (12) core units and eight (8) elective units.

Electives for this qualification have been chosen by Australian Federation College to ensure that students achieve a broad range of skills and knowledge in community services sector.

**Units included in this course are:**

<b>Code</b>	<b>Title</b>	<b>Core or Elective</b>
<b>CHCCCS004</b>	<b>Assess co-existing needs</b>	<b>CORE</b>
<b>CHCCCS007</b>	<b>Develop and implement service programs</b>	<b>CORE</b>
<b>CHCCCS019</b>	<b>Recognise and respond to crisis situations</b>	<b>CORE</b>
<b>CHCCSM013</b>	<b>Facilitate and review case management</b>	<b>CORE</b>
<b>CHCDEV005</b>	<b>Analyse impacts of sociological factors on people in community work and services*</b>	<b>CORE</b>
<b>CHCDFV001</b>	<b>Recognise and respond appropriately to domestic and family violence</b>	<b>CORE</b>
<b>CHCDIV001</b>	<b>Work with diverse people</b>	<b>CORE</b>
<b>CHCDIV002</b>	<b>Promote Aboriginal and/or Torres Strait Islander cultural safety</b>	<b>CORE</b>
<b>CHCLEG003</b>	<b>Manage legal and ethical compliance</b>	<b>CORE</b>
<b>CHCMGT005</b>	<b>Facilitate workplace debriefing and support processes</b>	<b>CORE</b>
<b>CHCPRP003</b>	<b>Reflect on and improve own professional practice</b>	<b>CORE</b>
<b>HLTWHS003</b>	<b>Maintain work health and safety</b>	<b>CORE</b>
<b>CHCCOM003</b>	<b>Develop workplace communication strategies</b>	<b>ELECTIVE</b>
<b>CHCPRP001</b>	<b>Develop and maintain networks and collaborative partnerships</b>	<b>ELECTIVE</b>
<b>CHCCOM004</b>	<b>Present information to stakeholder groups</b>	<b>ELECTIVE</b>
<b>CHCMHS008</b>	<b>Promote and facilitate self-advocacy</b>	<b>ELECTIVE</b>
<b>CHCDIS017</b>	<b>Facilitate community participation and social inclusion</b>	<b>ELECTIVE</b>
<b>CHCDIV003</b>	<b>Manage and promote diversity</b>	<b>ELECTIVE</b>
<b>BSBWOR403</b>	<b>Manage stress in the workplace</b>	<b>ELECTIVE</b>
<b>BSBWOR502</b>	<b>Lead and manage team effectiveness</b>	<b>ELECTIVE</b>

## Training and Assessment Information

Assessment methods used for this qualification will provide a range of ways for individuals to demonstrate that they have met the required outcomes including:

### Written Evidence:

- i) Written questionnaire;
- ii) Report writing;
- iii) Case study/ problem solving;
- iv) Research work/ documentation review;
- v) Project work;
- vi) Third-party report and/or
- vii) Portfolio of documents.

### Demonstration:

- i) Practical demonstration;
- ii) Presentation;
- iii) Discussion;
- iv) Role play;
- v) Observation; and/or
- vi) Oral questioning



At the beginning of each unit, trainers will outline the assessment tasks that must be completed. Research, assessment preparation, self-study, etc. for each unit takes about 5 hours outside of class hours per week subject to individual capacity.

## Course Progress and Attendance monitoring

Note that for international students, satisfactory course progress and class attendance is required in order to meet visa requirements. More information can be found in our International Student Handbook, Course Progress Monitoring and Attendance Monitoring Policies and Procedures available in our website at [www.afcollege.edu.au](http://www.afcollege.edu.au).

Students who do not meet course progress requirements are at risk of having their enrolment cancelled. Students who are identified as being at risk of not meeting course progress requirements will be provided with additional support as per our intervention strategy.



## Student Support

All students will be provided with a range of learning support options and resources to help them achieve competency. This includes:

- One to one support from trainer/assessor
- Support with personal issues and general counselling sessions
- Access to additional learning resources
- Reasonable adjustment in assessment
- Social events
- Assisting in improving writing, role play, presentation, referencing or computer skills
- Buddy program
- Referral to external support services.

Further information about available students support at Australian Federation College can be found in Student Support Policies and Procedures available in our website.



## Facilities and Equipment

- Modern campus with all required amenities for students.
- Classrooms equipped with desks, chairs, whiteboard, overhead projector and flip chart.
- Fully fitted computer facilities with access to the Internet.
- Learning and assessment materials.
- Students lounge with modern kitchen equipped with all necessary equipment such as microwave, fridge, drinking water facilities and hot water kettle.
- Computers in student lounge with access to the internet.
- Print and electronic resources library with reference materials for courses and other reading material.



## Course Costs

The costs for this course are as follows:

- Total course fees AUD 27,150 includes tuition fees plus any additional compulsory costs as follows:
- Enrolment fee: AUD 250 (non-refundable)
- Material fee: AUD 1,450
- Tuition Fees: AUD 25,450

**Non-tuition fees:** other fees may apply and can be found at [www.afcollege.edu.au](http://www.afcollege.edu.au).

A detailed payment plan and payment arrangements are provided in the Offer Letter and Written Agreement. Non-payment of course fees may result in cancellation of enrolment. Course fees do not include laptops, computer software or textbooks, which are to be purchased at the student's own cost and approximate costs for these are listed in resources requirements.

**Australian Federation College reserves the right to vary Tuition Fees and/or Material Fees time to time.**

## Resource Requirements

Laptops and software may be purchased by students through the suppliers as listed or any other suppliers that offer the resources noting that costs may vary at the time of purchase.

Students should also note minimum specifications for a laptop which students must bring to each class. Specifications are included for both Windows and Mac.

Name of Resources	Approx. price	Publisher/Seller
<b>Name of Software</b> Office 365	\$129 annually	<a href="https://products.office.com/en-au/buy/office">https://products.office.com/en-au/buy/office</a>
<b>Laptop Costs</b> Any laptop that meets the	\$450 (approximate only)	Various

specifications below.

## Windows –Laptop Component

## Minimum Requirements

<b>Processor</b>	Intel® or AMD processor with 64-bit support*; 2 GHz Or faster processor Microsoft Windows 7 with Service pack 1 (64-bit), Windows 10 (Version 1709 or later)
<b>Operating system</b>	Microsoft Windows 7 with Service pack 1 (64-bit), Windows 10 (Version 1709 or later)
<b>RAM</b>	2 GB or more of RAM (8 GB recommended)
<b>Hard disk space</b>	3.1 GB or more of available hard-disk space for 64-bit installation; additional free space required during installation.
<b>Monitor resolution</b>	1024 x 768 display (1280x800 recommended) with 16- bit color and 512 MB or more of dedicated VRAM; 2 GB is recommended.
<b>Graphics processor acceleration requirements</b>	OpenGL 2.0 capable system
<b>Internet</b>	Internet connection and registration are necessary for required software activation, validation of subscriptions, and access to online services

## Mac –Laptop Component

## Minimum Requirements

<b>Processor</b>	Multicore Intel processor with 64-bit support
<b>Operating system</b>	MacOS version 10.12 (Sierra), macOS version 10.13 (High Sierra), or macOS version 10.14 (Mojave).
<b>RAM</b>	2 GB or more of RAM (8 GB recommended)
<b>Hard disk space</b>	4 GB or more of available hard-disk space for 64-bit installation; additional free space required during installation.
<b>Monitor resolution</b>	1024 x 768 display (1280x800 recommended) with 16bit color and 512 MB or more of dedicated VRAM; 2 GB is recommended
<b>Graphics processor acceleration requirements</b>	OpenGL 2.0-capable system
<b>Internet</b>	Internet connection and registration are necessary for required software activation, validation of subscriptions, and access to online services.

## Insurance and Living Cost

International students are also required to purchase Overseas Students Health Cover (OSHC) before arriving in Australia. Australian Federation College provides details of OSHC providers in the International Student Handbook.

Additional costs associated with living in Australia are outlined in the International Student Handbook. Students should carefully review these costs in relation to budgeting. Further information can be found at <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>.



## Course Credit

Students may apply for recognition of existing qualifications or skills, knowledge and experience (credit transfer or recognition of prior learning) as per the information included in our International Student Handbook, which is available at [www.afcollege.edu.au](http://www.afcollege.edu.au)

For international students, the granting of course credit may affect course fees as well as the duration of the course.

The result of an application for credit and any changes to fees or course duration will be advised to students in writing.

If course credit is granted following issuance of the Confirmation of Enrolment, students will receive a new Confirmation of Enrolment showing a reduced duration.

For any questions about course credit, contact us at the details shown below.

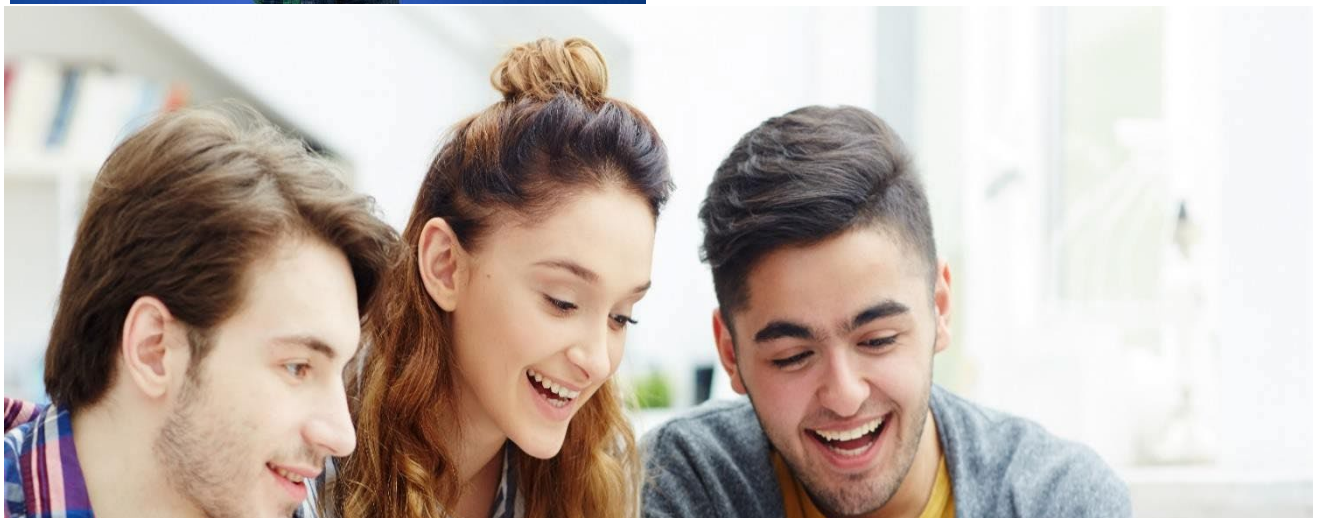


## How to Apply

To apply for this course, students are required to complete and send us Application for Enrolment Form. This can be provided to students by email or downloaded from our website. Completed Form should be sent to us with all required documents. Students may contact us for help at:

E: [admissions@afcollege.edu.au](mailto:admissions@afcollege.edu.au)

P: (+61) 03 6393 3225



## Acceptance of Application and Orientation

If a student's application is accepted, an Offer Letter and Written Agreement will be sent to the student to sign and return to the College. Once received, a Tax Invoice with the initial payment amount will be sent to the student. Upon receipt of the payment, an electronic Confirmation of Enrolment (eCoE) will be issued and sent to the student with a set of documents.

The first day of the course will include an orientation session. Students will be provided with information about the campus, living in Australia, accessing our support services and methods for achieving success throughout the course, including course progress and attendance requirements as well as an assessment to identify individual support needs.

This course information should be read in conjunction with our International Student Handbook and our policies and procedures available online at: [www.afcollege.edu.au](http://www.afcollege.edu.au)



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## Contact Us



Level 5, 250 Collins Street,  
Melbourne, VIC 3000, Australia



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Launceston, TAS 7250, Australia.



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info@afcollege.edu.au

*Explore our vibrant campuses in person, reach out via email, give us a call, or connect with us on social media. We're always here and eager to assist you.*



## Connect Us



[www.afcollege.edu.au](http://www.afcollege.edu.au)