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### 1. AIMS

The CHC52015 – Diploma of Community Services course is designed to provide students with knowledge and skills which enable 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.

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### 2. EMPLOYMENT OUTCOMES

Students completing this qualification could undertake varying roles. Job roles and titles vary across different industry sectors. Community support worker, Case Worker, Family Support Worker, Group Facilitator and Social Welfare Worker 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 Advisory Services
- Health Education
- Community Legal Officers
- Welfare Rights
- Tenant Advice and Advocacy
- Family Support
- Phone Advice Services

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### 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.

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### 4. DURATION

The Diploma of Community Services course would usually be completed within 12 months on a full-time basis. The full-time model of training includes weekly face to face training sessions plus supervised, self-paced and on-line study. The course also includes a Work Placement component of a minimum of 100 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).

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\*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.

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### 5. COSTS 2022

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#### APPLICATION FEE

Domestic Students	\$150
International Students	\$300

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#### ACADEMIC FEES

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	\$175
International Students – Full time course	\$12,500

*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 Refunds and Complaints and Appeals, are outlined in the college Handbook and are available on the college website [www.unity.edu.au](http://www.unity.edu.au)*

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### 6. ENTRY REQUIREMENTS

Students applying to study the Diploma of Community Services would be expected to have undertaken prior study at the Certificate III and/or Certificate IV level in Community Services, 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

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- Completion of prior study in Community Services area and/or experience in the Community Services or a related industry area
- Provide evidence of Language, literacy and numeracy (LLN) skills:
  - International Students: IELTS minimum average level 6.0 (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 at an elementary level and be able to access the internet.
- Students are able to apply for Recognition of Prior Learning (RPL) for any units of the course for which they have appropriate prior experience. Contact the college on [info@unity.edu.au](mailto:info@unity.edu.au) for more information.

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### 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 different student groups. This will be done in consultation with the trainer.

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, supervised workshops and self-paced study offered over 2 days per week (total 14 hours duration)
  - on-line training and assessment (6 hours/week)
  - Work Placement (minimum 100 hours implemented at average of 2.5 hours per week for approximately 40 weeks or by intensives). When implemented this may substitute for supervised self-paced study time.
- Intensive (fulltime) 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
  - Evening/day sessions with associated self-paced and on-line learning and work placement

Work placement is undertaken in local community service organisations. This may be on a regular weekly basis or in blocks of several days depending on the organisation. 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 or in which they are employed. This must be approved by the college and the selected organisation in order to ensure the placement meets the course requirements.

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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. It is expected that each selected participant will be committed to meeting the requirements of the relevant course and will attend relevant classes and activities and complete all work required for assessment.

It is expected that all program participants will have access to a computer. This is mandatory for successful course completion.

\*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. This system enables students to get automatic recognition across all accredited government and private training organisations for relevant studies undertaken at any one of them.



In order to achieve the CHC52015 – Diploma of Community Services a minimum of 16 units (8 Core units and 8 Elective Units) must be achieved, along with the completion of 100 hours Work Placement. The course as implemented by UCA does not lead to any specialisation.

Units of Competency	Code	Unit Title
Core	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
<b>Sample Electives - a minimum of eight (8) Electives must be completed to meet course requirements</b>	CHCCSM004	Coordinate complex case requirements
	CHCCSM005	Develop, facilitate and review all aspects of case management
	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
	CHCMHS011	Work within a community development framework
	BSBPUB504	Develop and implement crisis management plans
	CHCMHS001	Work with people with mental health issues
	CHCPRT001	Identify and respond to children and young people at risk
	CHCCCS019	Recognise and respond to crisis situations

### Packaging Rules:

The above 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. 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.

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## 9. ASSESSMENT OVERVIEW

Assessment in each unit involves:

- attendance and participation
- written assignments, exercises, tests
- tutorial/seminar presentations, role plays (simulated workplace activities)
- journal/process diary completion as applicable
- practical fieldwork and associated log book

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Competency-based assessment criteria apply to grading. The final academic transcript will show the following results for each unit.

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

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### 10. PATHWAYS

Students who have successfully completed a Diploma of Community Services may progress to further studies such as the Advanced Diploma of Community Sector Management, or a higher qualification in the vocational or university education sectors (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 and Community Services course concurrently or consecutively, gaining credit transfer/national recognition for common units if requested.

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### 11. LOCATION OF THE TRAINING :

This course is currently offered at the Canberra Campus of Unity College Australia:

Level 1 Belconnen Churches Centre  
54 Benjamin Way  
Belconnen ACT 2616  
Australia

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### 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](mailto:info@unity.edu.au); 02-6161 0050