

CHC42021 Certificate IV in Community Services

The CHC42021 Certificate IV in community services is a nationally accredited course. This qualification reflects the role of community service workers who deliver and support person-centred services to individuals and groups. Workers may provide support, advocacy or interventions to individual persons, groups or communities across a range of services. At this level, workers may be autonomous with limited responsibility within established parameters and may supervise others. Work may take place in a range of community service, case work or case management contexts. Training is primarily conducted face-to-face in a classroom-based environment (theoretical), simulated work environment (practical) and work placement (practical).

Training sessions are trainer led in group sizes of no more than 20 participants. This resulting in a minimum student/trainer ratio of 1:20 for theoretical and practical training. The training program is undertaken using a planned schedule. In addition to face-to-face learning, students will also complete self-paced study (approximately 6 hours per week) to assist them in building their knowledge and undertake work toward their assignments.

Students will typically attend formal training sessions two days per week. Each day has scheduled training over 7 hours resulting in 14 contact hours per week.

Course Facts

Duration: 40 weeks comprised of 4 x 10-week terms over 12 months

Commitment: 2 days per week (9:00AM – 5:00PM), approximately 6 hours per week of self-paced study.

Commencing: 5th February 2025

Qualification: CHC42021 Certificate IV in Community Services

Delivery mode: Blended, combining face-to-face at the RTO and self-paced study

Location: 19-20 Enterprise Avenue, Padstow NSW 2211 Australia

Cost: AUD \$15,300.00



Course Structure

The course will be delivered over a one-year period, over four terms.

Term Dates:

Year 1

- **Term 1:** 5 February 2025 – 10 April 2025
- **Term 2:** 30 April 2025 – 3 July 2025
- **Term 3:** 23 July 2025 – 25 September 2025
- **Term 4:** 15 October 2025 – 18 December 2025

The following identifies each term and the units of competence to be delivered:

Term 1, Year 1

- HLTWHS002 Follow safe work practices for client care
- CHCLEG001 Work legally and ethically
- CHCDIV001 Work with diverse people
- CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

Term 2, Year 1

- CHCMHS001 Work with people with mental health issues
- CHCDFV001 Recognise and respond appropriately to domestic and family violence
- CHCCCS004 Assess co-existing needs



- CHCCCS019 Recognise and respond to crisis situations

Term 3, Year 1

- CHCADV001 Facilitate the interest and rights of clients
- CHCCOM002 Use communication to build relationships
- CHCPAL003 Deliver care services using a palliative approach
- CHCCCS033 Identify and report abuse

Term 4, Year 1

- CHCPRP003 Reflect on and improve own professional practice
- CHCMGT005 Facilitate workplace debriefing and support processes
- CHCPRP001 Develop and maintain networks and collaborative partnerships
- CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

Assessment Requirements

The assessment is conducted using a combination of realistic workplace tasks, projects, written responses, response to case studies and reflective journals. The following provides a brief explanation of the assessment methods that are to be applied:

- **Observation.** The learner is required to demonstrate a range of skills and applied knowledge whilst being observed by the assessor. These tasks typically involve the learner demonstrating their skills in meeting client needs. These tasks will generally involve a discussion between the learner and the assessor immediately after the demonstration to gather further evidence of competency through verbal questioning, posing 'what if' scenarios. Observation assessment will typically be conducted in a simulated workplace. The observation assessment will be conducted by a qualified assessor.
- **Reflective Journal.** The learner is required to prepare a reflective journal based on completed activities which reflect requirements the units of competency. A reflective journal is suitable for more cognitive tasks when a task involves a number of steps each resulting in a different piece of work which together represents the completion of the



overall task. An example of this may include responding to a complex case study where a range of written response activities must be completed relating to a particular client care situation. Learners are reminded to retain a copy of their own work before submission. The assessor will review the submitted journal against the requirements of the unit of competency to conduct the assessment.

- **Written Response.** The learner is required to respond to a range of questions and/or case study activities. The learner will research their answers from the issued learning material and other references. Some of these tasks may require the learner to provide a response in the context of their experience on work placement. A written response will relate directly to the required knowledge evidence in the units of competency and aims to collect both the valid and sufficient evidence of the candidate's knowledge. The assessor will review the learner's submitted report and using assessment benchmarks will review this work and provide feedback to the learner. The learner is expected to provide a satisfactory response for all questions and case study activities.
- **Role Play Observation.** The learner is required to participate in various role-plays which are conducted according to specific scenarios in a simulated workplace environment. This environment will simulate the residential aged care and disability care environment where the learner and others participating in the role-play will be briefed prior to each activity. Role-plays are used to collect evidence of the candidate's ability to perform tasks and interact with other work colleagues in situations where observation in the workplace is either not practical or might otherwise risk the dignity of a client. This is particularly relevant to situations involving contingency based scenarios such as legal and ethical dilemmas, workplace safety, infection control, loss and grief or behaviour of concern. The assessor will observe the learner during these role-plays to assess their abilities and applied knowledge.

Dress and Equipment Requirements

Students are required to present to class in neat, casual attire suitable for participation in practical activities. Specific clothing requirements for practical placement will be discussed during Day 1 Induction; however, at a minimum student will require plain black pants (knee length shorts are acceptable – track pants or leggings are prohibited) and suitable closed toe shoes.

Student will require basic stationary and a notebook according to their own study preferences during classroom learning sessions and their own self-paced study. Access to a computer which has an internet connection is recommended to assist students to undertake study and research in response to some assessment tasks.

Students may bring portable electronic devices to classroom sessions such as small laptops or tablets if they wish. Students are advised that no provision will be made to charge these devices in the classroom and charging or power extension leads are not to



be used in the classroom. Students are issued with relevant handouts to assist with their study.

Course Fees

Application Fee: AUD 300
(non-refundable)

Tuition Fee: AUD 13,500.00

Material Fee : AUD 1,500.00

RPL Fee : AUD 900.00

Total: AUD 15,300.00

Paid on application for enrolment: AUD 300.00

Minimum of First initial instalment : AUD 8,550(*includes material and enrolment fee*)

Payment Schedule

Year One:

Term 1 and 2 – AUD 8,550.00
(*includes material and enrolment fee*)

Term 3 – AUD 3,375.00

Term 4 – AUD 3,375.00

All term payments must be paid in full, in advance of the term commencing to maintain a valid enrolment.

Minimum Entry Requirements

- Be aged 18 years or over
- Hold English language proficiency of IELTS level 6



- Have completed an equivalent secondary schooling level of a School Certificate or can demonstrate suitable work or life experience.

Application Process

To enrol into a course as an overseas student at UMA College, applicants must complete an International Student Enrolment Form available on our website.

The form should be completed in full and submitted by email, mail or fax with full payment to:

UMA Education Solutions Ltd
19-20 Enterprise Avenue, Padstow NSW 2211 Australia

info@uma.edu.au | +61 02 8376 1630 | +61 0452 508 622

The application for enrolment must be accompanied by:

- evidence of IELTS proficiency (General Score of 6)
- evidence of a School Certificate or equivalent secondary schooling outcome
- Application Fee (not refundable) AUD300.00

When we receive your application, our Office Manager will review it for completeness. When the application for enrolment is complete you will be issued a Letter of Offer (valid for 14 days), invoice for initial payment of fees and provided with a Student Agreement for your review.

Once you accept the offer you are required to return the student agreement with the initial payment of fees, IELTS and education proof.

Upon approval of your application, an electronic confirmation of enrolment (eCoe) will be generated and forwarded to Department of Immigration and Border Protection and yourself at the address provided on your application with an official receipt for the fees paid. It is the applicant's responsibility to apply for a student visa. If your application is not complete, our Office Manager will contact you.

When you receive your eCoe, it should be taken to the visa section of your nearest Australian Diplomatic Mission (i.e. Consulate, High Commission or Embassy) where you can make an application for a student visa. For information, go to

<https://www.immi.homeaffairs.gov.au/> . You will be unable to apply for a student visa without the eCoe.

Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#).

Successful Student Visa

If your student visa application is approved, you should contact UMA College and provide evidence of approval. UMA College will contact you to confirm your timetable, start date and all other arrangements for your study with UMA College.

Unsuccessful Student Visa

If your student visa application is NOT approved, you must contact UMA College and advise us and apply in writing for a refund of student fees in accordance with our Fee Refund Policy.

Further Information

For further information, please contact us.

Email: info@uma.edu.au

Telephone: +61 02 8376 1630

Mobile: +61 0452 508 622

Address: [19-20 Enterprise Ave, Padstow NSW 2211](#)

Website: www.uma.edu.au