

# CHC52021 Diploma of Community Services (Child, Youth and Family Welfare, Responding to Family Violence)

The CHC52021 Diploma of Community Services (Child, Youth and Family Welfare, Responding to Family Violence) is a nationally endorsed course. This qualification reflects the role of community services workers involved in the delivery, management, and coordination of person-centred services to individuals, groups, and communities. At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management. Workers support people to make change in their lives to improve personal and social wellbeing and may also have responsibility for the supervision of other workers and volunteers. They may also undertake case management and program coordination. 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:** 80 weeks comprised of 8 x 10-week terms over 24 months

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

**Commencing:** 7<sup>th</sup> February 2025

**Qualification:** CHC52021 Diploma of Community Services (Child, Youth and Family Welfare, Responding to Family Violence)

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



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

**Cost:** AUD \$23,300.00



## Course Structure

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

### Term Dates:

#### Year 1

- **Term 1:** 7 February 2025 – 12 April 2025
- **Term 2:** 2 May 2025 – 4 July 2025
- **Term 3:** 25 July 2025 – 26 September 2025
- **Term 4:** 17 October 2025 – 19 December 2025

#### Year 2

- **Term 5:** 6 February 2026 – 10 April 2026
- **Term 6:** 1 May 2026 – 3 July 2026
- **Term 7:** 24 July 2026 – 25 September 2026
- **Term 8:** 16 October 2026 – 18 December 2026

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

#### Term 1, Year 1

- **Cluster: Developing Service Programs**
  - CHCCCS007 Develop and implement service programs
  - CHCDEV005 Analyse impacts of sociological factors on people in community work and services

### **Term 2, Year 1**

- CHCLEG003 Manage legal and ethical compliance
- HLTWHS003 Maintain work health and safety
- CHCDIV001 Work with diverse people
- HLTWHS003 Maintain work health and safety

### **Term 3, Year 1**

- CHCPRT025 Identify and report children and young people at risk
- CHCPRT027 Work collaboratively to maintain an environment safe for children and young people
- CHCMHS013 Implement trauma informed care

### **Term 4, Year 1**

- CHCPRP001 Develop and maintain networks and collaborative partnerships
- CHCCCS033 Identify and report abuse
- CHCMHS007 Work effectively in trauma informed care

### **Term 5, Year 2**

- CHCDFV006 Counsel clients affected by domestic and family violence
- CHCMHS001 Work with people with mental health issues

### **Term 6, Year 2**

- CHCCSM013 Facilitate and review case management
- CHCCCS004 Assess co-existing needs
- CHCCCS019 Recognise and respond to crisis situations



## Term 7, Year 2

- CHCDFV001 Recognise and respond appropriately to domestic and family violence
- CHCMGT005 Facilitate workplace debriefing and support processes

## Term 8, Year 2

- CHCPRP003 Reflect on and improve own professional practice
- 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 feedback from supervisors. The following provides a brief explanation of the assessment methods that are to be applied:

- **Workplace 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 care needs and providing individualised support. 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. Workplace observation assessment will typically be conducted in the actual workplace working with real clients. Workplace observation assessment will be conducted by a qualified assessor.
- **Portfolio of work / Project.** The learner is tasked with assembling a comprehensive portfolio of work or project that reflects workplace requirements specified in the unit of competency. This method is ideal for cognitive tasks involving multiple steps, each contributing to distinct pieces of work that collectively represent the fulfillment of an overall task. For instance, responding to a complex case study may require completing various written response activities related to a specific client care scenario. Learners are instructed to retain a copy of their work before submission. The assessor will rigorously evaluate the portfolio against the unit's competency requirements. The term "project" in this context denotes a comprehensive approach, indicating that the learner not only produces individual pieces of work but also demonstrates a cohesive understanding of how these components integrate into a larger, unified project. This approach encourages learners to showcase their ability to manage and execute multifaceted tasks in alignment with the competencies outlined in the unit, emphasising practical application of skills and knowledge within a workplace context.



- **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.
- **Workplace Supervisor Feedback.** The learner will be supervised by designated workplace supervisors during the work placement. These supervisor's work with students during the performance of their work allocating their work activity and monitoring their performance of work according to the required care standard. Importantly, the supervisors will observe the candidate's during the delivery of personal support and take note of the candidate's interaction with clients in supporting independence and well-being. Feedback from workplace supervisors is gathered directly by assessors. This is achieved by the assessor undertaking an informal interview with supervisors about a particular student's performance based on defined criteria within each supervisor feedback record. These records do not seek to gather feedback on every aspect on all units of competency but instead take a targeted approach on the types of tasks that is supervisor is likely to have observed and is best placed to provide feedback on to support the collection of valid and sufficient evidence.



## Work Placement

Students in the CHC52021 Diploma of Community Services are required to complete work placement in the last two weeks of each term. The work placement will replace the scheduled classes. The work placement schedule will be coordinated with each student to meet their preference and availabilities. It is important that the student's work placement is conducted over consecutive days to maximise the continuity of workplace supervision. Over the course of eight (8) terms, the student would have completed thirty-two (32) days of placement, with a total of 256 hours. The student must complete a minimum of 100 hours work placement as a requirement of the performance evidence of the unit of competency CHCDEV005 Analyse impacts of sociological factors on people in community work and services. It requires that the candidate: "perform the activities outlines in the performance criteria of this unit during a period of at least 100 hours of work within a workplace. These hours cannot be completed concurrently with hours specified in any other unit of competency. Additionally, the student must also complete a minimum of 100 hours work placement as a requirement of the performance evidence of the unit of competency CHCCSM013 Facilitate and review case management. It requires that the candidate: "perform the activities outlines in the performance criteria of this unit during a period of at least 100 hours of work within a workplace. These hours cannot be completed concurrently with hours specified in any other unit of competency. To be clear, this work placement is an assessment requirement and as the above units of competency are core units, it is mandatory for the issuance of the qualification. In addition to fulfilling the specific hour requirements for the units of competency CHCDEV005 Analyse impacts of sociological factors on people in community work and services and CHCCSM013 Facilitate and review case management, it is important to note that the additional hours beyond the minimum 200 hours will be utilized for direct observation assessment, as mandated by the other units of competency requiring observation in the workplace. These observation assessments will be conducted to evaluate competency in the units of HLTWHS003 Maintain work health and safety and CHCPRT027 Work collaboratively to maintain an environment safe for children and young people. The direct observation assessments during work placement will be facilitated by a qualified assessor to ensure comprehensive evaluation and adherence to the requirements of each unit.

The work placement will be organised, facilitated, and supervised by UMA College with its industry partners. Students must have successfully completed the training and theoretical assessment tasks in Term One before attending work placement. Students must meet all workplace requirements and complete orientation/induction training prior to attending work placement. Work placement will be completed at the following site:

- National Community Support Group PTY. LTD. (NDIS)  
19 Enterprise Avenue, Padstow NSW 2211

The student's attendance at work placement will be used as an opportunity to undertake direct observation assessment during the performance of their work tasks. This observation assessment will be completed by a qualified assessor. The following units of competency will be assessed using direct observation assessment during work placement:



- CHCDEV005 Analyse impacts of sociological factors on people in community work and services
- CHCCSM013 Facilitate and review case management
- HLTWHS003 Maintain work health and safety
- CHCPRT027 Work collaboratively to maintain an environment safe for children and young people

## 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.

Students 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 a prescribed textbook to assist with their study.

## Course Fees

**Application Fee:** AUD 300  
(non-refundable)

**Tuition Fee:** AUD 21,000.00

**Material Fee:** AUD 2,000.00

**RPL Fee:** AUD 1,050.00

**Total:** AUD 23,300.00

**Paid on application for enrolment:** AUD 300.00





**Minimum of First initial instalment :** AUD 7,550.00 *(includes material and enrolment fee)*

## **Year One:**

**Term 1 and 2** – AUD 7,550.00 *(includes material and enrolment fee)*

**Term 3** – AUD 2,625.00

**Term 4** – AUD 2,625.00

## **Year Two:**

**Term 5** – AUD 2,625.00

**Term 6** – AUD 2,625.00

**Term 7** – AUD 2,625.00

**Term 8** – AUD 2,625.00

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](mailto: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](mailto: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](http://www.uma.edu.au)