



UMACOLLEGE

RTO#45617

CHC52021

Diploma of Community Services

Course Brochure

training.gov.au/Training/Details/CHC52021

Introduction

UMA College is a Registered Training Organisation (RTO 45617) registered with the Australian Skills Quality Authority. UMA College is proud to offer CHC52021 Diploma of Community Services as a two-year program. The program involves both scheduled classrooms learning activities and assessment and self-paced study.

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.

Who is responsible for your training?

UMA College is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates.



Units of Competency

The CHC52021 Diploma of Community Services comprises of 20 units of competency. UMA College have organised these units of competency to provide the students with the fundamental knowledge before going into the more advanced units. This results in an efficient delivery of training and assessment and a structure that is very logical for learners.

To be issued the qualification CHC52021 Diploma of Community Services, a learner must be assessed as competent in 20 units of competency. These units of competency are comprised of 12 core units and 8 elective units.

The course structure has been confirmed through industry engagement undertaken by UMA College.

The CHC52021 Diploma of Community Services is delivered using the course structure outlined below:

Term	Seq	Units
1	1 2	Cluster: Developing Service Programs CHCCCS007 Develop and implement service programs
		CHCDEV005 Analyse impacts of sociological factors on people in community work and services
2	3	CHCLEG003 Manage legal and ethical compliance
	4	CHCDIV001 Work with diverse people
	5	HLTWHS003 Maintain work health and safety
3	6	CHCPRT025 Identify and report children and young people at risk
	7	CHCPRT027 Work collaboratively to maintain an environment safe for children and young people
	8	CHCMHS013 Implement trauma informed care
4	9	CHCPRP001 Develop and maintain networks and collaborative partnerships
	10	CHCCCS033 Identify and report abuse
	11	CHCMHS007 Work effectively in trauma informed care
5	12	CHCDFV006 Counsel clients affected by domestic and family violence
	13	CHCMHS001 Work with people with mental health issues
6	14	CHCCSM013 Facilitate and review case management
	15	CHCCCS004 Assess co-existing needs
7	16	CHCCCS019 Recognise and respond to crisis situations
	17	CHCDFV001 Recognise and respond appropriately to domestic and family violence
	18	CHCMGT005 Facilitate workplace debriefing and support processes
8	19	CHCPRP003 Reflect on and improve own professional practice
	20	CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

National Recognition

On successfully completing the training and assessment, the CHC52021 Diploma of Community Services qualification will be issued. A transcript listing all units of competency will also be issued. The qualification and units of competency are nationally recognised and provide individuals with a valuable qualification that can be applied throughout Australia. UMA College will issue a qualification within 30 days of the final assessment being successfully completed.

Program Outline

The course will be delivered two days per week, face-to-face, in a classroom-based environment. The standard course attendance time is between 9:00AM and 5:00PM two days per week. This provides a total of 16 hours per week attending the RTO premises. Approximately 7 hours each week is allocated to the conduct of training during the learner's attendance. Although, this differs week to week, where students in some weeks will only be completing assessments. Refer to the course program for further details.

Locations

Classroom training and practical skills training will be delivered at the following locations:

Classroom Training Site:

19-20 Enterprise
Ave, Padstow,
NSW 2211



Expected duration

The program is designed to be delivered over twenty-four (24) months. UMA College is able to support participants that need additional time.

Assessment requirements

The assessment is conducted using a combination of realistic workplace tasks, projects, knowledge tests, response to case studies and feedback from supervisors. The following provides a brief explanation of the assessment methods that are to be applied:

PLEASE NOTE: To achieve this qualification, the candidate must have completed at least 200 hours of work as detailed in the Assessment Requirements of the units of competency. Work placement will occur in the last two weeks of each term.

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. 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 | In this assessment method tailored for the community services sector, learners engage in role-plays that simulate the responsibilities of a case manager working with and coordinating services for assigned clients. Before each scenario, participants, including the learner, receive detailed briefings on community services-related situations. Role-plays are employed to collect evidence of the learner's competence in navigating challenges such as legal and ethical dilemmas, workplace safety, infection control, and issues related to loss, grief, or challenging behaviours. Assessors observe the learner's abilities and applied knowledge, ensuring they can effectively address the unique demands of the community services sector, including coordinating services, upholding legal and ethical standards, ensuring workplace safety, implementing infection control, and managing challenging situations. This method provides a practical and targeted evaluation aligned with the realities faced by case managers in the community services field.

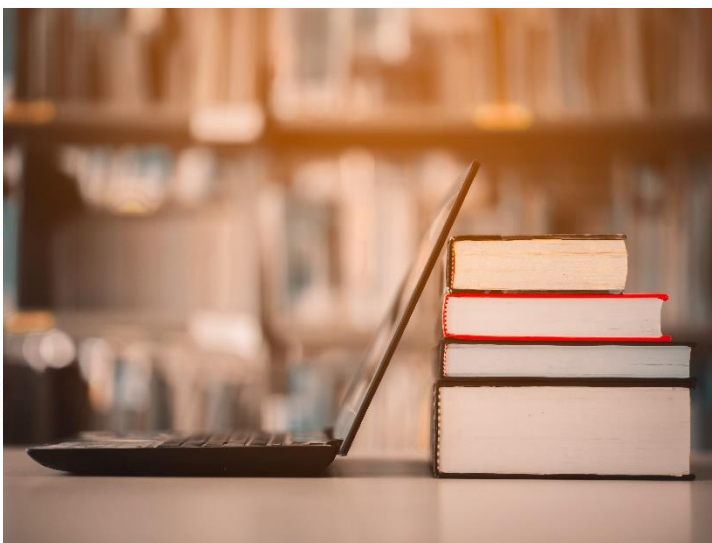
Workplace Supervisor Feedback | The learner will be supervised by designated workplace supervisors during the work placement. These supervisors work with students during the performance of their work allocating their work activity and monitoring their performance of work according to the required care 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.

Entry requirements

UMA College requires persons who undertake this course to:

- be over 16 years of age.
- able to commit to course attendance requirements.
- hold a level of language, literacy and numeracy levels; sufficient to read and interpret complex theological text and prepare written reports to demonstrate knowledge and understanding.
- have completed an equivalent secondary schooling level of a School Certificate or can demonstrate suitable work or life experience.

Please note: UMA College will engage with persons expressing interest in enrolment to discuss their language, literacy and numeracy skills. UMA College can provide additional learning support to students who require basic assistance. For students who have more fundamental support needs, UMA College can refer these students to a specialist language, literacy and numeracy development provider who can assist students to improve their language, literacy and numeracy skills to enable them to suitably commence the course.



Student Information

Detailed student information is available within our Student Handbook which is available on our website. The handbook contains important information about a student's rights and obligations such as their right to privacy, a safe training environment and the right to complain or appeal an assessment decision. It is important that persons applying for enrolment have had an opportunity to review this information first. Please contact us and we can send this information to you straight away.

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.

Students will require basic stationery 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.

Cost

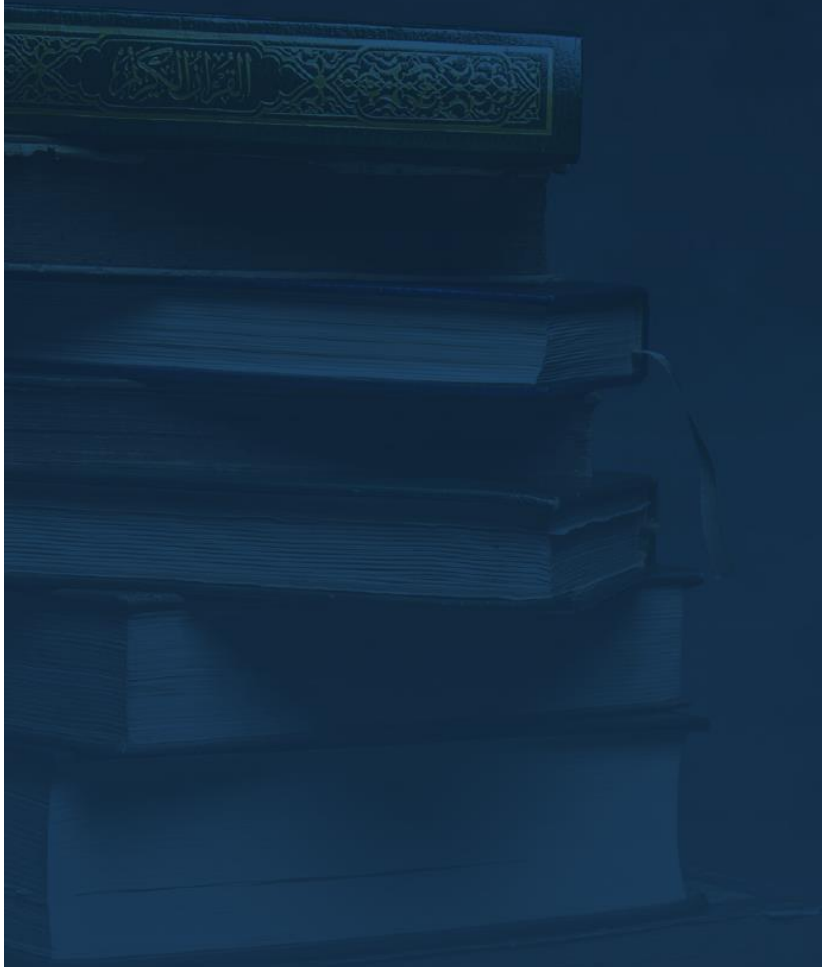
This course is available on a fee for service arrangement. The current cost can be found in our Fee Schedule on our website along with details of refund rights and obligations. Please contact us if you would like this information sent to you.

Contact us and get the ball rolling!

Phone: 1300 219 391

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