



NOVUS COLLEGE

# CHC52021 DIPLOMA OF COMMUNITY SERVICES

## COURSE GUIDE

**2024**

## COURSE AT A GLANCE

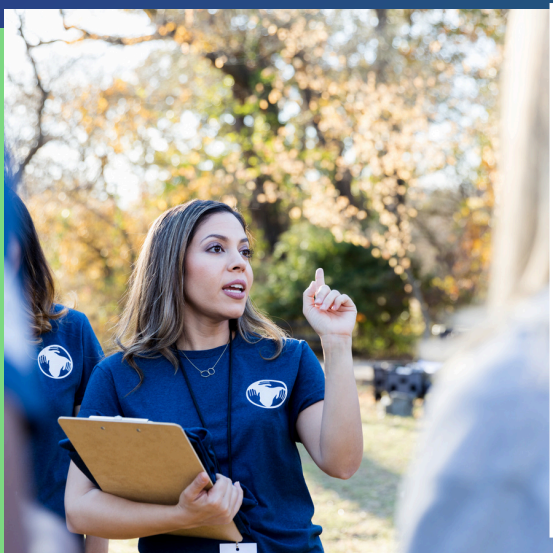
CHC52021 Diploma of Community Services

**CRICOS Course Code:** 114141F

**Mode of delivery:** Blended (Face-to-Face + Distance learning)

**Location:** Sydney | Gosford (Campus)

**Duration:** 104 Weeks



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.

To achieve this qualification, the candidate must have completed at least 200 hours of work as detailed in the Assessment Requirements of units of competency.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

## WHO SHOULD APPLY FOR THIS COURSE?

Target groups for the CHC52021 Diploma of Community Services are international students who are:

- seeking to pursue or further a career in community services
- seeking to enter a new industry sector
- seeking a pathway to higher level qualifications.

### Characteristics of the target group are as follows:

Students will be from a range of countries and may be living in Australia for the first time or may have been here in the recent or more distant past.

Many will speak English as a second language, although an entry level has been set to ensure students are able to complete course work.

Students are expected to typically fall into the age range of 20 – 35 as people still establishing or changing careers.

Students may have study or work experience if they have completed other community services qualifications. Credit and/or RPL can be provided for those with existing skills and knowledge allowing such students to complete the course in a shorter timeframe.

It is noted that although we are required to offer RPL as per the Standards for RTOs 2015, it would not be expected that international students would pursue this pathway due to lack of relevant workplace experience and existing skills and knowledge.

## WHAT CAN I EXPECT (SUBJECTS)

The following units are included in this course, and all are required for the award of the qualification. If you successfully complete some but not all units, you will be awarded with a Statement of Attainment.

### Core

CHCCCS004	Assess co-existing needs
CHCCCS007	Develop and implement service programs
CHCCCS019	Recognise and respond to crisis situations
CHCCSM013	Facilitate and review case management
CHCDEV005	Analyse impacts of sociological factors on clients in community work and services
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCDIV001	Work with diverse people
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCLEG003	Manage legal and ethical compliance
CHCMGT005	Facilitate workplace debriefing and support processes
CHCPRP003	Reflect on and improve own professional practice
HLTWHS003	Maintain work health and safety

### Elective

CHCCSL002	Apply specialist interpersonal and counselling interview skills
CHCCSL007	Support counselling clients in decision-making processes
CHCCOM003	Develop workplace communication strategies
CHCDIV003	Manage and promote diversity
CHCPRP001	Develop and maintain networks and collaborative partnerships
CHCDIS017	Facilitate community participation and social inclusion
CHCMHS001	Work with people with mental health issues
CHCMHS004	Work collaboratively with the care network and other services

\*Please be advised that our elective course offerings are periodically updated to align with industry trends, student feedback, and regulatory requirements, ensuring our curriculum remains current and relevant.

# DELIVERY AND ASSESSMENT OVERVIEW

## DELIVERY AND ASSESSMENT SUMMARY

The qualification is delivered over 104 weeks comprising of:

- eight (8) terms of 10 weeks each (80 weeks total)
- holiday breaks/catch-up classes amounting to 24 weeks

## DELIVERY AND ASSESSMENT DETAILS

Students are required to attend 14 hours of training and assessment per week and complete structured distance learning of 6 hours per week (except during the weeks where work placement is completed).

Additional, unsupervised study is expected to be approximately 5 hours a week.

The training and assessment details shows the weeks during which training is delivered and assessment conducted for each unit.

### Work Placement:

Students will be required to complete a work placement of a minimum of 200 hours is required within a workplace as detailed in the assessment requirements of the following units:

- CHCCSM013 Facilitate and review case management
- CHCDEV005 Analyse impacts of sociological factors on people in community work and services

Further, as each of these units specify that the hours cannot be completed concurrently with hours specified in any other unit of competency, each of the units are scheduled separately throughout Term 8. These hours are recorded in their workplace hours log.



## COURSE PROGRESS AND ATTENDANCE

Satisfactory course progress and attendance is very important in order to meet visa requirements. Please read the International Student Handbook carefully for more information. You will also be provided with further information about course progress and attendance requirements at your orientation.

## RESOURCE REQUIREMENTS

The resource requirements for the course include:

- A laptop with Office 365 or a similar program for use during classes.
- Minimum specifications for a PC or MacOS, including RAM, hard disk space, monitor resolution, and internet connectivity.
- Access to Wi-Fi and modern classrooms.
- Student Guides relevant to each unit in the course.
- These resources are necessary to support the learning environment and ensure students can engage effectively in the coursework.



## STUDENT SUPPORT

- **Additional Classes:** Offered based on identified needs.
- **Trainer/Assessor Contact:** Available via email, Zoom, in person, and phone.
- **Assessment Attempts:** Two free assessment attempts are provided.
- **Reasonable Adjustments:** Available in training and assessment.
- **Ongoing Conversations:** Staff maintain regular communication with students to track course progress.
- **Individualised Support:** Tailored assistance for those who may have been away from studying for a while, non-English native speakers, or those requiring extra help with literacy or numeracy.

# COURSE CREDIT & RECOGNITION OF PRIOR LEARNING



You can 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.novus.edu.au](http://www.novus.edu.au)

Overseas Students with significant prior work experience or equivalent qualification can apply for course credits during the Enrolment process.

You can provide information regarding course credits by completing our Enrolment Form. Application for course credits will be assessed and your subsequent course duration & fee will be adjusted in the Student offer

## ENTRY REQUIREMENTS

**Novus Education has the following entry requirements: International students must:**

- Be at least 18 years of age and have completed Year 12 or equivalent.
- be approved in the pre-enrolment evaluation to assess the suitability of the course for the student, and to understand student needs

**International students must:**

- 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 5 years in an English-speaking country; or
  - Successful completion of an English Placement Test

Alternatively, English language proficiency can be established through documented proof of:

- Completion of an AQF level 4 or above course in Australia 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 it can be confirmed they are equivalent to IELTS 6.0.*

## HOW CAN I APPLY

To apply for this course, you are required to complete an enrolment form and submit all required supporting evidence including copies of your:

- Academic Certificates.
- Proof of English language proficiency as specified in the entry requirements.

## HOW MUCH DOES IT COST

To receive a breakdown of your tuition costs, please reach out to us at [admin@novus.edu.au](mailto:admin@novus.edu.au). Detailed payment plans and payment arrangements will be provided in the Offer Letter and Student Agreement. You must pay all of your course fee on time. Non-payment of fees may result in cancellation of enrolment.

You are also required to take Overseas Health Insurance Cover before joining Novus College. Novus College provides details of OSHC providers. You can approach any of these providers to find out costs and organise your cover. Additional costs associated with living in Australia are outlined in the International Student Handbook. You 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>



## WHERE TO FROM HERE?

After completing the enrolment form and submitting all required supporting documents, if your application is successful, you'll receive an Offer Letter and Student Agreement. Review these documents thoroughly to ensure you're comfortable with the terms and conditions. Once you're satisfied, sign the documents and send them back.ation and guidelines.

Upon receiving these signed documents, the institution will issue you a Confirmation of Enrolment (CoE) letter along with an invoice for the initial payment. The commencement of the course will include orientation and induction sessions, providing information about campus facilities, living in Australia, accessing support services, and meeting course progress requirements.

Make sure to read the course outline along with Novus College's International Student Handbook, available online at [www.novus.edu.au](http://www.novus.edu.au), for comprehensive information and guidelines.

my.novus.edu.au/enrol

CONTACT US

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