

## COURSE FACT SHEET

# CHC52015 – Diploma of Community Services

CRICOS 108238C

### Global Business College of Australia:

We are a vocational education and training provider committed to improving students' practical application abilities and skills, by providing students with high quality international education services to better prepare them for the workforce.

**GBCA Values:** Innovative Minds, Caring Hearts, Global Skills

### Course Description:

This qualification reflects the roles of community services, case management and social housing workers involved in the managing, co-ordinating and/or delivering of person-centred services to individuals, groups, and communities.

At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals. Workers 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.

To achieve this qualification, candidates must have completed at least 100 hours of work as detailed in the Assessment Requirements of the units of competency.

**Course duration:** 52 weeks (including 6 weeks for vocational placement and 12 weeks term breaks and holidays)

**Schedule:** International students undertaking a vocational course in Australia are expected to undertake a full-time study load (a minimum 20 scheduled course contact hours per week. This may include up to 6 hours of online/distance learning. GBCA does not offer online/distance learning to the vocational placement component of a course).

**Delivery mode:** Internal face to face / virtual classroom via Zoom during COVID lockdown

**Campus location and delivery site:** 337-339 La Trobe Street, Melbourne 3000 VIC, and 338 Queens street, Melbourne 3000 VIC

### Entry requirements:

#### **Academic:**

- Successful completion of Year 11 or
- Mature aged students who can demonstrated basic level understanding of community work, or some level of vocational experience in a range of work environment in the community services industry.

#### **Academic:**

- Minimum of IELTS 5.5 (no band less than 5) or equivalent, or
- Satisfactory outcome for Internal English placement, or

- Successfully complete the GBCA English course/s to meet the English requirements of the intended course.
- - Students who are unable to provide evidence to demonstrate meeting the above English requirement may be interviewed or asked to undertake the language, literacy and numeracy (LLN) skills to ascertain their existing skills.

### **Vocational placement requirements:**

Students are required to complete at least 100 hours of work placement as part of course requirements. We understand the industry and will assist you in finding Work Placement. GBCA work placement coordinator, GBCA trainers and the student will work collaboratively in securing a work placement. Once you are marked satisfactory in the required units, you apply for work placement by completing an online placement application form. You can indicate your availability and preferred location. We endeavour to place you in an aged care facility and/or disability facility and/or community care setting of your choice, however we cannot guarantee this as it depends on the availability in the facilities of your preferred location.

Once you submit your form, all parties will work towards securing a place for you. Remember, Aged care facilities and/or Disability and/or community care facilities prefer students who are both flexible and reliable. On average, it takes approximately 4 weeks to secure work placement.

The Fair Work Act 2009, under the definition of Vocational Placement in section 12 outlines the rules restricting unpaid work. The Fair Work Ombudsman provides a clear explanation of these rules in the [Internships, Vocational Placements & Unpaid Work Fact Sheet](#).

Due to the requirement to complete vocational placement, a final outcome for each unit would not be provided until the relevant component of vocational placement had been completed.

### **Course Structure:**

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

CHCCCS004 Assess co-existing needs

CHCCSM004 Coordinate complex case requirements

CHCCSM005 Develop, facilitate, and review all aspects of case management

CHCCSM006 Provide case management supervision

CHCDIV001 Work with diverse people

CHCCSL002 Apply specialist interpersonal and counselling interview skills

CHCDEV003 Analyse client information for service planning and delivery

CHCCDE007 Develop and provide community projects

**Assessment methods:**

Questions, Case studies, Presentation, Project, Portfolio, work placement project and work placement observation

**Tuition and Non-Tuition fees:** Please refer to the Fee Schedule.

**Compliant statement:**

GBCA is responsible for providing compliant training and assessment, and issuing of the AQF certification documentation for qualifications detailed in its scope of registration on the National Training Register (training.gov.au).

**Course enquiries:**

If you have any enquiries, please contact: [enquiry@gbca.edu.au](mailto:enquiry@gbca.edu.au)

**Student support service contact:**

Student Support Officer

E: [Studentsupport@gbca.edu.au](mailto:Studentsupport@gbca.edu.au)

T: 9041 3050

**This factsheet should be read in conjunction with our Student Handbook and website [www.gbca.edu.au](http://www.gbca.edu.au).**

