Diploma of Community Services

TAFE NSW Course Number: CHC52015-01V03 (20OTE-009)
National Course Code: CHC52015
Nominal Hours: 1581

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.

Note that the Statutory & forensic child, youth & family welfare specialisation must be achieved in order to meet the minimum education requirements for child protection and youth justice practice in Victoria. In addition, to meet the minimum education requirements for entry into child protection practice in Victoria, diploma qualifications must be approved by the Australian Community Workers Association (ACWA). "TAFE NSW is not currently endorsed through ACWA for this qualification".

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

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

ENROLLING IN FIRST AID UNITS OF COMPETENCY

If you are seeking to enrol in a First Aid unit of competency you are advised that to complete the unit you must be able to perform basic life support skills, for example control bleeding and perform cardiopulmonary resuscitation (CPR). If you have a disability that would prevent you from performing required basic life support skills you are advised that you will not be able to achieve the unit of competency.

We highly recommend you complete a personalised career and study profile to confirm this course is right for you, you will find the Career Voyage link below.

Other information
**INFORMATION SESSIONS**

There are no information sessions currently scheduled for this course.

**STUDY COMMITMENT**

This is an online course. You will need to complete approximately 15 hours of online study, each week, for your enrolment duration of two years. You can increase the hours of online study per week to complete the course sooner. You can also expect to complete approximately 3 hours of additional study each week outside of class hours, including independent study, research, practice, and assessment preparation.

**To ensure you leave us with the most up to date qualification...**

If during or after your enrolment, the course in which you are enrolled is updated in line with national industry standards, the Institute reserves the right to transition you into an alternate course. If this becomes necessary, the Institute will advise you of the change and the arrangements which will be available for you to complete your alternate course.

What are the entry requirements? (including Recognition of Prior Learning)

There are no Training Package entry requirements for this qualification.

It is assumed that you have literacy, numeracy and technical skills at Certificate IV level for success in this course. Contact TAFE NSW if you have any questions about your suitability.

Are there any additional local entry requirements?

A number of courses may require prospective students to provide additional information such as documentation, an expression of interest, evidence that you are already employed as an apprentice, or preferred prior study (or equivalent).

Although there are no Training Package entry requirements for this qualification, TAFE Digital has a local screening process to make sure prospective learners have the right pre-existing knowledge and skills to achieve their chosen qualification.

When you study with TAFE NSW, we want you to succeed. TAFE Digital has designed this online course with existing community services workers in mind (please refer to the Course Description above). You will need to provide evidence that you meet the requirements listed below.

It is assumed that you have literacy, numeracy and technical skills at Certificate IV level for success in this course. Contact TAFE NSW if you have any questions about your suitability.

To be able to successfully complete this course, you will need:
- A computer or regular access to a computer.
- Reliable Internet and email access.
- Access to an appropriate work place.
- A valid Working with Children Check for work within NSW (or equivalent).

WORK PLACEMENT and the demonstration of practical skills are requirements of this course. You will need to complete a minimum of 100 hours supervised work placement, to be organised by the student in an appropriate community service organisation. Before commencing work placement, students will require a completed National Police Check and a valid Working with Children Check for work within NSW.

As TAFE NSW Digital is a distance education provider, and there are no opportunities for simulated workplace situations, we would anticipate that work placement could take approximately 240 hrs. Work placement and the demonstration of practical skills are requirements of this course. Due to the impacts of COVID 19 and the disruption to service provision in the Early Childhood, Aged Care, Health and Community Services Sectors, there may be a delay or modification in being able to undertake these aspects of your course in the planned timeframe.

Please note that this course is not an ACWA accredited course.

Credit (or recognition) for modules/units may be granted based on previous learning, studies, work and/or life experiences. For more information on Credit visit the Credit Pathways page on TAFE Digital website. https://www.tafensw.edu.au/digital/getting-started/credit-pathways

Please note: Some industries have their own legislative or licensing requirements. TAFE NSW recognition does not apply to these.

Other requirements
WORK PLACEMENTS

Many TAFE courses have a compulsory work placement component to assist you to apply your learning in a practical environment and you may be required to comply with some (or all) of the following.

1. NSW HEALTH

Before you commence any clinical placements in NSW Health facilities, you will be required to
• Meet NSW Health’s - Criminal Record Check requirements;
• Sign the NSW Health Code of Conduct form and any other forms, as required by NSW Health;
• Undertake Occupational Assessment, Screening and Vaccination against Infectious Diseases and provide your Health Care Worker/Student Vaccination Record Card.

For specific information regarding NSW Health’s requirements, and access to the required forms, it is recommended that you visit their FAQs for students at:
2. AGED CARE WORK - Before you undertake any clinical placements in Aged Care Facilities you will be required to undertake a Federal Criminal Record Check. Visit:  

3. COMMUNITY AND CHILDREN’S SERVICES

Anyone in child-related work (including student placements and volunteers) MUST have a current Working with Children Check (students/volunteers free) in line with the Office of Children’s Guardian phase-in schedule and processes. Visit:  

4. STUDENT READINESS FOR WORK PLACEMENT

Generally work placements will only occur after there has been a reasonable amount of student/teacher contact and when the teacher is satisfied that you are ready to benefit from workplace learning and perform workplace duties. Your teacher can provide further information.

STUDENT RIGHTS AND RESPONSIBILITIES - For more information visit:  

Will I need to undertake Work Placement?

This course requires a minimum of 100 hours work placement.
• Students are required to arrange work placement by finding a community service organisation and approaching them about completing work placement hours and assignments at their organisation. Students who are currently working or volunteering in a community service organisation may complete their workplace hours at their usual place of work.
• Work placement hours and completion of workplace assignments are attached to each Cluster and must be done progressively throughout the course, however there are no specific number of work placement hours required per Cluster.
• Students will need to review the assignments and determine what will be required for completion of each assignment based on their own skills and experience. This should be discussed with your workplace Supervisor who will need to confirm your hours and sign a Supervisor’s Statement to advise they have observed specific skills and/or activities.
• As OTEN is a distance education provider, and there are no opportunities for simulated workplace situations, we would anticipate that work placement could take approximately 240 hours.

Students who wish to articulate to a degree should check pathways with their chosen university. Students may be able to apply for credit/advance standing but may be required to complete 240hrs+ work placement in order to gain credit for the practical component. Students should also be aware that credit does not apply for qualifications/units awarded on the basis of recognition for prior learning (RPL).
Under 17 and wanting to leave school?

If you are under 17 and want to leave school, your options have been affected by a recent change in NSW law. From January 2010 you must complete Year 10 and then continue in either full-time education, training, paid employment or a combination of these options until you’re at least 17 years of age. More information about options for school students under 17 is available from our website: oten.tafensw.edu.au/under17

Pathway to university or higher education

Thinking of studying next year? Not sure if you should go to TAFE or uni? Let us help you decide. At TAFE NSW we offer you the flexibility to fast-forward your career with Pathways.

Choosing to study at TAFE before going on to uni can see you graduating and entering a competitive workforce sooner — and not with one, but two, nationally recognised qualifications! For more information visit oten.tafensw.edu.au/uni

What units will I study?

CHCADV002 – Provide advocacy and representation services
CHCCCS004 – Assess co-existing needs
CHCCCS007 – Develop and implement service programs
CHCCOM003 – Develop workplace communication strategies
CHCCSM005 – Develop, facilitate and review all aspects of case management
CHCDEV001-UNGRADED – Confirm client developmental status
CHCDEV002-UNGRADED – Analyse impacts of sociological factors on clients in community work and services
CHCDEV003-UNGRADED – Analyse client information for service planning and delivery
CHCDIV003 – Manage and promote diversity
CHCGRP002 – Plan and conduct group activities
CHCLEG003 – Manage legal and ethical compliance
CHCMGT005 – Facilitate workplace debriefing and support processes
CHCPOL003 – Research and apply evidence to practice
CHCRPR003 – Reflect on and improve own professional practice
CHCPRT001 – Identify and respond to children and young people at risk
HLTWHS004 – Manage work health and safety

The above list includes units being offered by TAFE Digital. If licensing in another state other than NSW is required, please check requirements with the relevant state.

Do I need additional resources to study this course?

No

Your learning materials will be provided in:

Online via the Online Learning Support (OLS) website.

This qualification is completed by:
• Logging on to the Online Learning Support (OLS) website
• Reading online learning resources
• Successful completion of online quizzes, forums, written and workplace assignments
• Completing a range of assessment tasks in the workplace
• Maintaining contact with the Teaching Section

How much is the course?

The indicative cost of this course is $4,970.

**PAYMENT OPTIONS AND ASSISTANCE**

This course is approved for a Commonwealth VET Student Loan (VSL). If you meet the VSL eligibility and academic suitability requirements, you are able to apply to the Commonwealth for a loan to cover all or part of your course fee. We will ask you whether you would like to apply for a VET Student Loan when you enrol and advise you of the process.

Find out more about [VET Student Loans](https://www.tafensw.edu.au/vet-student-loans).

Direct payment by Unit of Study instalments is available for this course.

The Units of Study and associated fees for this course are detailed below. Fees are charged on the census day for each Unit of Study. To secure a loan for part or all of your course, you must be eligible and submit a valid application to the Commonwealth for a VET Student Loan. You may withdraw prior to the census date without incurring a fee.

<table>
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<tr>
<th>Code</th>
<th>Name</th>
<th>Start Date</th>
<th>End Date</th>
<th>Census Date</th>
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<td>1 Jul 2020</td>
<td>26 Feb 2021</td>
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<td>20OTE00767</td>
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<td>1 Jul 2020</td>
<td>30 Jun 2022</td>
<td>4 Jan 2022</td>
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</tr>
</tbody>
</table>

Depending on your previous qualifications and experience, your fee may be less than the maximum fee quoted. Your actual fee will be calculated and confirmed during the enrolment process.

This course is approved for a Commonwealth VET Student Loan. If you meet the
eligibility requirements, you are able to apply to the Commonwealth for a loan to cover all or part of your course fee. We will ask you whether you would like to apply for a VET Student Loan when you enrol and advise you of the process.

If you would like more information about VET Student Loans please visit the TAFE NSW website or contact us on 131 241.

For full details on TAFE NSW fees and money matters please visit our website: otene.tafensw.edu.au/fees

**I would like to talk to someone before I apply**

Please contact TAFE Digital Customer Service on 131 601.

We are committed to enhancing all students' prospects to reach their potential and achieve a positive future. We recognise that for some students additional support services are fundamental to ensure success. We have the following expert support services available which you may access by calling (02) 9715 8446 or 1300 655 993 to make an appointment: Counselling and Career Development, Disability, Aboriginal, Multicultural, Outreach, Adult Basic Education and Open Learning Centre Support Services.

**Need help deciding?**

Our free online career and study planning tool can help.

You will receive a personalised career and study profile based on your responses. If you would like to discuss your results in person, please contact our Counselling and Career Development Unit by calling 1300 655 993 or 02 9715 8446. To get started click the link below: www.careervoyage.com.au/nten

**Unique Student Identifier (USI)**

From 1 January 2015, all students participating in Nationally Recognised Training in Australia will need to have a Unique Student Identifier, or USI.

This includes students completing an apprenticeship, skill set, certificate or diploma course.

A USI gives you access to your online USI account and will contain all of your nationally recognised training records and results from 1 January 2015 onwards. Your results will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

**How to get a USI**

It is free and easy for you to create your own USI online at usi.gov.au. Your local Customer Service office can also provide further information and assistance. If you
already have your USI you can enrol with TAFE NSW.

**How do I apply?**

Applying with us is easy, though the exact process does depend on your course and any prerequisites that go with it. Be sure to read all course information carefully to make sure it is the right qualification, location and study type for you. As you progress through the application and enrolment process you will be prompted to provide additional information.

For further information or assistance, call 131 601.

**Apply now (click below)**

oten.tafensw.edu.au/mdyrdm

*Current as at 24/6/2020*