



Community Services

CHC52015 Diploma of Community Services



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

Locations

Main Campus

14-18 Douglas Road QUAKERS HILL NSW 2763

Sydney CBD Campus:

474 Kent Street, Sydney NSW 2000

Canberra Campus:

5/118-128 Mawson Place, Mawson ACT 2607

Classes Scheduled

AAMS's teaching hours are from 8.30am to 10.15pm and classes will be organised for consecutive days between Monday and Friday during the day or 4 evening classes Monday – Thursday (Total 20hrs face to face learning with student resources available through the AAMS learning management system including forum discussions, additional resources etc.)

Note: Work experience hours may be outside these scheduled hours.

Target Group

- Local and international students seeking a career in Community Services.



Most of the participants in this program will come from overseas, which spans from Asia, Eastern Europe, Middle East, etc. As the students would be on a student visa, all ESOS regulations will apply.

This qualification covers workers who are responsible for the coordination and management of agencies delivering services to people with a disability. Workers in this role are usually also involved in service delivery, either direct client work and/or community development projects. Workers at this level have responsibility for the supervision of other staff and volunteers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Entry Requirements

Student selection criteria must demonstrate evidence of some prior experience, affinity or involvement with community services work and evidence of personal suitability including empathy and compassion (refer to enrolment form)

Students must have good health, achieve English proficiency of 5.5 as minimum in IELTS or recognised equivalent, and meet the necessary academic and financial entry criteria for the course.

The minimum requirements to enrol in AAMS are High School Certificate or their equivalents with a minimum of overall Pass in Year 12. Students must be 18 years of age or older at the time of their initial application. Australian Academy of Management and Science will not enrol students under the age of 18 years.

Police Clearance

All students are required to provide a current Police clearance, which is required for student work placement in the qualification, **CHC52015 Diploma of Community Services**. International students have a police clearance from their home country as per visa conditions and must arrange a local Australian police clearance before they go on placement.

Aim of work Placement

The placement of students into appropriate work sites is an essential and rewarding component of their learning experience. Appropriate placements will enable students to:

- Apply theory to practice
- Practice and consolidate their knowledge and skills
- Demonstrate competence in pre-determined units of the course
- Demonstrate their ability to communicate and work productively with staff and agency clients
- Develop networks within the agency and across the community services industry
- Enhance their personal and professional development



- Build their professional confidence

Work placement training

- Is provided at the end of the tuition.

Qualification

On successful completion of the course students are eligible to receive CHC52015 Diploma of Community Services and a Statement of Results.

Accreditation

AAMS is a registered training organisation by Australian Skills Quality Authority (ASQA) with the RTO code 91354 and CRICOS Provider code 02882M to deliver the CHC52015 Diploma of Community Services. This qualification is recognised under the Australian Qualifications Framework (AQF).

Course Duration and Enrolment

The course duration is 78 weeks including holidays; the training delivery contains 1100 hours of face to face tuition with 100 hours of work placement.

International students are required to undertake fulltime course work of 20 hours per week with a minimum of 80% of class room attendance. This is a requirement of the student visa.

Holidays

AAMS holiday periods are at the end of each 10 week training period. There is a 2 week break in April, June, September and a 6 week break in December.

Pathway

This course is a managerial level course in Community Services. Students after successful completion of this course who wish to enhance their knowledge in this area may undertake the CHC62015 Advanced Diploma of Community Sector Management.

Vocational Outcome

Graduates of the CHC52015 Diploma of Community Services may gain employment as qualified:

- Assessor
- Local support coordinator
- Case coordinator
- Manager
- Case manager
- Program/service coordinator
- Client service assessor
- Senior disability worker
- Coordinator
- Support facilitator



Teaching Methods/ Resources

Training will be delivered using a learning approach, combining facilitator-led theory sessions in small groups and classroom based delivery at AAMS and full access to additional learning material and resources through AAMS learning management system.

Methods will involve:

- Hands-on tutorial with internet access
- Practical training in Disability procedures
- Qualified teachers with industry experience
- Class rooms fitted with modern audio/visual facilities
- Computer facilities + Wi-Fi
- Simulation room

Assessment Methods

Assessment is based on competency, that is the ability to perform specific skills and is done through a combination of observation, discussion, written assignments, tests, examinations, and/or practical application and work related projects.

When conducting a competency based assessment, the Assessor will work with you to collect evidence of your work performance using the competency standards as benchmarks. Competency based assessment is generally activity based and practical. However, competence also means that you should display an understanding of the knowledge that underpins the performance of the task.

Disciplinary Procedures

All AAMS students are subject to Australian civil and criminal laws and to the AAMS Disciplinary Policy and Procedure.

International students that do not adhere to students' visa conditions of study and 80% minimum attendance, unsatisfactory academic progress will be subject to the academy's warning and reporting procedures. Furthermore, serious breach of the academy's policies and procedures such as non-payment of tuition fees sexual harassment, carrying and usage of drugs discrimination against any race, gender, culture or religion will be subject to possible expulsion and reported to DIAC.

Access and Equity

All AAMS's staff is required to practice the Access and Equity policies and procedures which demand all staff at all times to provide the same level of services to all prospective and enrolled students.



National Recognition

AAMS is committed to its obligation under the Standards for NVR registered training organisation for national recognition.

National recognition is the process that credit award for Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO) enabling individuals to receive national recognition of their achievements.

Credit can be either a direct recognition of a course completed at another RTO or a combination of national recognition and credit transfer. Contact AAMS for further information.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process that recognises student's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole competencies.

Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Students will need to contact the academy for information on the RPL process and apply at the time of their initial application to the Academy. To apply for RPL students will need to complete the RPL form and provide supporting evidence. Evidence may include:

- Interview/professional conversation
- Observation and questioning including workplace visits
- Portfolio of work, which may include completed assessment items from previous study
- Supplementary assessment tasks or challenge test - oral, written or practical
- Assessment where no training is involved
- Authentication of evidence by supervisor or employer

Unsuccessful applicants have a right to formally appeal the RPL assessment, through the Academy's appeals and complaints process

Welfare and Guidance

The college is committed to accommodate special circumstances (such as a disability) of individual students.

The college provides student induction every term.

For students who apply offshore, the College offers various other support services such as

- Airport pick-up *
- Accommodation *

* These services are provided on actual cost recovery basis.

Students may make an appointment at any time to see AAMS for free advice relating to study on issues such as:



- managing your time
- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Our staff will assist you in how to seek help with local welfare and guidance services as required. However, students with welfare and guidance needs beyond the expertise of AAMS staff will be referred to external specialist agencies.

Fees

The course fee is \$19,990

Additional mandatory fees

Enrolment fee: \$250.00 (non-refundable)

First Instalment of Fee:

At the time of admission, the students should pay:

Enrolment fee + upfront tuition fee + OSHC premium

Terms and Conditions of Enrolment

Once enrolment has been confirmed, you will be advised of the Orientation date.

Please note: overseas health cover (OSHC) is compulsory for students on a student visa.

Payment must include the following: (Please note tuition and OSHC fees are subject to change.)

Payment Details

Enrolment Fee (Non-refundable)	\$250.00
Course fee (Total tuition fee)	\$
Course fee (First Instalment)	\$
OSHC (Single/ Family) (..... Year)	\$
Airport Greeting	\$
Accommodation Placement	\$
Home stay (_____ weeks)	\$
Other Chargers (please specify)	\$
TOTAL (All prices are in Australian dollars)	\$
Payment Required Now	\$
Balance payment (payable in instalments during studies)	\$

Fees



Fees are levied on all courses offered. Please refer to the fee schedule available on our website or through Administration for detailed current course fees.

A non refundable enrolment fee of \$250.00 is required at the time of enrolment. The enrolment deadline is 14 days prior to the commencement of courses.

Remaining course fees can be:

- paid in advance in their entirety; or
- paid using a flexible payment plan available as semi-annual payments, quarterly payments or monthly payment. Payments are paid in advance and are due two weeks prior to divided payment terms. Please note: the fee payment schedule is determined on a case by case basis.

Students who pay fees for courses will be issued with receipts. The management of the Australian Academy of Management and Science Pty Ltd will be responsible for ensuring that those fees are accounted for within a separate section of the financial control centre and are identified as fees paid in advance.

Course fees do not include:

- The cost of travel between sites (where applicable)
- RPL fee (if applicable): \$100 per unit assessed.
- Text books which may cost \$200.00 approximately
- Police check

OSHC Bupa Premium Price List Guide

	Single	Family
1 Year	\$605	\$2,508
2 Years	\$1,561	\$7,194

It is an essential requirement of your student visa that you have adequate health cover while you are studying in Australia. You are required by law to pay for Overseas Student Health Cover (OSHC). If you do not have health cover (also called 'health insurance') you fail to meet your visa conditions and risk having your visa cancelled. OSHC helps pay for medical and hospital care should you become ill during your stay in Australia. AAMS preferred health care provider for Overseas Student Health Cover (OSHC) is Bupa. For information about overseas student health cover prices (premiums) and the services you will receive from Bupa OSHC, please refer to the website: <http://www.bupa.com.au>

FEES AND REFUND POLICY

For the purpose of this document, the Organisation shall refer to AAMS. All requests for refunds must be lodged in writing to the Chief Executive Officer; The Organisation respects and protects the rights of its students in accordance with the Privacy Act. Where a refund has been deemed payable the payment will be made within 14 days. Where a student's Visa has not been granted, a full fee refund less the \$250 enrolment fee will be granted.

Refunds paid if AAMS defaults when:



- All fees paid by the student including any administration fees will be refunded within two (2) weeks after the default day
- AAMS, as a member of the ACPET OSTAS, if unable to fulfil its obligations to complete a course, the student will be offered a no cost enrolment (i.e. no enrolment fee) into another ACPET OSTAS member college
- Students will be provided with a statement explains how the refund amount has been worked out.

AAMS defaults when:

- The course does not start on the agreed starting day, or
- The course ceases to be provided before it is completed.
- The course is not provided in full to the student.

Refunds paid if the student defaults:

- If the student's application for Australian student visa is rejected, any course fees paid (less enrolment fee) will be refunded. If the visa has not been issued on time for commencement of the course, the student must contact AAMS in writing and another commencement date will be organised without any additional cost. If AAMS does not receive any information at the time of commencement of the course, then the student will not be entitled for a refund of the course fee paid for the first term.
- If the student fails to commence the course after the visa has been granted or withdraws after commencement of studies, then the student will not be eligible for any refund for the course fees paid in advance.
- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Students are able to pursue other legal remedies where in disagreement with the Academy's decision regarding their tuition fee refund.

AAMS Adheres to:

- Sex Discrimination Act 1984
- Human Rights and Equal Opportunity Act 1986
- Racial Discrimination Act 1975
- Anti-Discrimination Act (NSW) 2009
- Disability Discrimination Act (Commonwealth) 2005
- ESOS Act 2000
- National Vocational Education & Training Regulator Act 2011
- National Code of Practice (2007)
- Privacy Act 1988
- Australian Qualifications Framework (AQF)



Community Services



CHC52015 Diploma of Community Services

Course Structure

Code	Title	Core / Elective
HLTWHS004	Manage work health and safety	C
CHCLEG003	Manage legal and ethical compliance**	C
CHCCOM003	Develop workplace communication strategies	C
CHCDIV003	Manage and promote diversity	C
CHCADV002	Provide advocacy and representation services	E
CHCCDE011	Implement community development strategies	E
CHCDEV002	Analyse impacts of sociological factors on clients in community work and services	C
CHCDEV001	Confirm client developmental status	E
CHCDIS008	Facilitate community participation and social inclusion**	E
CHCDIS010	Provide person-centred services to people with disabilities with complex needs**	E
CHCCCS007	Develop and implement service programs	C
CHCCSM005	Develop, facilitate and review all aspects of case management	E
CHCDIS005	Develop and provide person-centred service responses**	E
CHCCSM004	Coordinate complex case requirements	E
CHCMGT005	Facilitate workplace debriefing and support processes	C
CHCPRP003	Reflect on and improve own professional practice	C
External	Work Placement	100hrs

**Common in CHC43115 Certificate IV in Disability