Faculty of Community Health and Education
Community Health and Wellbeing Department

CHC50612 DIPLOMA OF COMMUNITY SERVICES WORK

INFORMATION BOOKLET

Mid-Year Intake

2015
Contents

Introduction ................................................................................................................................................. 4
Why Study at Melbourne Polytechnic ........................................................................................................... 4
Employment Pathways ................................................................................................................................. 4
Course Aims .................................................................................................................................................. 5
Adult Learning Model .................................................................................................................................. 6
Entrance Requirements ................................................................................................................................. 6
Information Sessions ..................................................................................................................................... 8
Enrolment ..................................................................................................................................................... 8
Course Outline ............................................................................................................................................. 9
Assessment ................................................................................................................................................... 10
Skills Recognition ......................................................................................................................................... 10
Practical Placement ..................................................................................................................................... 11
Course Fees ................................................................................................................................................ 11
Eligibility/Ineligibility for Government Subsidised Course Fees ................................................................. 12
Assistance with Course Fees ....................................................................................................................... 13
Diploma Payment Options (if required): .................................................................................................... 13
Introduction

The Community Services programs delivered at Melbourne Polytechnic seek to fully equip students with the skills and knowledge to commence or progress their careers in the Community Services sector. Our programs are drawn from the Community Services Training Package and are nationally recognised under the Australian Qualifications Framework. All courses are designed to develop students’ understanding of issues relevant to the various settings within the Community Services sector and to enhance the practical skills needed to deliver individualised services to clients.

Why Study at Melbourne Polytechnic

The Community Health and Well Being Department (Community Service Programs) at Melbourne Polytechnic (Preston Campus) is located in Building E, Room 101. It has a solid reputation for:

- Teaching staff who have extensive, direct experience in the community services field as well as teaching/training qualifications.
- Strong connections and networks with community service agencies
- Providing a supportive environment to maximise student learning
- Linking students, where appropriate, with other services at NMIT such as Study Skills and Student Services, including Disability Support Services.
- Producing students who are independent learners and well prepared for working life
- High employment rates among graduating students from both Diploma and Certificate IV courses and significant numbers of students going on to further study.

Employment Pathways

The Diploma is aimed at an advanced skill level where graduates may have the responsibility for the supervision of other staff and volunteers. Employment roles may include:

**Diploma level**

- Early intervention worker
- Case coordinator
- Case worker
- Case manager
- Welfare worker
- Community worker
- Coordinator
- Out of Home Care Worker
- Client service assessor
- Family support worker
- Group facilitator / coordinator
- Homelessness support / outreach worker
- Family violence worker
- Program coordinator
- Youth worker
- Social welfare worker
- Child protection practitioner
- Community development worker
It should be noted that employers place a strong emphasis on the following personal attributes/attitudes:

1. A strong commitment to social justice, human rights and attitudes to provide clients with services that uphold their rights, promote choice, equality, dignity and respect.

2. An ability to work independently and co-operatively as an effective team member.

3. Excellent communication and interpersonal skills, with the ability to liaise with a diverse range of people, including, but not limited to, varied cultural backgrounds.

4. Sound oral and written communication skills.

Course Aims

The CHC50612 Diploma of Community Services Work courses aim to provide students with the opportunity to build the following specialised knowledge, skills and attitudes:

Knowledge
- Legislation and policy relating to the sector
- The community services industry and its purpose
- Occupational Health & Safety requirements

Skills (incorporating Employability skills)

Students will be able to:
- Work effectively with a group - colleagues, clients and other professionals
- Act professionally and ethically when dealing with clients, their families, other professionals and the public
- Carry out administrative responsibilities
- Provide appropriate support
- Provide accurate information and referral
- Plan and organise

Attitudes
- A commitment to social justice
- Respect for the individual by eliminating stigma and stereotyping
- Sensitivity to the needs, abilities and potential of the individual
- Empathy toward the client and their family and the relationship between them
- Receptiveness to change
- Commitment to working as part of a team
Adult Learning Model

These courses require a mature approach to learning and interacting with other people, staff and students.

- Students and staff are both responsible for creating a positive learning environment for all.
- Teaching style is interactive; some lecture, some tutorial style and lots of opportunity for discussion.
- There is lots of group work and experiential learning that also takes place in the classroom.
- Students are responsible to a large extent for their own learning and a positive approach to their work.
- As much as possible students are expected to participate in all class activities and interactions.
- There is an expectation that students enrolled in the course achieve a minimum 80% attendance.
- Respect for others in the classroom is expected:
  - All students have a right to express their views in a safe environment
  - Discriminatory views are not acceptable as we believe they are not part of a safe learning environment (racism, sexism, homophobia, ageism, etc.)

NOTE: Study Skills Support and Student Services are available at Melbourne Polytechnic to assist students with academic and/or personal support needs.

Applicants who have a disability can also gain assistance from Disability Support Services with both their application and their studies.

Entrance Requirements

Students are expected to possess appropriate literacy and computer skills for both the demands of the training and the workplace for both the Certificate IV and the Diploma.

CHC50612 DIPLOMA OF COMMUNITY SERVICES WORK

Pre-requisite Units
The pre-requisite units for the Diploma are:

- CHCCS411C  Work effectively in the community sector
- HLTHIR403C  Work effectively with culturally diverse clients and co-workers
You may successfully completed these units if you have successfully completed the Certificate II, III or IV in Community Services.

If you have not been recognised as competent against these two pre-requisite units by a recognised training organisation you will have the following two options to demonstrate your competence.

1. Provide a relevant folio of workplace evidence addressing the key elements of the units **OR**
2. You will be enrolled in the pre-requisite units and must attend two workshops and complete a self-paced workbook **prior to commencement** of Diploma classes.

**Age Requirements**

Applicants must be a minimum of **20 years old** at the commencement of the course.

**Other**

Applicants for the part time Diploma are required to have completed one year paid or approved voluntary work in the Community Services Sector.

Previous experience in the community services sector is not required for full time Diploma applicants

Applicants who meet special entry requirements are encouraged to apply. (i.e. mature age, Aboriginal, people from CALD backgrounds & people with a disability).

**Working with Children Check**

All students need to apply for and secure a Working with Children’s Check before they commence the CHC50612 Diploma of Community Services Work. Applicants can apply as a volunteer for no cost.

**Police Checks**

A practical workplace placement is an integral part of the CHC50612 Diploma of Community Services Work. A police check through Victoria Police is a mandatory requirement to undertake placement to complete this course. In the event of an unsatisfactory police check, you will be referred to the program co-ordinator. A further agreement must be signed by the applicant to ensure that they are fully aware that securing placement may be difficult and therefore could jeopardize course completion.

**Police checks must be submitted at the commencement of the course** and as police checks are only valid for six months, students must **resubmit a further police check prior to commencing placement.**
Selection Process/Criteria

A selection process is required for the CHC50612 Diploma of Community Services Work to establish your suitability to work in the community services sector and to meet the study requirements of the courses.

The selection process for both qualifications involves completion of the following:

1. A Written Application Form

Your completed Application form will assess:

- Written Communication – Literacy i.e sentence construction, logical flow of information and awareness of current issues in the community sector.

**NOTE:** Applicants may be required to attend an interview to support their written application.

Application Forms

Application Forms are available via the Melbourne Polytechnic website. You can bring your completed application form with you to an Information night or return to the Department prior to the course commencement. Once you are notified that you have been accepted into the course/s you can enrol.

Information Sessions

Information sessions are held prior to February and Mid-Year intakes. It is strongly recommended that you attend an Information session. You can also bring your completed Application Form to an Information session. Please visit the Melbourne Polytechnic website for [http://www.melbournepolytechnic.edu.au](http://www.melbournepolytechnic.edu.au) for Information session dates.

Enrolment

You can enrol in the Certificate IV or Diploma of Community Services via by visiting the Preston campus of Melbourne Polytechnic, 77-91 St Georges Road, Preston from 9am -4.30p.m.

Please come to Building E Room 101 before proceeding to the Enrolment centre in Building B.

Please the following with you:

- Medicare card
- Copies of previous qualifications
- Photo identification (e.g. licence, passport etc)
- Tax File Number (if you applying for VET FEE Help) (For Diploma students)

**Please Note:** The CHC50612 Diploma of Community Services Work is subject to sufficient numbers.
Course Outline

CHC50612 Diploma of Community Services Work

Intakes - July Intakes

- Full time, two years, 3 days per week  Monday, Tuesday and Thursday 9.00 a.m. – 3.30p.m. plus optional Friday tutorials
  Commencement Date: Monday July 20th for those undertaking the Pre Requisites

- Part time, two years 1 day per week. Wednesday 6.00pm -9.00pm and selected Saturdays 9.00am -4.00pm
  Commencement Date: Wednesday July 22nd

- 400 hours of practical placement training is a requirement for successful completion of the course (for further information on placement refer to the Placement section of this information booklet.)

The CHC50612 Diploma of Community Services Work consists of 18 units, 11 core and 7 elective units (plus two pre-requisite units from the Community Services Training Package):

The pre-requisite units for the Diploma are:

CHCCS411C Work effectively in the community sector
HLTHIR403C Work effectively with culturally diverse clients and co-workers

You may successfully completed these units if you have successfully completed the Certificate II, III or IV in Community Services.

If you have not been recognised as competent against these two pre-requisite units by a recognised training organisation you will have the following two options to demonstrate your competence.

1. Provide a relevant folio of workplace evidence addressing the key elements of the units

   OR

2. Enrol in the pre-requisite units and attend two (2) x three (3) hour workshops delivered over (1) one day and complete a self-paced workbook prior to commencement of Diploma classes.

Core Units

CHCCD514B Implement community development strategies
CHCCM503C Develop, facilitate and monitor all aspects of case management
CHCCOM504B Develop, implement and promote effective workplace communication
CHCCS500B Conduct complex assessment and referral
CHCCSL501A Work within a structured counselling framework
CHC50612 Diploma of Community Services Work Course Information

CHCCW503A Work intensively with clients
CHCGROUP403D Plan and conduct group activities
CHCDEV001 Confirm client developmental status
CHCDEV002 Analyse impacts of sociological factors on clients in community services
CHCORG428A Reflect on and improve own professional practice
HLTWHS300A Contribute to WHS processes

Elective Units (Subject to change)
CHCAOD510B Work effectively with clients with complex AOD issues
HLTAID003 Provide first aid
CHCPRT001 Identify and respond to children and young people at risk
CHCMH411A Work with people with mental health issues
CHCDIS301C Work effectively with people with a disability
CHCAD603B Provide systems advocacy services
CHCCS502C Maintain legal and ethical work practices

Assessment

Students are assessed in a variety of modes including practical placement demonstration of skills and knowledge, written pieces, case studies, role plays, employability skills (such as communication and teamwork) and classroom activities.

Students will receive feedback on assessment items in line with competency based training. Students are assessed as competent or not yet competent.

If a piece of work is assessed as “Not Yet Competent” the student will be given the opportunity to resubmit the work once only. If a resubmitted piece of work is assessed as ‘Not Demonstrated’ the student is required to re-enrol in the relevant unit and repeat that part of the course.

Note: All assessment items for all units must be satisfactorily completed to pass the course. Where Practical placement forms part of your assessment for a unit or units of competency, you must undertake placement and successfully complete all items of assessments as well as all other items of assessments for those unit/units to be deemed as Competent in the course and awarded the qualification.

Skills Recognition

Skills recognition involves the formal acknowledgement of equivalent training, relevant prior study, work experience and relevant life skills. The two components of skills recognition are:-
1. Recognition of Prior Learning (RPL). This is the acknowledgement of skills and knowledge obtained through formal training/education, relevant work experience and or life experience. RPL applicants need to provide documented evidence of competence and be assessed in the workplace.

2. Credit Transfers. Students who have completed the same or equivalent unit/subject/studies are eligible for a direct credit transfer. In this case you must bring your original academic transcript to validate your qualification to enrolment day.

If you envisage applying for RPL please contact the Program Co-ordinator to book an interview.

Practical Placement

Practical placement is not only an integral component of your learning program; it provides you with an opportunity to immerse yourself in a relevant work setting. Practical placement enables you to build on the skills and knowledge gained prior to placement by applying them to a real life context and interacting with community services professionals in day to day activities. Practical placement also forms part of your assessment for selected units. Placements will be allocated to all students according to individual skill sets and organisational needs. If desired, students may source their own placement provided that this meets training package requirements.

CHC50612 Diploma in Community Services Work

- Full time Diploma students must complete 2 x 200 hours of practical placement. 200 hours usually undertaken during 4th term of each year.

- Part time Diploma students must complete 2 x 200 hours of practical placement. 200 hours is usually undertaken in Term 3 of each year.

The minimum attendance for practical placement at Diploma level is 24 hours (3 days) a week. This means that your 200 hours takes between 4 - 6 weeks to complete.

Course Fees

Course fees are made up of three separate costs:

- Tuition
- Student Amenities & Services
- Materials – the Community Health & Wellbeing Department does not require students to purchase text books. Workbooks and handout materials are provided. Material fees contribute to the cost of these materials. Some units do not have a workbook.
Eligibility/Ineligibility for Government Subsidised Course Fees

Students are eligible for a government funded place if:

- They do not have an equivalent or higher Australian qualification to the one in which they are enrolling. For example if you already have satisfactorily completed a Certificate III and you want to do another Certificate III you are not eligible for a government subsidised place. However if you already have satisfactorily completed a Certificate III but are enrolling to do a Diploma then you will be eligible for a government subsidised place as you are “up-skilling”.

AND you must hold one of the following citizenship categories:

- Australian Citizen
- Permanent Resident
- New Zealand Citizen (VISA 444)
- Permanent Humanitarian Visa
- Temporary Protection Visa
- East Timorese Asylum Seeker.

Please note that these eligibility requirements apply to government subsidised places only, it does not exclude you from applying if you are not eligible for one of these places.

Fee Waivers (all subject to change)

1. **Application for fee waiver for asylum seekers** – Conditions apply and assessments are conducted by Student Services.

2. **Indigenous students** – students who self-identify as aboriginal and/or Torres Strait Islander on their enrolment form and who also meet eligibility requirements for a Government funded place will:
   
   a. Pay 20% of the government subsidised tuition fee amount for the course – this applies to students whether they have a valid Health Care Card or not;
   
   b. Student amenities fee and materials fee amounts are waived.

All fees are payable at time of enrolment. Failure to pay on enrolment date may forfeit your position in the course and the place may be offered to another applicant. There are many payment options available, please read on for further details about this.
2015 FEES – Mid Year Intake

CHC50612 Diploma of Community Services Work (excluding 2 pre-requisite units)

- **Full time (Year One First Semester only - July 2015 - December 2015)**
  - $2950.00 (eligible)
  - $5200.00 (ineligible)

- **Part Time (Year One First Semester only - July 2015 - December 2015)**
  - $2310.00 (eligible)
  - $4060.00 (ineligible)

**NOTE:** Fees are inclusive of tuition, amenities and materials for Year One - Semester One July 2015 – December 2015 only at the time of publication of this Course Information Booklet. There are no concession on Diploma units. As fees are subject to change, fees for subsequent years will be advised prior to the commencement of those years. Please check with the department for prior to enrolment.

CHC50612 Diploma of Community Services Work – Pre – requisites

If you are required to undertake the 2 pre-requisite units the following additional fees will apply.

- $74.00 (eligible)
- $55.00 (concession)
- $116.00 (ineligible)

**NOTE:** Fees are inclusive of tuition, amenities and materials at the time of publication of this Course Information Booklet.

**Assistance with Course Fees**

**Diploma Payment Options (if required):**

- **VET FEE-HELP** – Is a student loan scheme for the Vocational Education and Training (VET) sector that is part of the Higher Education Loan Program (HELP). Students who access VET FEE-HELP assistance will have a loan with the Australian Government who will, on the student’s behalf, pay their VET tuition fees. (Further information provided on enrolment). Eligibility criteria apply. VET FEE HELP applies to tuition fees only. VET FEE-HELP is available to both eligible and ineligible students who meet citizenship and other criteria.

- Ineligible students can also access Instalment Payment Plans.

**Payment Options Assistance (if required):**

- Student loans for tuition fees under $300
- Instalment payment plans for tuition fees in excess of $300
We wish you the best of luck with your application and look forward to having you study with us in the Community Health and Wellbeing Department. If you should have any further questions please do not hesitate to call us on 9269 1524.