CHC52015 Diploma of Community Services
ENROL NOW

03/04 About Conwal
   The Conwal Experience
   Accreditation
   Age requirements
   What we provide

05/06 Course overview
   Specific course details
   Career prospects
   Pathways to university
   Recognition of Prior Learning
   Course duration
   Pre-enrolment information

07 Requirements
   Pre-requisites
   Entry requirements
   Study requirements

08/10 Completion details
   Online study
   Resource requirements
   Our Assessment Model
   Assessment
   Completion of your qualification
   Other qualifications you may be interested in

11/12 Units
   Units of study

13 How to enrol
   Need more information?
About Conwal

The Conwal Experience

It’s simple. We want to provide you with an excellent online education platform so you can achieve your learning goals – anywhere, anytime.

At Conwal, our students are at the centre of everything we do, and have been for over eight years. We are dedicated to ensuring your learning experience is personalised, interactive and most importantly – enjoyable!

As part of your Conwal experience, you’ll have access dynamic online training courses which use the latest technology, a friendly learning portal, and a dedicated team of student support officers, technical support staff, and administrative facilitators.

Guiding you through your learning journey is your very own expert trainer and assessor. Our trainers all have extensive relevant industry experience and will provide you with both learning support and up-to-date industry information.

Accreditation

- Conwal and Associates Pty Ltd, trading as Conwal Institute, is registered as a training organisation by the Australian Skills Quality Authority (ASQA) as RTO number 31190.
- Conwal and Associates Pty Ltd, trading as Conwal Institute holds ASTAS insurance that protects student fees taken in advance through the Australian Student Tuition Assurance Scheme (ASTAS). The ASTAS Scheme is approved by the Australian Skills Quality Authority (ASQA) and administered by the Australian Council for Private Education and Training (ACPET).

Age Requirements

All qualifications require applicants who are under 18 years of age to have parental consent, in writing, attached to the enrolment form.
About Conwal

What we provide

Online support
When you study online, you’re never alone – help is only a click away. You can relax knowing that online support is available. We’re ready to answer your questions and ensure your e-learning experience is both positive and productive.

Technical support
Your time is precious, and we don’t want technology issues impact your learning. You can count on our team to help you get up to speed and fix any issues that you may encounter.

Phone support
Just call our 1300 766 990 free call number and you’ll be connected to one of our knowledgeable support staff who will be happy to assist you.

Live chat - tutor support
You can get real-life, online, on-demand help for your report writing, structure and referencing, math, science, and business studies questions.

Trainer support
Questions are encouraged! Get help when you need it from your trainers. We’ll ensure you get the support you need by email or phone.
Course overview

**CHC52015 Diploma of Community Services**

The CHC52015 Diploma of Community Services is a nationally recognised qualification for the community services work industry. If you are considering, or are currently working in the community services field, this is the course to do. This qualification will provide you with the higher level skills required for senior roles in areas such as aged care, community education and development, community support, family services work, drug and alcohol rehabilitation, or many government and non-government based community services providers.

Our Trainers bring wealth of current industry knowledge and experience and will provide you with personalised support to successfully complete the qualification.

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**Course delivery**

Online

**Course access**

36 months

**Qualification**

Diploma

**Career prospects**

Community Services Worker

Welfare Worker

Case Worker/Manager

**Recognition of Prior Learning**

If you have studied previously or have work experience that relates directly to your qualification, may be eligible for Recognition of Prior Learning (RPL).

**Pathways to University**

A CHC52015 Diploma of Community Services will help you prepare you for further education in the field of community services and you may be eligible for direct entry or credit into related degrees with Australian universities. You will need to contact your preferred university for information about eligibility for direct entry or credit.
Course overview

CHC52015 Diploma of Community Services

The qualification resources and assessments are delivered online with the compulsory requirements of 100 hours practical placement. Upon enrolment, students are issued with a login and password, providing access to Conwal’s e-learning centre.

Course duration

Volume of Learning: 1-2 years or 1200 - 2400 hours
At full time load: 25 hours
At part time load: 12 hours
Maximum access of the course: 36 months

Duration

The Volume of Learning includes all activities that are required to be undertaken by the typical student to achieve the learning outcomes.

The duration of your qualification will depend on your work and academic experience and how much time you can allocate to your studies.

If you are fitting study around work, life and family commitments you might choose a longer time frame.

Pre-enrolment information

You will be required to complete a minimum 100 hour work placement in a community service organisation. Conwal Institute can assist you where possible to find a suitable work placement. If you wish to carry out your placement in a family or children based service you may require a Blue Card (or equivalent e.g. working with children check).
Requirements

Pre-requisites

Potential students will have appropriate levels of language, literacy and numeracy. Conwal Institute is able to provide advice and assist intending applicants to determine the suitability of the program.

All students undertaking nationally recognised qualifications are required to obtain a Unique Student Identifier (USI) from the Commonwealth Government. In order to complete your enrolment you will need to provide your USI number to your career consultant. We are able to assist in obtaining your USI if required.

Students can request an exemption from holding a USI. If this is the case the student must complete an exemption form which is available here.

Please visit the USI website www.usi.gov.au to create your USI.

Entry Requirements

There are no entry requirements for this qualification. However, you will be required to participate in a language literacy and numeracy task to ensure that the level of qualification you have selected is appropriate for your study needs.

If you are applying for VET FEE-HELP assistance there are specific eligibility requirements that you must meet, please review our VET FEE-HELP page on our website for more information.

All students must read our entry requirements policy and procedure found on our website and are able to meet the requirements for enrolling in this qualification.

Study Requirements

Your commitment to your qualification will include:

- reading course material
- undertaking learning assessment
- practical skills assessment
- case studies
- completing assessment tasks and projects
- communicating with your trainer/s
- external assessment
- your target is to complete 1 unit per month
Completion details

Online Study

Due to our busy lifestyles, online learning has become one of the most popular forms of learning due to the flexibility it allows. The beauty of an online course is that your classroom can be at your home, local library or a coffee shop - wherever you can access the internet.

It is important you are aware of how online learning differs from traditional face-to-face training. Online learning requires independence, internal motivation, and responsibility. Reading and writing are the main ways you’ll communicate in an online environment. However, your trainer and our friendly support team are always available to help motivate you in your study.

To be successful with online learning:
- You need experience using a computer and the internet
- Good time management skills to plan your study (your trainer can help with this)
- Self-discipline
- High level of motivation to succeed

Equipment Requirements

Prior to enrolment you will require the following:

- Computer
- Audio capability
- Broadband Internet connection
- Adobe Acrobat Reader
- Macromedia Flash Player
- Access to a printer
- Access to a scanner
- Google Chrome or similar web browser
- Word processing software – e.g. Microsoft Word, Pages (for Mac only)
- Adobe reader may be required, free from www.adobe.com
- Access to video and audio recording equipment
- Access to real people to participate in interactive role plays
- Ability to email video file in MP4 format
- Ability to scan a document
- Ability to upload a document
- Access to telephone
- Access to a space that can be used for role plays
- Table
- Chairs
- Pens/Paper
Our Assessment Model

The Work-task-based assessment model is designed to complement students’ work placement by allowing students to undertake some of their assessments using ‘The Health Hub Wellness Centre (HHWC)’ scenario.

HHWC is a simulated environment that includes a community centre to replace real experiences with simulated but realistic ones. The simulated work environment provides information about the community service, including a range of business documents, processes and scenarios to provide students with an authentic workplace experience.

Students are presented with realistic problems within the HHWC and must respond by completing assessment tasks that reflect the real work environment.

Assessment

The student is employed by the Health Hub Wellness Centre (HHWC) as a Community Services Coordinator in a community centre. It is a varied and busy role and students will need to:

- develop communication plans and protocols
- provide training, coaching and mentoring
- evaluate communication strategies
- research and consult to understand diverse needs
- develop policies and procedures
- implement communication, work planning and professional development strategies to support diversity
- evaluate the outcomes of diversity strategies
- assess legal requirements
- update accreditation
- monitor and respond to legal and ethical compliance issues
- evaluate and plan work health and safety
- monitor and manage work health and safety
- develop work health and safety policies and procedures

Practical tasks will include:

- role plays – videos and aural recordings
- completing workplace documents
- networking activities
- communicating with industry contacts
Completion of your course

Upon successfully completing this qualification you will be issued with a nationally recognised Certificate for CHC52015 Diploma of Community Services by Conwal & Associates Pty Ltd trading as Conwal Institute (RTO31190). If you complete only part of the qualification you will receive a nationally recognised Statement of Attainment for the units of competency you have completed successfully.

MORE COURSES

Click here to view more courses you may be interested in.
Course units

Core
- CHCCOM003: Develop workplace communication strategies
- CHCLEG003: Manage legal and ethical compliance
- CHCDIV003: Manage and promote diversity
- HLTWS004: Manage work health and safety
- CHCDEV002: Analyse impacts of sociological factors on clients in community work and services

Elective
- CHCCSL001: Establish and confirm the counselling relationship
- CHCCSL002: Apply specialist interpersonal and counselling interview skills
- CHCCSL003: Facilitate the counselling relationship and process

ASSESSMENT KEY
WO - Work Output; O - Observation; A - Aural; CS - Case Study; PSR - Practical Skills Report; RP - Role Play; RFP - Reflective Practice;
### Course units

**Assessment types** | **Tuition Fee** | **RPL Tuition Fee**
--- | --- | ---
WO, RFP | $1125 | $1125
WO, RP, O | $1125 | $1125
WO, RP, O | $1125 | $1125
WO, RP, O | $1125 | $1125
WO, RP, O | $1125 | $1125
WO, RP, O | $1125 | $1125
WO, RPO | $1125 | $1125

**Elective**  
**CHCPRP003** | Reflect on and improve own professional practice
**CHCCCS014** | Provide brief interventions
**CHCPRP005** | Engage with health professionals and the health system
**CHCCCS007** | Develop and implement service programs
**CHCCCS019** | Recognise and respond to crisis situations
**CHCCSM005** | Develop, facilitate and review all aspects of case management
**CHCCCS004** | Assess co-existing needs
**CHCMGT005** | Facilitate workplace debriefing and support processes

**ASSESSMENT KEY**

WO - Work Output; O - Observation; A - Aural; CS - Case Study; PSR - Practical Skills Report; RP - Role Play; RFP - Reflective Practice;
How to enrol

Enrolling with the Conwal Institute is easy!

You can enrol with The Conwal Institute **online today**! Please be sure to read our student handbook and the terms and conditions – you’ll find them during the application process.

**OR**

Enrol over the phone. You can call one of our friendly career advisors on 1300 766 990.

Need more information?

We appreciate that choosing the right course is important. If you would like to discuss your career or course options, please do not hesitate to call or email our course and careers team with your questions.

Email: enquiries@conwalinstitute.edu.au
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