



CHC52025- Diploma of Community Services

This brochure provides all the information you need to know about enrolling in the CHC52025- Diploma of Community Services

Course details		
Provider Name	Australian College of Technical Studies (ACTS)	
RTO Code	46254	
CRICOS Code	04273J	
CRICOS Course Code	116607E	
Location of course	Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200 Various workplaces for work placement	
Delivery mode	This program is delivered in the classroom and through structured self- study.	
Duration	104 weeks, including 86 study weeks and 18 weeks of holidays. <i>See details regarding duration under course credit if you have already completed SIT30821 with us.</i>	
Study load	20 hours a week in the classroom and 4 hours of structured self-study Completion of 60 service periods (4 hours per service period = 240 hours)	

Overview of course

This qualification reflects the role of community services workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities.

At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management.

Workers support people to make change in their lives to improve personal and social wellbeing and may also have responsibility for the supervision of other workers and volunteers. They may also undertake

case management and program coordination.

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

<https://training.gov.au/training/details/CHC52025/>

Target Audience:

The CHC52025 Diploma of Community Services is designed for international students who are seeking to develop advanced knowledge and skills for professional roles in the community services sector. This course is suitable for individuals who fall within the following target groups:

1. Aspiring Community Services Professionals

Students seeking to pursue a career in providing community services and support, including roles that involve case management, client advocacy, and delivering tailored support services.

2. Individuals Entering a New Industry Sector

Learners who are transitioning into the community services sector and require a nationally recognised qualification to develop industry-relevant skills and enhance employability.

3. Students Seeking Pathways to Higher-level Qualifications

Participants who intend to use this qualification as a pathway to further studies in community services, social work, or related higher-level qualifications.

Benefits:

The CHC52025 Diploma of Community Services provides participants with advanced knowledge, skills, and practical experience to work effectively in professional community services roles. Key benefits include:

- Development of advanced skills to assess client needs, plan and deliver individualised support, and coordinate services across diverse community settings.
- Enhanced understanding of case management, advocacy, and ethical practices, enabling participants to provide high-quality, client-centred services in line with industry standards.
- Practical, hands-on training delivered in a simulated workplace environment, allowing students to apply theoretical knowledge to realistic scenarios and build job-ready competencies.
- Improved employability outcomes through attainment of a nationally recognised qualification, opening opportunities in roles such as community services worker, case coordinator, or program support officer.
- Preparation for leadership, supervisory, or specialised roles within community services, supporting career advancement and professional growth.
- Clear pathways to higher-level qualifications in community services, social work, or related fields, facilitating further education and long-term career development.

Unit of Competencies

This course comprises the following units, and successful completion of all units is necessary to attain the qualification. Students who complete only certain units will receive a Statement of Attainment for the units successfully accomplished.

Unit code	Unit title	Core/elective
CHCCCS004	Assess co-existing needs	Core
CHCCCS007	Develop and implement service programs	Core
CHCCCS019	Recognise and respond to crisis situations	Core
CHCCSM017	Facilitate and review case management	Core
CHCDEV005	Analyse impacts of sociological factors on people in community work and services	Core
CHCDFV001	Recognise and respond appropriately to domestic and family violence	Core
CHCDIV001	Work with diverse people	Core
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	Core
CHCLEG003	Manage legal and ethical compliance	Core
CHCMGT005	Facilitate workplace debriefing and support processes	Core
CHCPRP003	Reflect on and improve own professional practice	Core
HLTWHS003	Maintain work health and safety	Core
CHCCCS038	Facilitate the empowerment of people receiving support	Elective
CHCDIS017	Facilitate community participation and social inclusion	Elective
CHCDIS019	Provide person-centred services to people with disability with complex needs	Elective
CHCMHS001	Work with people with mental health issues	Elective
CHCCOM003	Develop workplace communication strategies	Elective
CHCDIV003	Manage and promote diversity	Elective
CHCCCS044	Follow established person-centred behaviour supports	Elective
HLTAID011	Provide First Aid	Elective

Training and assessment information

Delivery Modes

Face-to-Face Mode

Training is trainer-led and delivered in a classroom setting, combined with in-class experiential activities. Students are encouraged to engage in practical exercises that replicate real workplace scenarios. Assessments can be submitted in person or online via the Australian College of Technical Studies e-learning portal (aXcelerate). Trainers will mark assessments and provide constructive feedback in accordance with the college assessment policy.

Online-Only Mode

In cases where face-to-face delivery is not possible due to a national emergency, training and assessment are delivered online via Microsoft Teams. The college has integrated its e-learning portal with Teams to facilitate seamless online delivery, collaboration, and student management. Students submit assessments through the e-learning portal, and trainers provide feedback following the college assessment procedures.

Assessment Methods

Assessment for this qualification is competency-based and designed to ensure students can apply their knowledge and skills in realistic contexts. Assessment methods may include:

- **Knowledge Questions:** Written or online questions to test theoretical understanding
- **Simulations:** Practical exercises that replicate workplace scenarios
- **Case Studies:** Analysis of real or hypothetical client situations
- **Role-Plays:** Demonstration of interpersonal and communication skills
- **Presentations:** Communicating ideas, findings, or solutions to peers or assessors
- **Report Writing:** Preparing formal documentation, care plans, or service reports
- **Creating Templates and Tools:** Developing resources for use in community services
- **Analysing and Presenting Information:** Collating, evaluating, and presenting data to stakeholders

All assessments are designed to be authentic, valid, reliable, and aligned with the relevant units of competency, ensuring students are fully prepared for workplace expectations.

Facilities and Resources:

Your classes will be conducted in modern, well-equipped classrooms that offer Wi-Fi connectivity. Additionally, designated areas are available for relaxation and for conducting additional study, providing you with a comfortable and conducive learning environment.

To support your studies, you will receive a Student Guide tailored to each unit within your course. At campus, you will also have access to textbooks that can be utilized and borrowed as needed.

These provisions ensure that you have access to comprehensive learning materials and resources

to enhance your educational experience throughout the course.

Course progress and attendance

Meeting visa requirements is crucial and emphasizes the significance of maintaining satisfactory course progress and attendance in your courses. To obtain detailed information regarding this matter, we strongly urge you to carefully read through the International Student Handbook. Additional guidance on course progress and attendance expectations will be provided during your orientation. It is essential to note that the orientation will be conducted at our Bankstown campus. In case you require any student support services, they will also be available at our Bankstown campus. We kindly request you to thoroughly review the contents of the International Student Handbook for comprehensive information.

Student Support

At Australian College of Technical Studies, we are committed to providing a range of support and welfare services to help you succeed academically and maintain your well-being. Our student support services include:

Personalised One-to-One Support: Dedicated trainers and assessors are available to provide guidance and assistance tailored to your individual learning needs.

Assistance with Personal Challenges: Support is available if you are experiencing personal or non-academic issues that may affect your studies.

Supplementary Learning Resources: Access additional materials to strengthen your understanding and enhance your learning outcomes.

Reasonable Adjustments in Assessments: We make accommodations in assessments to address specific learning needs and ensure fairness.

Community Engagement: Participate in social and networking events to build connections and foster a supportive student community.

External Support Referrals: Receive information about external services and resources that may assist you during your studies.

We recognise that students may have unique circumstances, such as returning to study after a break, English as a second language, or needing extra support with literacy or numeracy. During the application and enrolment process, we identify any specific support requirements you may have. Where necessary, we develop a personalised Student Support Plan to ensure you receive the assistance you need throughout your course.

Resource requirements

Please ensure that you bring your personal laptop equipped with Office 365 or a comparable program to all of your classes. It is important to note that the expenses associated with acquiring and maintaining this technology are not covered by your course fees. To assist you in making an informed decision, we have provided the specifications for laptops and their associated costs below:

Laptop and Software Requirement

For your studies, a basic laptop with the following specifications is recommended:

- Operating System: Windows 10 or macOS (latest version)
- Processor: Intel Core i3 or AMD equivalent

- RAM: 8GB or higher
- Storage: 256GB SSD or higher
- Display: 13-inch or larger with a minimum resolution of 1366 x 768
- Wireless Connectivity: Wi-Fi 5 (802.11ac) or Wi-Fi 6 (802.11ax) compatible
- Battery Life: At least 6 hours of usage
- Ports: USB ports (preferably USB 3.0), HDMI, and headphone jack
- Software: Microsoft Office or equivalent productivity suite

Please note that these are basic requirements, and depending on your specific course or program, there may be additional recommendations or specific software requirements.

Name of software	Associated costs	
Office 365	\$129 annually	https://products.office.com/en-au/buy/office
Laptop details	Associated costs	
Any laptop that meets the specifications above	\$700 (approximate only)	Various

Course credit

If you have existing qualifications or possess skills, knowledge, and experience that are relevant to your desired course of study, you have the option to apply for recognition of these through credit transfer or recognition of prior learning. Detailed information regarding this process can be found in our International Student Handbook, which is accessible at actstudies.edu.au.

Please note that if your application for course credit is approved, it will have an impact on both your course fees and the duration of your studies. We will communicate any changes to fees or course duration resulting from the granted credit to you in writing. Additionally, you will receive a new Confirmation of Enrolment reflecting the updated information.

For any inquiries or concerns regarding course credit, please don't hesitate to contact us through email and our landline number.

What are the entry requirements?

To gain admission to the Australian College of Technical Studies, you are required to meet the following entry requirements:

1. Age and Education:

- You must be at least 18 years old.
- Completion of the equivalent of Year 12 education is mandatory.

2. Course Entry Interview and LLN Assessment:

- Participation in a course entry interview is necessary to assess your suitability for the course and determine your specific student needs.
- The interview will also include a Language, Literacy, and Numeracy (LLN) assessment.
- To be eligible for entry, you must achieve an Australian Core Skills Framework (ACSF) level of 4 in reading, writing, numeracy, and oral communication.

3. English Language Proficiency:

- An International English Language Testing System (IELTS) score of 5.5 or equivalent is required.
- Test results must be no more than 2 years old.
- Alternatively, English language competence can be demonstrated through documented evidence of any of the following:
 - Education for a minimum of 5 years in an English-speaking country.
 - Completion of at least 6 months of a Certificate IV level course at an Australian Registered Training Organization (RTO).
 - Successful completion of an English Placement Test.
- Other English language tests such as PTE and TOEFL may be accepted, provided the results are equivalent to IELTS 5.5. You are required to provide your test results for verification.

Please ensure that you meet these entry requirements before applying to the Australian College of Technical Studies.

How much does it cost?

1. Course Fees:

- Tuition fees: AUD \$17,500 (onshore)
- Tuition fees: AUD \$19,000 (offshore)

2. Non-tuition Fees:

- Material fee: \$1,500

3. Additional Costs (at your own expense):

- Laptop and software, as described earlier.
- Please note that course fees do not cover the cost of laptops or software. Refer to the above information for specific requirements.

4. Payment Plan and Arrangements:

- A detailed payment plan and payment arrangements will be provided in the Offer Letter and Student Agreement.
- It is mandatory to pay all course fees in full and on time. Failure to do so may result in the cancellation of your enrolment.

5. Overseas Health Insurance Cover (OSHC):

- Before arriving in Australia, it is a requirement to obtain Overseas Health Insurance Cover.
- The Australian College of Technical Studies provides details of OSHC providers in the International Student Handbook. You can contact any of these providers to inquire about costs and arrange your health insurance coverage.

6. Living Costs and Additional Expenses:

- The International Student Handbook outlines additional costs associated with living in Australia.
- It is essential to review these costs carefully in relation to your budgeting.

For further information, you can visit <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>.

How can I apply?

In order to apply for this course, you must complete an enrolment form and provide all necessary supporting documents. These documents include copies of the following:

- **High School Certificate:** Please submit a copy of your high school certificate or its equivalent.
- **Proof of English Language Proficiency:** As specified in the entry requirements, you need to provide evidence of your English language proficiency. Please include the required documentation to demonstrate your proficiency level.

Next step

If your application is approved, you will receive an Offer Letter and Student Agreement from us. It is important that you carefully review this document to ensure that you are satisfied with all the terms and conditions. If you agree, simply sign the document and return it to us.

Once we receive the signed Offer Letter and Student Agreement, we will issue you a Confirmation of Enrolment (CoE) letter along with an invoice for the initial payment.

On the first day of the course, you will participate in an orientation and induction program. The orientation will provide essential information about the campus, living in Australia, accessing our support services, and the requirements for successful progression throughout the course, including course progress expectations.

Please note that this course outline should be read alongside the Australian College of Technical Studies International Student Handbook, which can be accessed online at actstudies.edu.au.

Take the time to carefully follow these steps and familiarize yourself with the provided documents. Should you have any further questions or require assistance, please do not hesitate to reach out to us.