



# Information Package

## CHC52015 Diploma of Community Services



## Who is this qualification designed for?

The Community and Health sector in Australia is growing rapidly and there is an increasing need for skilled, qualified workers.

This qualification covers many roles within the community services sector including case managers, team leaders 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, you have specialised skills in community services and work autonomously under broad directions from senior management. You would usually be providing direct support to individuals or teams of individuals. You 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.

## Why choose to study with 3Bridges Community?

3Bridges Community highly values the role of community and health support workers and our trainers have extensive practical experience within the caring industry as well as experience in providing quality training and adult education. We provide flexible options for learning, via workshops, correspondence, mixed mode delivery and using Recognition of Prior Learning (RPL).

We offer:

- Affordable, flexible learning options including mixed mode delivery, correspondence and face-to- face workshops
- Trainers trusted for their knowledge and industry experience
- Opportunities to access practical placements
- Up to date information tailored to your needs
- Quality resources and training materials
- Venues close to transport and free, easy parking (call to confirm venue details)
- Friendly advisors to discuss and help you choose the course for you
- Our face-to- face workshops are highly engaging, interactive and enjoyable. You will have the opportunity to learn with other workers in the community and health sectors, share ideas and build an ongoing network.

As part of the qualification you are required to complete a compulsory minimum 100 hours supervised work placement to enhance your learning experience .For the **work placement** component, a training plan will be developed to allow you to undertake specific activities under supervision of a workplace supervisor. The duration of the work placement may be programmed to be carried out progressively over the same time as your training or immediately afterwards. 3Bridges can assist you find an appropriate agency to complete your placement.

## Entry requirements

There are no specific entry requirements for this qualification however to get the most out of your studies it is expected students to:

- Have good oral and written communication and effective interpersonal skills
- Complete the mandatory Language, Numeracy and Literacy (LLN) assessment before enrolment to assess your foundation skills and whether reasonable adjustment is required
- Gain a Police Clearance Certificate check, as required, for the 100 hour work placement
- Provide their Unique Student Identifier (Refer to <https://www.usi.gov.au/>)
- Provide 100 points of ID
- A desire to work in the community sector.

## What subjects will I study?

There are sixteen (16) units of competency that must be completed to attain CHC52015 Diploma of Community Services. This includes eight (8) core units (compulsory) and eight (8) elective units.

The elective units cover a wide range of subjects. For more information on elective units, please go to <https://training.gov.au/Training/Details/CHC52015>. You have the option of three (3) specialisations: Case Management, Social Housing or Statutory & forensic child, youth & family welfare. To undertake one or all specialisations then you must complete pre-determined elective units. Otherwise you can complete a generalist qualification and follow the timetable we set.

All students are required to complete self-directed learning and assessment tasks in their own time. This extra work may include research, further reading and a **compulsory minimum 100 hour work placement**. If you believe you may have trouble finding a suitable work placement please contact us before you enrol as 3Bridges Community has many volunteer roles available that may suit your needs.

## Can I have my current skills and knowledge recognised?

Yes! You may choose to undertake Recognition of Prior Learning (RPL) for any of the units of this course. Contact the Education and Training Coordinator on 1300 327 434 to discuss how to begin the process.

## How long will it take to complete the qualification?

Time frames for each student depend on a number of factors, including your own schedule, the method you choose to complete the course such as flexible delivery, correspondence, RPL, credit transfer or attending specified workshops, and if you may need to resubmit any assessment tasks.

If you are a student under Smart and Skilled funding, you must complete your qualification by the end of the funding contract. 3Bridges Community will inform you when this is.

If you are a full fee paying student, you have up to two years to complete your qualification depending on whether you are studying full time or part time.

## **When can I start?**

There are a number of intakes each year for CHC52015 Diploma of Community Services, however if you are completing by correspondence you may be able to commence immediately. Call us on 1300 327 434 to confirm the next intake.

## **How do I enrol?**

Complete Enquiry Form found at <https://3bridges.org.au/what-we-do/training/rto/> and email to [training@3bridges.org.au](mailto:training@3bridges.org.au) or call 1300 327 434.

## **What is the cost?**

### **3Bridges Community is a Fee for Service provider.**

Please call us on 1300 327 434 to discuss actual course costs as payment plans are accepted and can be arranged to suit your needs.

### **Smart and Skilled**

3Bridges Community is also an approved Smart and Skilled provider. Smart and Skilled is an NSW Government initiative subsidising people to get the skills they need to find a job and advance their careers by achieving a nationally accredited qualification. Smart and Skilled provides eligible students with an entitlement to government-subsidised training.

Please note: As 3Bridges Community has limited funding, please call our Education and Training team on 1300 327 434 to discuss how we may be able to help you access the subsidised training from the NSW Government. Also, check out the Smart and Skilled website to learn more <https://smartandskilled.nsw.gov.au/are-you-eligible>. This website also contains information on the implications of cancelling your training, transferring between training providers and learner's' ongoing entitlement to access government funding after commencing this qualification.

For students not eligible under Smart and Skilled, please call us on 1300 327 434 to discuss actual course costs as payment plans are accepted and can be arranged to suit your needs.

## **What assessments are required?**

Assessments are conducted using a variety of methods including:

- Questioning both verbal and written
- Simulated workplace scenario's (role plays)
- Sample workplace documentation

- Self assessment
- Group work
- Workplace observations
- Case study scenarios
- 100 hours of work placement

If you believe you may experience difficulty completing any assessment, please contact us as alternative arrangements may be made.

3Bridges Community offers a variety of support services to assist students during their studies. Such services are offered through a range of activities and resources including one-on-one learning support appointments, personalised assignment feedback and revision sessions. If you need help at any stage throughout your course, our friendly trainers are on hand to assist.

## **What is included in the cost?**

Everything you need to complete the course, including:

- All workshops and assessments
- Access to the Learner App
- While in classroom, use of computers that have internet access or you can BYO device
- Access to and support from experienced trainers and assessors
- All course materials including resource books
- Support from tutors and staff
- Help finding work placements
- Access to industry specific equipment
- Statement of attainment or qualification at the completion of the course.

## **Qualification**

Your Record of Results and nationally recognised qualification will be issued by 3Bridges Community. Certificates can be picked up from our Head Office or posted to you with your permission. Certificates are issued after you have submitted all of the required assessments and they have been marked as competent, completed your required hours of work placement, all Work Placement Documentation and completed Student Journal.

### **Statement of Attainments**

If you have not completed your course or are unable to continue for any reason and must cancel your enrolment, after 3Bridges has received all relevant course withdrawal documentation, a Statement of Attainment (SoA) for any successfully completed units will be issued.

All Qualifications and SoA's will take approximately 15 working days to process once all the qualification requirements have been met and be available issuing.

**This information pack is to be read in conjunction with:**

- 3Bridges Student Handbook
- 3Bridges Complaints and Appeals Policy
- 3Bridges Fees and Refunds Policy

**The above documents can be located on our website**  
<https://3bridges.org.au/volunteering-and-training/training>.

**Do you have further questions? Please don't hesitate to contact the 3Bridges Education and Training Team on 1300 327 434 or [training@3Bridges.org.au](mailto:training@3bridges.org.au).**