



Eva Burrows
College

CHC52015

Diploma of Community Services

Course Information



If you have a genuine interest in community issues and supporting people who live within those communities, then this course is perfect for you.

Eva Burrows College Vocational Training RTO 0328 is registered with the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011.

Delivery Mode
Online, self-paced

Enrolment Applications Open
06 July 2020

Course Commences
27 July 2020

Thank you for your interest in undertaking the CHC52015 **Diploma of Community Services** with Eva Burrows College Vocational Training. This course is for people who value making a difference in their community by contributing to build strong and inclusive communities. It reflects the roles of workers involved in the managing, co-ordinating and/or delivering of person-centred services to individuals, groups and communities.

Three important things you should know about this course.

- 1. You have two years to complete this online course.**
This is a self-paced, online course delivered via our online portal, Booth Online. You will have a maximum of two years from enrolment to complete this course.
- 2. 100 hours of work placement is required to complete this course.**
To ensure that you are well equipped for the Community Services role, this qualification also includes a mandatory 100 hours of work placement.
- 3. Approximately 10 hours a week should be set aside for study.**
We recommend students allocate a minimum of 10 hours per week to work through the Learner Guides, online activities and assessments.

You can find all the relevant course details including entry requirements, key dates and course fees in this Course Information brochure.

Course Overview.....	3
Course Structure	4
Pathways	7
Requirements.....	7
FAQs.....	8
How to Apply.....	11
Additional Student Support.....	12
Other Courses.....	13



Whether you are looking to start a career in community service, already work in the sector with no formal qualification or looking to upgrade your qualification, we are here to help and support you in achieving your goals.

For any further information email kirsten.fitzgerald@salvationarmy.org.au.

Kirsten Fitzgerald
Course Coordinator

Course Overview

Delivery Mode

Online, self-paced

Duration

Two years

Enrolment Applications Open

6 July 2020

Commences

27 July 2020

Industry Trends

Community services organisations play an important role in supporting Australia's welfare system. Organisations in this sector help to arrange care and counsel for individuals in need, including the economically disadvantaged and other vulnerable members of society, such as children and the elderly.

According to IBIS World 'Community Services in Australia Market Research Report' there was a 5.3% average industry growth from 2014-2019. Not-for-profit organisations and private enterprises in Community Services are expected to earn \$56.3 billion in 2019-20 from government funding, donations and private income and income is expected to increase at an annualised 3.2% over the five years through 2019-20.

Currently the need for Community Services are projected to continue to increase over the next five years.



Trainer

[Jeremy Nusco](#) is the Facilitator and Assessor for the Diploma of Community Services and has also worked as lead practitioner for a Behaviour Support Service in NSW and ACT for the past five years.

A trained practitioner in the field of Community Services, Jeremy brings a wealth of experience and knowledge to his role as trainer and educator. He is also a student himself, working towards his sixteenth qualification relating to Social Sciences and Community Services.

Course Fees

The course is open to all Australian residents and is \$4,970, at time of distribution of this Course Information. You can confirm the current Course Fee [here](#). The fee includes all learning and assessment resources, work placement assistance, online support and assessment services for a period of two years. A non-refundable 10% deposit is required at time of enrolment. For more information regarding Course Fees refer to page 9.

Course Coordinator

Kirsten Fitzgerald

Email: kirsten.fitzgerald@salvationarmy.org.au

Course Structure

The CHC52015 Diploma of Community Services is a competency-based course which requires 16 units for the qualification (8 core units and 8 elective units).

Unit Codes	Core Units
CHCCCS007	Develop and implement service programs
CHCCOM003	Develop workplace communication strategies
CHCDEV002	Analyse impacts of sociological factors on clients in community work and services
CHCDIV003	Manage and promote diversity
CHCLEG003	Manage legal and ethical compliance
CHCMGT005	Facilitate workplace debriefing and support processes
CHCPRP003	Reflect on and improve own professional practice
HLTWHS004	Manage work health and safety

Electives

BSBWOR502	Lead and manage team effectiveness
CHCADV005	Provide systems advocacy services
CHCCCS004	Assess co-existing needs
CHCCDE011	Implement community development strategies
CHCCSM004	Coordinate complex case requirements
CHCCSM005	Develop, facilitate and review all aspects of case management
CHCCSM006	Provide case management supervision
CHCDEV001	Confirm client developmental status

Recognition of Prior Learning (RPL)

If you believe you have the skills and knowledge in some or all of the units, or you already hold a similar qualification and are looking to upgrade, then you might want to consider Recognition of Prior Learning (RPL).

Recognition for modules/units may be granted based on previous learning, studies, work and/or life experiences. RPL is available to all learners and the RPL application process should start upon application, and preferably be completed before you begin your studies. RPL information and fees are available on application. Please discuss this with the Course Coordinator when you enrol.

Credit Transfers

A credit transfer provides automatic credit for units you have already completed in another course or with another training provider. There is no charge for credit transfers, and your course fees will be reduced if you are eligible. Please discuss this with the Course Coordinator when you enrol.

Course Materials and Resources

Trainer and Assessor To support and guide you in your learning	<p>Eva Burrows College has trainers and assessors who are qualified and currently working in their industry, thereby providing you with the most up to date knowledge and skills to support and guide your learning.</p> <p>Each topic of your learning journey commences with an introduction to the subject matter, followed by forums, quizzes, and online facilitation. At any stage of your learning you can contact your trainer by email, who is available to help you with your query.</p>
Booth Online The login instructions for the online portal will be provided after enrolment.	<p>Access to all your learning materials and assessment tasks will be available through our online portal, Booth Online. Our Online Support Team is available Monday to Friday to assist you to navigate the system and can be contacted on (02) 9502 5014 or email online@ebc.edu.au.</p>
Learner Guide Sent to your mailing address after enrolment.	<p>Eva Burrows College will send you a hard copy of the Learner Guide for each unit, to enable you to advance your knowledge of each topic. To progress through your course, simply work through the Learner Guide and online resources to complete each unit's online assessment booklet, and then upload your completed assessments through Booth Online.</p>
Eva Burrows Library Can provide additional resource material on request.	<p>The Eva Burrows Library offers both onsite and online access to resources that help meet the study, research and leisure reading needs of our students. To become a member of the library, please go to the Library Registration Form</p>

Work Placement

Work placement is a required component of the CHC52015 Diploma of Community Services. Work placement is essential in assisting the transition from application in a simulated setting to real practice and enables the development of learned skills in a supportive, professional context.

The required 100 hours must be undertaken in a suitable role in the community services field and overseen by a suitable work placement supervisor. All work placements must be approved by Eva Burrows College. Students currently working in a suitable community services role should be able to complete their placement on-the-job.

Students have the freedom to identify and pursue a work placement in an organisation of their choice. If required, Eva Burrows College's Placement Officer can work with the student to secure and coordinate a work placement. Please contact Eva Burrows College's Placement Officer at placement@ebc.edu.au.



Maree

Graduate of Diploma of Community Services, 2019

“This course exceeded my expectations significantly and I have no hesitation in recommending Eva Burrows College. Studying the Diploma of Community Services online with Eva Burrows College was truly a great learning experience for me. I was able to complete my studies while continuing to work full time. Having never studied online I found the learning format, student portal, resources, etc were seamless.

I gained so much knowledge and practical strategies required for working in the community services sector and it really prepared me. I am proud to say I was fortunate to gain employment instantly in the field.”

Pathways

One qualification – three pathways

Pathway 1	Pathway 2	Pathway 3
New to Community Services	Currently work in the sector with no formal qualification	Needing to upgrade your qualification
Aspiring Community Services Workers	Experience as a Community Services Worker, who has the experience but not the qualification	You already hold a Certificate IV or Diploma in Community Services but looking to upgrade your knowledge

Upon successful completion of the work placement and all assessment tasks, and being deemed competent in all units, you will be awarded a Diploma of Community Services.

Requirements

Entry Requirements

There are no entry requirements for this qualification. However, in order to ensure that applicant is enrolled in the most suitable course of study they will be required to complete a pre-enrolment activity, during the Online Enrolment Application, to indicate why they wish to undertake this course.

Residential Status

This course is open to Australian residents only. Eva Burrows College is not registered to deliver training to offshore students. The eligibility of students will be confirmed during the enrolment process.

IT Requirements

Students require access to a computer and the internet to allow them to study using our online learning portal (Booth Online). Students should be competent in using a computer. In order to participate and engage in any online courses and tutorials, it is recommended that you have:

- a laptop or desktop computer (PC or Mac) with at least 2GB of RAM.
- a stable internet connection with at least 0.5 Mbit/second upload bandwidth and 1 Mbit/second download bandwidth (ADSL2 equivalent or higher). 3G mobile broadband is not recommended for video conferencing due to both speed and cost.
- a USB microphone headset or iPhone headset with built-in microphone. Using built-in laptop speakers and microphones creates problems with acoustic feedback for other participants.
- a current version of a modern web browser (Chrome, Firefox or Safari). Internet Explorer (IE) is not recommended, and while it will likely work, IE users may not be able to make use of all features.
- the Microsoft Office Suite installed on your computer. MS Word is required for most of the assessment tasks.

FAQs

Why should I study at Eva Burrows College?

Eva Burrows College is the national learning centre of The Salvation Army Australia, which is part of an international organisation, that has been working with people for over 150 years to transform lives and society.

As a college, we bring the expertise and knowledge of our frontline work in the community, and our experience in training to empower you for your life's work.

We also offer a range of study options to suit your lifestyle needs and can help schedule your learning to empower you to graduate successfully. All learning options for this course can be discussed with your Course Coordinator, Kirsten Fitzgerald.

Who should consider this training? If you have a genuine interest in community issues and people, great communication skills, an ability to resolve conflict quickly, and able to work independently and in collaboration, then this course is perfect for you.

What would be some possible career opportunities after successful completion of the course? 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.

On graduation some of the career prospects could include:

- Case Manager
- Community Service Worker
- Program Facilitator
- Community Development Officer

Individuals may also have responsibility for the supervision of other workers and volunteers and/or case management, program coordination or the development of new opportunities within the sector.

How many hours a week will I need to spend on study?

This course is delivered online, which means you can complete it at your own pace, in your own time. As a guide, we recommend students allocate a minimum of 10 hours per week to their studies.

You can fast-track your studies and graduate sooner if you wish or take time so you can focus on work or family commitments. To help you stay on track and complete your course in time you will be provided with a suggested Study Schedule Guide upon enrolment.

Is the qualification recognised nationally?

Eva Burrows College Vocational Training (RTO 0328) has been providing quality training to equip people with work-specific skills for more than two decades. We are a Registered Training Organisation with the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011 and we conduct our operations in accordance with the Australian Quality Training Framework.

Accreditation with ASQA ensures that qualifications are nationally recognised and meet an established industry, enterprise, educational, legislative or community need and our accreditation within the vocational training sector means that whatever level of study is right for you, we have an entry point that can match your current needs.

Do I have to find my own work placement opportunity?

Students have the freedom to identify and pursue a work placement in an organisation of their choice. If required, Eva Burrows College's Placement Officer can work with the student to secure and coordinate a suitable work placement.

FAQs regarding Course Fees

How much does the course cost and what does this include? The course is open to all Australian residents and costs \$4,970, at time of distribution of this Course Information. You can confirm the current Course Fee [here](#). This fee includes all learning and assessment resources, work placement assistance, online support and assessment services for a period of two years.

Is there financial assistance available for Salvation Army Officers or employees?

- **Officers** may apply for up to 90% of the course fee.
- **Employees** may apply for up to 60% of their course fee.

For further information on the policy and how to apply see the [People Development Policy here](#).

Are there any scholarships available for this course? The Eva Burrows Scholarship for Women may be available for applicants to apply. Learn more about the scholarship [here](#).

If I withdraw from the course do, I get my money back? If you withdraw from a course, a partial refund may be applicable as per the conditions below. Please contact your Course Coordinator to discuss individual circumstances.

Withdrawal Condition	Cancellation fee
Withdrawal within 30 days after confirmation of enrolment	30% of course fee
Withdrawal between 31 and 60 days after confirmation of enrolment	50% of course fee
Withdrawal more than 60 days after confirmation of enrolment	No refund

Note: These withdrawal conditions also apply for students on a monthly payment plan.

Can I access government funding for this course? Limited government subsidised places are available through the NSW and Victorian state governments. To check your eligibility, contact the Course Coordinator.

Would a VET Student Loan be available for this course? Eva Burrows College is not registered to provide VET Student Loans.

Are there payment plans available for this course? On prior arrangement, we offer a monthly payment plan, over a maximum of ten months.

Does the course fee include GST?

Nationally recognised training delivered by Eva Burrows College is not subject to GST.

When do I have to pay for the Course?

A non-refundable 10% deposit (first instalment) is required at time of enrolment. Full payment is required before commencement of the course unless you have a pre-approved, monthly payment plan.



How to Apply

Applying for a course is a simple process.

Step 1

Contact Us

If you are interested in applying for this course, email the Course Coordinator kirsten.fitzgerald@salvationarmy.org.au and request an **Online Enrolment Application**.

Step 2

Fill out the online Enrolment Application

Complete the Online Enrolment Application and upload the requested documents. Note; you need to provide the following on your application.

- A requirement of the federal government, when applying for a nationally accredited vocational training program is to provide your **Unique Student Identifier (USI)** on your Enrolment Form. Applying for a USI is cost free and will give you access to your training records and transcripts which can be accessed online, anytime and anywhere. To apply for a USI number or for more information, please visit the [Australian Government USI website](#).
 - You will be required to **complete a pre-enrolment activity**, during the Online Enrolment Application process, to indicate why you wish to undertake this course.
-

Step 3

We'll be in contact

Your enrolment application will be reviewed, and you will be informed of the outcome via email. If successful we will include an invoice for Course Fees.

Step 4

Finalise Your Application

Confirm you want to go ahead with your enrolment with the Course Coordinator (via return email) and pay your course fees before commencement. For payment options, refer to the invoice forwarded to you via email or contact the Course Coordinator to discuss payment options. Note that enrolment is not confirmed until fees have been paid as agreed.

Step 5

Begin Studying

... and we are here to support and cheer you on, all the way!

When the enrolment process is complete, a final confirmation of your enrolment will be emailed to you and we will:

- Assign a **Course Coordinator** to assist you with advice on any course information other than specific course content/ assessment.
- Let you know the **Trainer/Assessor** details who will support you through your studies and answer any queries regarding the course content or assessments.
- Provide you with a login to the Booth Online Portal via a separate email with instructions on how to sign up.
- Send you, via mail, your Learner Guides to get you started on your studies. A variety of online learning resources will also be available via the Booth Online portal.

Additional Student Support

Eva Burrows College Vocational Training is committed to the best quality student outcomes. We care about your learning and offer services and facilities to ensure you are supported in your studies. Our friendly staff, trainers and librarians are here to assist you access a broad range of support services, online learning communities and course advice that both informs and inspires your learning.

Eva Burrows Library

The Eva Burrows Library offers both onsite and online access to resources that help meet the study, research and leisure reading needs of our students.

Onsite the library at our Melbourne Campus offers a comfortable, air-conditioned space for private study and group work.

Computers with internet access, printing, photocopying, and scanning are some of the facilities available at the library. WiFi network allows students to use their own computers and portable devices to research and access resources.

Members can access a large digital collection and over 55,000 print resources including specialised collections. Online the library can offer eBooks, journals and relevant course materials.

To become a member of the library, please go to: [Library Registration Form](#)

Online Support

Access to all your learning materials and assessment tasks will be available through our online portal, Booth Online.

There will be supplementary resources (such as videos, website links and readings) available online, and learning activities which may include research, discussion forums and quizzes.

Our Online Support Team is available to support you in navigating the online learning portal, Booth Online, they can be contacted on (02) 9502 5014 or email online@ebc.edu.au

For any further course information

To discuss any of the following items listed below, or for any further information please email the Course Coordinator; kirsten.fitzgerald@salvationarmy.org.au

- RPL
- Credit Transfers
- Payment Plans
- Application Process

Other Courses

available through Eva Burrows College Vocational Training

Certificate III

BSB30415 [Certificate III in Business Administration](#)

Certificate IV

BSB42015 [Certificate IV in Leadership and Management](#)

CHC43215 [Certificate IV in Alcohol and Other Drugs](#)

CHC42015 [Certificate IV in Community Services](#)

10742NAT [Certificate IV in Christian Ministry and Theology](#)

Diploma

10635NAT [Diploma of Chaplaincy](#)

CHC52015 [Diploma of Community Services](#)

CHC51115 [Diploma of Financial Counselling](#)

BSB51918 [Diploma of Leadership and Management](#)

Skill Sets

CHCSS00077 [Financial Literacy Education Skill Set](#)

CHCSS00111 [Problem Gambling Skill Set](#)

Professional Development

CHCCSM005 Develop, facilitate and review all aspects of case management

BSBWHS414 Contribute to WHS risk management

CHCCCS004 Assess co-existing needs

If you want to learn more about any of these courses visit our website at evaburrowscollege.edu.au or email vtoenquiries@ebc.edu.au.



Eva Burrows
College

W: evaburrowscollege.edu.au

P: (03) 9847 5400

E: vtoenquiries@ebc.edu.au



Eva Burrows College Vocational Training RTO 0328 is registered with the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011. Accreditation meet an established industry, enterprise, educational, legislative or community need. We have been providing quality training to equip people with work-specific skills for more than two decades.