



CHC52015 Diploma of Community Services Course Information Booklet

Frontier Training and Technology

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CHC52015 Diploma of Community Services

About us

Frontier Training and Technology is a Registered Training Provider that meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia.

The State Government registering authority monitors Frontier Training and Technology and subjects it to regular external audit to verify adherence to the standards.

Frontier Training & Technology has been established to deliver nationally recognized training to upgrade client skills. Detailed quality systems have been established to ensure consistency in administration, delivery and assessments.

Frontier's objectives during this program are:

- to train and equip students in the skills and knowledge relating to **CHC52015 Diploma of Community Services;**
- to support students to achieve successful competency and completion of this program;
- to identify special needs and learning barriers;
- to assist those with special needs; and
- to provide access and equity in the enrolment, delivery and assessment process.

Who is this course designed for?

The CHC52015 Diploma of Community Services 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.

At this level, workers have skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals. Workers 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.

Possible job titles include:

- Community and Personal Service Worker
- Assessor
- Case coordinator
- Case worker or manager
- Client service assessor
- Community services worker
- Community worker
- Coordinator
- Coordinator family services
- Early intervention worker
- Family support worker
- Group facilitator / coordinator
- Pastoral care counsellor / manager
- Program coordinator or manager
- Senior youth officer / chaplain
- Social welfare worker
- Support facilitator
- Welfare worker

Employability Skills

- Case management
- Family violence support
- Problem-solving
- Child protection
- Refugee and general migrant settlement
- Housing support

Entry Requirements

It is beneficial, but not essential, for students to have access to a workplace while undertaking this qualification.

Applicants must:

- Be 18 years or over
- Be sufficiently proficient in English (read, write and speak) to be able to work successfully in a highly regulated environment
- Have satisfactorily completed a minimum of year 12 or equivalent.

Pre Training Review (PTR)

CHC52015 Diploma of Community Services

A pre training interview would be conducted with the applicant by a Frontier representative. This interview will help us identify your prior experience, existing knowledge, skills and suitability for the course. Pre Training Review will be valuable in determining additional support and/or reasonable adjustment required for you to successfully complete the course.

Language, Literacy & Numeracy

Applicants must undertake a language, literacy and numeracy assessment during their induction session prior to beginning the qualification. Results will be assessed on an individual level by the assessor.

Depending upon the level of support required for the language, literacy or numeracy an alternative training and assessment methods may be used or the learners will be recommended to pursue Foundation Skills program, which will help them fulfil the LLN gap and achieve the qualification.

What will I study?

The students enrolled in **CHC52015 Diploma of Community Services** are required to complete 16 units of competency as listed below:

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

CHCCCS004 Assess co-existing needs

CHCCSM004 Coordinate complex case requirements

CHCCSM005 Develop, facilitate and review all aspects of case management

CHCCSM006 Provide case management supervision

CHCCDE011 Implement community development strategies

CHCSOH001 Work with people experiencing or at risk of homelessness

CHCSOH008 Manage head lease

CPPDSM5022A Implement asset management plan

Please note that the above electives are meant for structured training. More electives are available for RPL students which is detailed in our website at www.frontier.edu.au.

How is assessment conducted?

The assessment for each unit of competency will be provided by the trainer when the student is ready for assessment. Evidence for assessment may be gathered over an extended period of time for consistency. The student will complete each assessment task and submit to their instructor based on their agreed assessment timeline. Assessment materials and timelines are flexible.

How long will it take?

The time taken to complete will depend on the learner and the delivery option selected.

Intake Dates – Frontier Training and Technology offers monthly intakes and the course may be commenced in your discretion. Please inquire with the Student Administration regarding intake dates. Intake dates are also published and updated in our website at www.frontier.edu.au.

Course Duration – 1320 hours delivered over a period of 16 months. The course duration may

vary upon learners' prior experience, knowledge and abilities.

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Course Duration – 510 hours delivered over a period of 6 months. The course duration may vary upon learners' prior experience, knowledge and abilities.

How will the lessons be delivered?

Delivery Method – Frontier Training and Technology offers the following delivery modes for this qualification:

- **Work based + Face to Face Delivery** – Face to face delivery involves the delivery of training sessions either one-to-one or group based. Training sessions are conducted on site in the learners' workplace and training sessions are scheduled according to employer or learner needs.

We expect minimum total of 3 hour per week for full time trainee. During the pre-training review, the trainers' visit hours are decided and are reflected in the training plan.

The visit hours are decided upon by mutual agreement between the employer, trainer and the student. To ensure effectiveness of training sessions and encourage student participation, group sizes will be limited to a maximum of 6 participants in the workplace.

Each session will allow enough time for the students to learn the topic, undertake practice opportunities and, where required by learner or employer needs, complete / submit set tasks required for assessment purposes.

- **Self-paced learning** – Self-paced learning involves the learner undertaking learning and assessment tasks between face-to-face consultations. The extent of self-paced learning is determined by each individual learner and is communicated through the trainer and assessor.

Issue of Qualification

Students will receive formal qualification when they fulfil the requirements of all the units of competency including core and elective in their training plans. Qualification will be issued once payment of the final account is made. Students who have partially completed the units of competency will receive a Statement of Attainment. The certificates will typically be issued within 28 days of request or completion of the training.

Student records are managed securely and confidentially. They are available upon request for student perusal.

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies for instance work experience in the related course or other

CHC52015 Diploma of Community Services

training in the course may apply for Recognition of Prior Learning (RPL). RPL Application may be made after enrolment and can be made using the application form that will be provided during orientation. If you think you are eligible for RPL please contact the Student Administration.

Credit Transfer

Students who have completed units from BSB training package at other institutions will be given recognition on presentation of a verified Transcript, Award or Statement of Attainment.

What can I expect from Frontier Training and Technology?

- Experienced, knowledgeable and punctual trainers;
- Quality training materials and excellent student support;
- Scheduled face-to-face training sessions;
- User friendly course materials/manuals;
- Assessment of each module and assistance in gathering evidence
- Issued nationally recognised training;
- For further information about our services please see your student handbook.

What is expected from Students?

In order to provide students with the highest level of tuition and delivery, it is expected that students meet the following minimum requirements:

- Students are expected to attend all scheduled classes. If a student is not available to attend a class for any reason, they are to contact their trainers prior to making any other arrangements.
- You are advised to read through the unit manual and practice knowledge between sessions.

- Students are advised to apply the skills learned in the training sessions to their work tasks.

Please note that should any training material be lost, the replacement cost is \$66 per manual.

Please contact Student Administration if you need further clarification on any of these points.

How do I enroll?

1. Read the pre enrolment and course information booklet.
2. Complete the Student Enrolment Form and sign it.
3. Supply supplementary documents such as your driving license to verify your identity.
4. Return the Enrolment form by post **or** email to:
Frontier Training & Technology
735 Pascoe Vale Road, Glenroy, Vic- 3046
Email: lupa@frontier.edu.au
5. Alternatively you can also fill out an online enrolment form available in our website.
6. A pre-training interview and LLN test will be scheduled prior to your enrolment.
7. Upon final assessment of your current skills and experience, Frontier Training and Technology will contact you to confirm your acceptance into the nominated course.

Privacy Statement

Frontier Training and Technology Pty Ltd is required to provide the Victorian Government, through the Department, with student and training activity data which may include information you provide in the enrolment process. Information is required to be provided

CHC52015 Diploma of Community Services

in accordance with the Victorian VET Student Statistical Collection Guidelines.

The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, and reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

What will I need to pay?

Please refer to Schedule of Fees attached on the last page of this document.

The table shows the fees which are inclusive of tuition, resources and administration fees, subject to eligibility.

Note: Fees may change during your course of study. Please be advised that Frontier Training and Technology does not accept any fees more than \$1500.00 as an initial payment.

Fee Refund Policy

Any fees paid prior to commencement of a course are refundable upon withdrawal from the course less the administration charge. If a student withdraws from a course once training has commenced no refunds are given. Please refer to fees and refunds policy and procedure in our website at www.frontier.edu.au.

Other Qualifications Offered by Frontier Training & Technology

Business Services

BSB30415	Certificate III in Business Administration
BSB30915	Certificate III in Business Administration (Education)
BSB40515	Certificate IV in Business Administration
BSB50215	Diploma of Business
BSB50407	Diploma of Business Administration
BSB51915	Diploma of Leadership and Management

Building and Construction Sector

CPC30611	Certificate III in Painting and Decorating
CPC30211	Certificate III in Carpentry
CPC40110	Certificate IV in Building and Construction (Building)
CPC50210	Diploma of Building and Construction (Building)
CPC50308	Diploma of Building and Construction (Management)
22216VIC	Certificate II in Building and Construction (Accredited Course)

Community Services Sector

CHC33015	Certificate III in Individual Support
CHC52015	Diploma of Community Services

Hospitality Sector

SIT30816	Certificate III in Commercial Cookery
SIT40516	Certificate IV in Commercial Cookery
SIT50416	Diploma of Hospitality Management

English

22250VIC	Certificate I in EAL (Accredited Course)
22251VIC	Certificate II in EAL (Accredited Course)

This form must be filled in its entirety. The information you supply will be kept private and confidential and will in no way be used for any marketing purposes.

Section A. ENTER YOUR FULL NAME*	Family Name (Surname):	
	Given Names:	
	* Please write the name that you used when you applied for your Unique Student Identifier (USI), including any middle names. If you do not yet have a USI and want Frontier Training and Technology to apply for a USI on your behalf, you must write your name, including any middle names, exactly as written in the identity document you choose to use for this purpose. See section on the USI at the end of this form for a detailed explanation.	
Section B. PERSONAL DETAILS:	Date of Birth (D/M/Y): / /	Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>
	Home Phone No:	Work Phone:
	Mobile No:	Email Address:
	What is the address of your usual residence?	
	Flat/ Unit details:	Street name:
	Suburb:	
	State:	Postcode:
	What is your postal address (if different from above)?	
	Flat/Unit details:	Street name
	Suburb:	
State:	Postcode:	
Section C. EMERGENCY CONTACT DETAILS	Full Name:	Relationship to you:
	Home Phone No:	Work Phone:
	Mobile No:	Email Address:
	Address:	
	State	Postcode
Section D. LANGUAGE & CULTURAL DIVERSITY	1) In which country were you born?	
	Australia <input type="checkbox"/> Other – please specify: _____	
	2) Do you speak a language other than english at home?	
	<input type="checkbox"/> No, English only	
	<input type="checkbox"/> Yes, other – please specify: _____	
3) How well do you speak English?		
<input type="checkbox"/> Very well		
<input type="checkbox"/> Well		
<input type="checkbox"/> Not well		
<input type="checkbox"/> Not at all		
4) Are you of Aboriginal or Torres Strait Islander origin?		
<input type="checkbox"/> Yes, Aboriginal		
<input type="checkbox"/> Yes, Torres Strait Islander		
<input type="checkbox"/> No		
(For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes)		

**Section E.
DISABILITY &
LEARNER
SUPPORT**

1) Do you consider yourself to have a disability, impairment or long-term condition?

- Yes
 No

2) If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> Hearing/deaf | <input type="checkbox"/> Mental illness |
| <input type="checkbox"/> Physical | <input type="checkbox"/> Acquired brain impairment |
| <input type="checkbox"/> Intellectual | <input type="checkbox"/> Vision |
| <input type="checkbox"/> Learning | <input type="checkbox"/> Medical condition |
| <input type="checkbox"/> Other | |

3) If you have ticked any of the above, do you require any additional training support from us?

- Yes
 No

**Section F.
CONCESSION**

1) Do you hold a current concession card?

- Yes No

2) If yes, what type of card, please tick below

- Health Card Pensioner Card Veterans Gold Card

If you ticked a concession card type you must write the number of the card here _____
(You must provide a certified copy of the concession card with this enrolment application.)

**Section G.
SCHOOLING**

1) Please tick what state you have been educated in (you may tick more than one box if multiple choices apply).

- Vic SA NT NSW QLD WA TAS Overseas

2) What is your highest COMPLETED school level

- Year 12 or equivalent
 Year 11 or equivalent
 Year 10 or equivalent
 Year 9 or equivalent
 Year 8 or below
 Never attended school

3) In which YEAR did you complete that school level? _____

4) Are you still attending secondary school?

- Yes No

5) Do you have a Victorian Student Number (VSN)?

If yes, what is the number? _____

**Section H.
PREVIOUS
QUALIFICATIONS
ACHIEVED**

1) Have you SUCCESSFULLY completed any of the following qualifications?

Yes No

2) If YES, then tick ANY applicable boxes. If No move to Section I.

Please indicate where you achieved the qualification by ticking the relevant boxes. A = Australia E = Australian Equivalent and I = International

e.g. if you have Certificate III in Building and Construction achieved in Australia you should tick the boxes as indicated below

A E I

Certificate III (or trade certificate)

A E I

Bachelor degree or higher degree

Advanced diploma or associate degree

Diploma (or associate diploma)

Certificate IV (or advanced certificate/technician)

Certificate III (or trade certificate)

Certificate II

Certificate I

Certificates other than the above

**Section I.
EMPLOYMENT
STATUS**

1) Of the following categories, which BEST describes your current employment status?

Full-time employee

Part-time employee

Self employed – not employing others

Employer

Employed – unpaid worker in a family business

Unemployed – seeking full-time work

Unemployed – seeking part-time work

Not employed – not seeking employment

2) If employed, of the following classifications, which BEST describes your current or recent occupation? (Tick ONE box only)

Manager

Professionals

Technicians and Trades Workers

Community and personal Service Workers

Clerical and Administrative Workers

Sales Workers

Machinery Operators and Drivers

Labourers

Other

3) If employed which of the following classifications BEST describes the Industry of your current or previous Employer? (Tick ONE box only)

- Agriculture, Forestry and Fishing
- Mining
- Manufacturing
- Electricity, Gas, Water and Waste Services
- Construction
- Wholesale Trade
- Retail Trade
- Accommodation and Food Services
- Transport, Postal and Warehousing
- Information Media and telecommunications

- Financial and Insurance Services
- Rental, Hiring and real Estate Services
- Professional, Scientific and Technical Services
- Administrative and Support Services
- Public Administration and Safety
- Education and Training
- Health Care and Social Assistance
- Arts and recreation Services
- Other Services

4) Please fill in the details of your current employer below:

Trading Name	ABN
Industry	
Legal Name	
Your Position:	
Address:	
Suburb	
State	Postcode
Phone:	Mobile
Contact Person	Contact Number

Section J. STUDY REASON

Of the following categories, which BEST describes your main reason for undertaking this course/traineeship/apprenticeship? (Tick ONE box only)

- To get a job
- To develop my existing business
- To start my own business
- To try for a different career
- To get a better job or promotion
- It was a requirement of my job
- I wanted extra skills for my job
- To get into another course of study
- For personal interest or self-development
- Other reasons

Section K. UNIQUE STUDENT IDENTIFIER (USI)

From 1 January 2015, we Frontier Training and Technology can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you can apply for it directly at <http://www.usi.gov.au/create-your-USI/> on computer or mobile device.

Enter your Unique Student identifier (if you already have one)

Unique Student identifier

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Application for Unique Student Identifier

If you would like Frontier Training and Technology to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <http://www.usi.gov.au/Training-Organisations/Pages/Privacy-Notice.aspx> . You must also provide some additional information as noted at the end of this form so that we can apply for a USI on your behalf.

I [STUDENTNAME]authorise Frontier Training and Technology to apply pursuant to sub-section 9(2) of the Student Identifiers Act 2014, for a USI on my behalf.

I have read and I consent to the collection, use and disclosure of my personal information pursuant to the information detailed at <http://www.usi.gov.au/Training-Organisations/Pages/Privacy-Notice.aspx>

Town/City of Birth _____
(please write the name of the Australian or overseas town or city where you were born)

Please provide details for one of the forms of identity below.
Please ensure that the name written in 'Personal Details' section is exactly the same as written in the document you provide below.

Australian Driver Licence:
State: _____
Licence Number: _____

Medicare Card:
Medicare card number _____
Individual reference number (next to your name on Medicare card): ____
Card colour:
 Green Expiry date ____/____ (format MM/YYYY)
 Yellow Expiry date ____/____ (format MM/YYYY)
 Blue Expiry date ____/____/____ (format DD/MM/YYYY)

Australian Passport Passport number _____
 Non Australian Passport (with Australian Visa)
Passport Number _____ Country of issue _____

Citizenship Certificate
Stock number _____ Acquisition date ____/____/____ (DD/MM/YYYY)
 Certificate of Registration by Descent Acquisition date ____/____/____ (DD/MM/YYYY)

In accordance with section 11 of the Student Identifiers Act 2014, Frontier Training and Technology will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

**Section L.
PRIVACY
STATEMENT &
STUDENT
DECLARATION**

I understand that Frontier Training and Technology is required to submit data sourced from this enrolment form to the national VET administrative collection as a regulatory reporting requirement. The information contained on my enrolment form may be used by Frontier Training and Technology or the following third parties for administrative, regulatory and/or research purposes:

- School - if I am a secondary student undertaking VET, including a school based apprenticeship or traineeship.
- Employer - if I am enrolled in training paid by my employer.
- Government departments and authorised agencies.

- Researchers.

I understand that I may receive a National Centre for Vocational Education Research (NCVER) student survey.

From time to time, photographs or video tapes of students and their learning are taken in a classroom or at places where the student is involved in an activity. These photo/s/images/videos may be used in a classroom or on the job work activities or could be published by Frontier in documents, newsletters, displays, journals, professional development materials for trainers and teachers or on the Frontier website. In addition some outstanding student work may be also published.

I give my consent for the Frontier Training and Technology to use my photo or video in website, social media platform, and in any promotional material or brochures that they may use or develop.

I acknowledge that I have read the Victorian Government's VET Student Enrolment Privacy Notice.

The information herein provided is to the best of my knowledge true, correct and complete at the time of my enrolment. This includes information and evidence (about my date of birth and my highest qualification level that I hold) provided to assess my eligibility for government subsidised training under the Victorian Training Guarantee.

If under an apprenticeship or traineeship program; I, the applicant, give permission for the trainer/college representative to discuss my training program, development and evidences with my employer, other trainers or supervisors. A monthly session report will be reviewed by my designated supervisor.

I declare that I have accurately stated the number of government subsidised courses I have commenced or am scheduled to commence in the current year; and the number of government subsidised courses I am currently undertaking to be true and accurate and that this does not exceed two subsidised courses in any one calendar year.

I give permission for the information contained in this enrolment form to be released to the Australian Government & State Governments for use in Australian Vocational Education and Training Information System (AVETMISS) for research and statistical purposes only.

I confirm that I have been informed about the training, assessment and support services to be provided and about my rights and obligations as a student at Frontier Training and Technology.

I have been informed of and/or have been provided the Frontier Training and Technology Policies & Procedures which is also available on their website at www.frontier.edu.au and I agree to abide them.

I declare that I have been provided a copy of the Frontier Training and Technology Fees & Charges Policy and understand the costs and duration regarding my course/s.

I understand that I am required to notify my non-attendance at class in writing or via SMS or a phone call and provide a written notice if I intend to withdraw from my course to Frontier Training and Technology.

I understand that Frontier Training and Technology may refuse, vary, reverse or terminate my enrolment on the basis of untrue, misleading or incomplete information provided on the enrolment and eligibility forms.

I have read and understood information and enrolment kit and agree to the privacy statement and the requirements of this course. I wish to enrol for this course with Frontier Training and Technology Pty Ltd. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. I also understand that I am required to advise Frontier Training and Technology Pty Ltd of any change of name or address within 14 days of its occurrence.

Student Signature _____

Date ____/____/____

Note: parental consent required if student is under the age of 18.