

CHC52021

Diploma of Community Services (Release 1)



MSM TRAINING GROUP

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CHC52021 - Diploma of Community Services (Release 1)

Start training in CHC52021 Diploma of Community Services!

The CHC52021 Diploma of Community Services qualification is the latest nationally accredited qualification that provides you with the skills and knowledge required for community services workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities.

This qualification will help you learn how to assess co-existing needs, develop and implement service programs, and recognise and respond appropriately to domestic and family violence.

Perfect for learners who wants to become:

- Support Facilitator (Community Services)
- Coordinator of Volunteer Work
- Community Care Manager
- Welfare Support Worker

MSM Training Group offers the nationally recognised CHC52021 Diploma of Community Services qualification with high quality course materials and premier student support to deliver a unique learning experience.

MSM Training Group will deliver training that is customised to meet student, industry and where relevant, employer needs in line with the delivery strategy for the qualification.

When you enrol in our courses, you will study under expert trainers with decades of experience in the industry. So what are you waiting for? Enrol now!



MSM TRAINING (AUSTRALIA) PTY LTD

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Course Outline and Structure

Training Delivery

Training is delivered via **Online or Blended Learning + Vocational Placement** to be completed in up to **52 weeks (including holidays)** with approximately **1,209 hours** of study, depending on learner's skills, knowledge, and experience.

Assessment Methods:

- **Observation** during on-the-job or role play/ simulation
- **Questioning** may include self-assessment, verbal answers, written questionnaires, activity modules or interview
- **Third Party Workplace Assessment**
- **Structured Activities** may include Projects, Case studies, presentations, role play, demonstration, progressive tasks

What are the entry requirements?

There are no prerequisites required to enter this course. However, it is preferred that students:

- Are 17 years of age and over
- Are living or working in Australia
- Have successfully completed at least Australian high school year 10, or equivalent
- Have basic computer skills
- Have sound Language, Literacy and Numeracy skills*
- Is recommended to hold a minimum Certificate III level of qualification and have experience within the community services industry
- Already have a workplace who has agreed to comply with the RTO and ASQA's requirements or must find a workplace who will agree to comply with the RTO and ASQA's requirements

**Learners who do not meet the LLN requirements of the course may still enrol into the course provided the enrolment has been endorsed by the trainer and corresponding additional support strategies have been put in place.*

Course Outline and Structure

Course Resources

To support you in your training with MSM Training Group, we will provide:

- CHC52021 Diploma of Community Services learning and assessment suite which includes:
 - Learner Guides
 - Assessment Workbooks
 - Templates for Projects and other activities;
 - Simulated resources to provide students with simulated assessment pathways (not applicable to all assessment tasks specially those to be done during vocation placement)
- Additional course readings and resources recommended by trainers.

Vocational placement providers must allow access to:

- Vocational workplace supervisor(s) to supervise and confirm completion of the required tasks included in the Skills Workbook. The workplace supervisor must:
 - Have adequate knowledge and understanding of the provision of person-centred services to individuals, groups and communities
 - Have the ability to effectively supervise and manage the delivery, management and coordination of person-centred services to individuals, groups and communities
 - Have the necessary experience and qualification(s) in the area of community services (e.g., you have the relevant VET qualification/s, Diploma of Community services specialising in Case Management or higher)
- Use of suitable facilities, equipment and resources, including:
 - Current legislation and regulations
 - Organisation policies and procedures
 - Current workplace policies and procedures for WHS
 - Use of people's information on which to base assessment
 - Individualised plans and any relevant equipment outlined in the plan
 - Assessment tools and processes
 - Case management plans and templates

- Risk assessment tools
- Modelling typical workplace conditions and contingencies, including:
 - Interactions and opportunities for engagement with:
 - people with a range of needs
 - three (3) people with complex needs
 - three (3) cases involving people with a diverse range of needs, goals and barriers
 - at least three (3) people presenting with co-existing needs
- users of the service and co-workers from a range of diverse backgrounds
 - at least three (3) different people to facilitate a goal directed plan for each person for the provision of services and resources that maximises and enhances their strengths, independence and quality of life
 - at least two (2) workers should be provided with:
 - WHS information
 - Ongoing support to address and monitor stress and emotional wellbeing
 - at least three (3) clients affected by domestic and family violence
 - Persons approved of by relevant community elders
 - People accessing services and people providing services
 - People involved with case management
 - A group of at least two (2) case workers on a complex case
 - At least three (3) real children or young people
 - People in palliative or end-of-life care or people who participate in simulations and scenarios that involve provision of palliative or end-of-life care in a range of contexts
 - Three (3) people receiving palliative care
 - At least one (1) person receiving palliative care must also be receiving end-of-life care
 - At least three (3) people with disability

Course Outline and Structure

- Typical workplace reporting processes
- Links to other services, agencies or organisations
- Realistic, in-depth, validated industry scenarios and simulations of crisis situations
- Use of real or simulated organisation for which the candidate develops policies and procedures
- Integration of problem-solving activities
- Group facilitation
- Information on local resources, programs, agencies, transport services, aid and equipment available to people with disability

Students to arrange access to:

- Computer/laptop with relevant software such as, but not limited to, the following:
- internet access preferably through Google Chrome
- MS Word and PowerPoint
- Adobe Acrobat Reader

Is Recognition of Prior Learning (RPL) available?

MSM Training Group has a Recognition of Prior Learning (RPL) Policy, to ensure that an individual's prior learning, achieved through formal and informal training, work experience or other life experiences, is appropriately recognised. This recognition may assist Learners to progress faster through a unit of competency or allow the student full credit.

What are the qualification pathways after taking the course?

Students enrolled in this course may also choose to study other courses that will support them in their community service skills. Other options available for students may include the following qualifications

- **CHC52121 Diploma of Community Development***
- **CHC53315 Diploma of Mental Health***
- **CHC62015 Advanced Diploma of Community Sector Management***
- **TAE40122 Certificate IV in Training and Assessment***

**These units/courses are not offered by MSM Training Group*

Mandatory Vocational Placement:

Learners are required to undertake 400 hours of vocational placement within a registered and approved community services provider, during which they will complete their practical assessments. This must occur after the student has satisfactorily completed all the other units/ subjects in this qualification. It includes:

- 100 hours of work to perform the activities outlined in the performance criteria of CHCCSM013
- 100 hours of work to perform the activities outlined in the performance criteria of CHCDEV005
- 200 hours of work as detailed in the Assessment Requirements of the units of competency

During this time, the learners are required to complete a skills workbook.

Learners have the option to:

- Source their own Vocational Placement providers (MSM Training Group to check suitability) or
- Have MSM Training Group assist them in arranging Vocational Placement providers near their area

MSM Training Group will continuously look for and form partnerships with Aged Care providers in NSW and in other states in the future.

MSM Training Group will provide learners with a Vocational Placement Pack that outlines all the requirements for finding a suitable Vocational Placement provider that will facilitate the required workplace assessments and allow the learner to complete the required vocational placement hours.

Learners are recommended to initiate contact with potential vocational placement providers as soon as enrolment is confirmed to allow sufficient time for MSM Training Group to confirm the workplace's safety and suitability.



Course Units

This course covers **20 units** of competency (**12** core units and **8** elective units).

Core Units

CHCCCS004	Assess co-existing needs
CHCCCS007	Develop and implement service programs
CHCCCS019	Recognise and respond to crisis situations
CHCCSM013	Facilitate and review case management
CHCDEV005	Analyse impacts of sociological factors on people in community work and services
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCDIV001	Work with diverse people
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCLEG003	Manage legal and ethical compliance
CHCMGT005	Facilitate workplace debriefing and support processes
CHCPRP003	Reflect on and improve own professional practice
HLTWHS003	Maintain work health and safety

Elective Units

CHCCSM009	Facilitate goal-directed planning
CHCCSM010	Implement case management practice
CHCCSM012	Coordinate complex case requirements
CHCCSM014	Provide case management supervision
CHCCSM015	Undertake case management in a child protection framework
CHCCSM016	Undertake advanced assessments
CHCPAL003	Deliver care using a palliative approach
CHCDIS017	Facilitate community participation and social inclusion



Enrol Now!

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September special: (until 31 August 2025)

**Enrol now in Online Learning for only \$7,000.
Initial payment of \$1,000 with 10 monthly
instalments of \$600**

Please read the **MSM Training Group Student Handbook on our [website](#) containing the Refund Policy, Appeals, Complaints, and other student and course information prior to enrolling.*

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Fee Structure* (from July 2024)

Online Learning	\$20,000
Blended Learning	\$25,000
RPL Admin Cost (non-refundable)	\$500
Cost per unit	\$250
RPL Max fee (inc Admin Cost) capped	\$4,500

RPL application fee includes one unit (if eligible)

July Intake Special (ends 30 June 2025):
50% off enrollment fees

Enrol now in Online Learning for as little as **\$10,000**.
Initial payment of \$1,500 with 10 monthly instalments of \$800 and final payment of \$500

No single payments over \$1,500

* Fees subject to change