



# Course Handbook



# CHC52015 DIPLOMA OF COMMUNITY SERVICES

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## About this 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.

At this level, workers have specialised 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.

*To achieve this qualification, the candidate must complete a **minimum 100 hours of work experience** as detailed in the Assessment Requirements of units of competency*

## Completion of this course

Upon successful completion of this course, you will receive a nationally recognised CHC52015 Diploma of Community Services.

### Types of Roles

- Case Worker
- Group Facilitator
- Program Coordinator / Manager
- Family Support Worker
- Outreach Worker
- Residential (Accommodation / Housing) Manager
- Community Development Officer / Trainer
- Domestic Violence Support Worker
- Welfare Worker

No occupational licensing, certificate of specific legislative requirements applies to this qualification at the time of publication.

## Course Duration

Approximately 1200 hours (or minimum of 12 months and maximum of 24 months) dependent upon skills, knowledge, capabilities, previous study or experience in industry and study type.

Please note: Duration may vary in the event a learner is assessed and recognised through the RPL program. Depending on which delivery mode you choose can also determine the length of time it may take for you to successfully complete the course

### Delivery modes:

- face-to-face workshops
- distance education
- blended delivery (combination of both face-to-face & distance)

Whilst you may decide to study most of this course as a distance education learner, you are more than welcome to attend any of the face-to-face workshops on offer. This way you get a holistic learning experience – flexibility, study in your own time, engaging with other learners and a mentor to support you throughout the duration of your course.

## Location

This course offers the following delivery modes:

- Face-to-face workshops
- Online learning
- Blended delivery (combination of both face-to-face and online learning)

All face-to-face workshops will be held at:

The Creative Fringe  
York St,  
Penrith NSW 2750  
(map provided upon request)

All online live webinars offered will be via distance mode. Learners can log into their Online Learner Portal. Click on the link through: [www.mindchallenge.com.au](http://www.mindchallenge.com.au) - Login tab (right hand corner of front page of website).

## Entry Requirements

This course does not have any current entry requirements (or pre-requisite requirements). However, Mind Challenge recommend the following requirements:

- Minimum age 17 years
- Intermediate level of English (IELTS 4-5)
- Technology requirement – access to a computer (desktop, laptop or tablet)
- Access to the internet
- Participate in an Initial Consultation (prior to enrolment) with one of our qualified and experienced mentors
- Complete workplacement/practical hours (minimum of 80 hours) in an approved workplace/organisation.

All qualifications are Nationally Recognised Training (NRT) products

## Fees

\$4250.00 (payment plans available). All Mind Challenge courses are calculated as Fee for Service. This course is NOT government subsidised.

Mind Challenge course fees include a \$200 non-refundable Administration fee which is due for payment at enrolment.

Mind Challenge accept payments via direct deposit, Visa Card or MasterCard.

Mind Challenge will provide you with an invoice for the Administration fee at the Initial Consultation or Information Session.

### Direct Deposit

Branch: Bank of Queensland

BSB:

Acc Name:

Acc No:

Reference: your name

Credit Card: We accept Visa & Mastercard payments (Stripe payment)

## Payment Options

- OPTION 1: UPFRONT PAYMENT (UPON ENROLMENT) is \$200 non-refundable Administration fee.

- OPTION 2: PAYMENT PLAN

8 x fortnightly payments (approx \$506 per fortnight). First Instalment (\$200) due upfront upon enrolment (please note that this is a non-refundable Administration Fee).

Mind Challenge will negotiate a payment plan with each individual learner. Once this payment plan has been agreed to and signed off by both Mind Challenge and the individual learner, Mind Challenge will provide each learner with a recurring invoice (dispatched fortnightly) via email.

Please contact Head Office on 0410 568 872 to discuss payment options available.

## Withdrawal policy

Mind Challenge will provide each prospective learner, prior to enrolment into a course, with information regarding withdrawal without penalty cut-off dates. This date will be 6 weeks from initial commencement date of study.

This is the date by which a learner can withdraw and be refunded fees paid at enrolment.

Should a learner wish to withdraw from their course within the withdrawal period they will receive a refund excluding the \$200 non-refundable Administration fee.

If you have any questions regarding this policy, please contact Head Office on 0410 568 872 to discuss.

## Refund policy

Mind Challenge is committed to working within a fair and transparent framework for the charging of fees, the provision of protection for fees paid in advance and the refund of payments where appropriate.

Learners enrolled in Mind Challenge courses can request a refund within the first 6 weeks from initial commencement date of study.

Learners are required to contact their mentor or Head Office on 0410 568 872 or [learning@mindchallenge.com.au](mailto:learning@mindchallenge.com.au)

Learners are required to complete a refund / withdrawal form (available on the website or through Head Office) and provide documentation (if requested).

Refunds may take up to two (2) weeks to process.

## Appeals

Mind Challenge is committed to dealing with appeals and complaints in a timely and constructive way. If wishing to make a complaint or an appeal concerning any aspect of a Mind Challenge course, the learner should refer to the following process:

Learners have the right to make an appeal against the academic decisions made by Mind Challenge.

Appeals should be made within ten (10) working days of the original decision having been made.

An appeal against an assessment decision can be made on the following grounds:

- the learner was not provided with a clear explanation of the assessment process;
- the learner's needs were not taken into consideration where appropriate;
- the assessment process did not meet the requirements of the -training package;
- the learner genuinely believes there has been an administrative error in the calculation of their assessment marks; or
- alleged bias or incompetence of the mentor.

## Complaints

### Making a complaint to Mind Challenge

If unsuccessful the learner should lodge a formal complaint in writing to the Chief Executive Officer: [claire@mindchallenge.com.au](mailto:claire@mindchallenge.com.au) or phone 0410 568 872.

Mind Challenge will seek to resolve all complaints within 20 days of its receipt, and where a longer period is likely to be required, Mind Challenge will advise in writing the reasons for this.

### Making a complaint to ASQA

If you are not satisfied with the quality of service or training being provided by a Registered Training Organisation (RTO), there are ways for you to make a complaint. ASQA provides information about making a complaint <https://www.asqa.gov.au/complaints/complaints.htm>



## Individual training Plan

An Individual Training Plan will be developed in consultation with you, your employer (if applicable) and your Mind Challenge mentor.

This plan will include the units to be completed, the method of assessment and the learning and assessment time frames.

You will be provided with a copy of your Individual Training Plan so you can update this plan as you progress through your course.

## Assessment requirements

This qualification is ungraded. When you finish this course, you will receive a qualification which shows your level of achievement as Competent.

Each assessment event must be successfully completed in order to demonstrate competence in each unit. you will be provided instructions for uploading each assessment via the learner portal. **YOU WILL RECEIVE FEEDBACK ON EACH ASSESSMENT WITHIN 5 WORKING DAYS.**

If you do not successfully complete an assessment event you will be given the opportunity to resubmit the assessment. refer to the feedback provided by your mentor.

Only two (2) attempts may be made on each individual assessment event within your current enrolment.

If you experience difficulties completing your assessments, it is important you communicate with your mentor. you will be provided with contact details of your mentor.

Upon enrolment, you will be provided with an assessment guide for each unit.

## Learner Support

At your Initial Consultation or Information Session, your mentor will provide an outline of the services available and discuss the Language, Literacy and Numeracy (LLN) assessment learners need to participate in as part of their Mind Challenge learning journey.

This process will assist mentors to better meet the individual learner needs. The enrolment form also offers an opportunity for learners to identify any other particular needs they might have. Please discuss any concerns with your mentor.

It is important for this information to be discussed/provided prior to the enrolment process, to ensure Mind Challenge provides the best study options and support mechanisms for all learners to succeed.

Mind Challenge trained mentors will ensure that all learners have equitable access to learning resources provided to assist them to successfully complete course requirements regardless of the learner's mode of study or location.

## Learner Rights & Responsibilities

- Have access to counselling services
- Have your Mind Challenge records and personal information stored and maintained in a confidential, secure and professional manner.
- Receive information about your course, the assessment requirements and procedures, health and safety requirements, and information about support services.
- Receive information on your progress in the course in a timely and professional manner.
- Modify your individual training plan if your circumstances change, in consultation with your mentor.
- Discuss and present Recognition of Prior Learning (RPL) and Credit Transfer (CT) at the initial consultation and within the duration of your studies.
- Discontinue your studies, advising by the appropriate notification process.
- Lodge a complaint or suggestion for improvement without fear of victimisation or retribution.

As a learner you have the responsibility to treat other learner with respect and fairness, and to not engage in conduct that impairs the reasonable freedom of any person (whether or not a learner) to pursue his or her studies, research or work at Mind Challenge or on the premises or online/digital platforms. If another learner's behaviour is interfering with your studies or breaching the Mind Challenge Student Discipline policy you should feel comfortable to report it. Talk to your mentor about this. For any breach of the Learner Conduct, the Mind Challenge CEO will inform the learner of the process, including their right of appeal, the timeframe for action and completion of the process.

## Recognition of Prior Learning (RPL) or Credit Transfer

### Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) takes into account previous studies you may have completed as well as life and work experiences. If these experiences are relevant, you may be granted exemptions for parts of your course. This allows for fairer access to studies by ensuring you are not required to duplicate learning you have already achieved.

Using the RPL procedure is not simply a matter of assessing time served, or amount of experience gained, but the specific and relevant learning that is assessed according to the prescribed competency standards. Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation.

All applicants seeking RPL are encouraged to discuss this with their mentor prior to commencing the formal application process.

### Credit transfer

A key principle of the Standards for Registered Training Organisations is national recognition (formerly known as mutual recognition), which means that all states, territories and Registered Training Organisations will recognise qualifications and statements of attainment issued by other registered training organizations across Australia. If you have completed Units of Competency from other Training Packages, you may be eligible for Direct Credit. You will need to provide certified copies of qualifications for Direct Credit to be granted.

### Deferring your Study

Please contact your Mentor or Head Office if you need to discuss a possible deferment of your course. This will be reviewed and managed on a case by case basis.

### Changes to Course (Course transitions / updates)

Mind Challenge reserves the right to offer you a new / alternative qualification if the qualification has been updated in line with national industry standards. If any of these course changes/transition become necessary, you will be advised (in advance) of the changes and the alternative arrangements which may be available for you to complete your course.

Transition arrangements must be completed within 12 months of changes (being published on training.gov.au) for superseded qualifications and two years of deleted training products (except Skill Sets and units of competency which are 12 months)

## Course Resources

There is an expectation for all learners to have access to a computer in order to complete the requirements of this course. Mind Challenge will provide each individual learner with the following resources:

- Experienced and well-connected mentor
- Individual Training Plan
- Access to the learner online portal (log in details provided upon enrolment)
- Printed Learner Workbooks (containing learning content for each unit of competency). These resources are also available electronically on the Learner Online Portal.
- Course Handbook
- Assessment Guide (for each unit of competency)
- Learning Support Services (a designated Language, Literacy and Numeracy (LLN) Trainer)
- Face-to-face workshops and online webinars
- Workplace Learning Booklet and a designated Workplace Learning Coordinator to support you in accessing suitable workplaces
- Additional learning resources (available on the Learner Online Portal)
- Industry Connections – Job/Employment opportunities board and Job Market Days
- Social Media.

## Computer Requirements

Effectively engaging with our online resources will require the ability to:

- open web pages
- view embedded video and slideshows (eg, YouTube, SlideShare)
- download and extract .zip folders
- open and download .pdf and .swf documents
- open, edit, save and upload documents created in .doc and .docx format.

Minimum specifications for your computer are:

- - Microsoft Windows 7 or later or Mac OS X or above
- - Microsoft Office
- - Up-to-date internet browser

You may also need access to a printer and the following applications:

- - Adobe Acrobat Reader (free download)
- - Adobe Flash Player (free download).

All enrolled learners will obtain access to the learner portal upon enrolment. All learners will be able to upload all assessments via the learner portal.

## Commitment to your study and learning journey

mind Challenge provides a flexible and supportive learning environment where each learner is considered an individual and given every opportunity to achieve their goals, outcomes and success!

Mind Challenge provides a personal mentor who will be with you every step of your learning journey. your mentor will be available to answer your questions and provide you with their expertise, knowledge and key networks in the industry.

Your mentor will consistently check in on your progress, facilitate workshops and/or webinars and provide tutorial support where required. they will provide constructive feedback across all assessment tasks and be there to listen.

We encourage each learner to commit to their study and learning journey:

- Discover
- Evolve
- Learn
- Vocation
- Education

Seek support from your Mind Challenge Mentor, Friends, Family or workmates in supporting you in your study goals.

- Set aside regular times for online learning and study each week. Try not to deviate from these set times.
- Set clear goals on what you want to achieve, by when, to ensure you achieve your course outcomes. Use your individual training plan to achieve this.
- Engage in workshops and webinars. These sessions enable you to engage with your mentor to fellow learners. It is an important opportunity to share your learning experiences and reflect on the course materials.

## Issuing Qualifications

Mind Challenge is committed to issuing qualifications and statements of attainment that are within its scope of registration.

A Statutory Declaration attesting to authenticity will be required from a learner prior to awarding official certification for one or more units/qualifications.

Certificates will be issued in a timely manner and in accordance with the 30 calendar day period stipulated by the Clause 3.3 of the Standards for Registered Training Organisations.

Soft copies of certification documentation will, under no circumstances, be provided prior to the hard copy being posted to a graduate.

Under no circumstances will a certificate of graduation be issued prior to full payment of any fees due.

## Before you enrol

All students participating in Nationally Recognised Training in Australia need to have a Unique Student Identifier, or USI.

### How to get a USI?

It is free and easy for you to create your own USI online at [usi.gov.au](http://usi.gov.au). mind challenge can also provide any information.

If you already have your USI you do not need to apply for a new USI. Your USI stays with you and should be securely stored.

## Enrolment process

### Step 1: Schedule your Initial Consultation or Information Session

Complete the enquiry form on the website OR

Phone Head Office 0410 568 872 to schedule your Initial Consultation or Information Session with a trained mentor

### Step 2: Contact point

Mind Challenge will advise on the enrolment process, services and support available throughout your study

### Step 3: Unique Student Identifier (USI)

If you have not previously undertaken any tertiary education, you will need to obtain your USI (Unique Student Identifier). To access your USI follow the link ([www.usi.gov.au](http://www.usi.gov.au))

### Step 4: Enrol

Complete the Enrolment Form (on the website or hard copy provided to you at your Initial Consultation or Information Session). Mind Challenge will allocate a trained mentor to you

### Step 5: Process course payment

Refer to available payment options and schedule above (under Course Fees section)

### Step 6: Welcome Email

Each learner will receive a welcome email once their enrolment and payment (\$200) have been processed. The email will outline the following:

- User Log on details for your learner portal
- Individual training plan
- Instructions for navigating the website/accessing the portal.

### Step 7: Individual Training Plan

(Refer to Section on Individual Training Plans)

### Step 8: Orientation

Each learner will be encouraged to participate in orientation to the online system. We conduct a regular Webinar “Getting Started”. You will be have access to all learning resources you require.

### Step 9: Start learning

You start your training program. Your Individual Training Plan will be constantly reviewed in response to your learning goals and circumstances.

## Units of Competency

### Core unit

CHCDIV003 Manage and promote diversity

CHCCCS007 Develop and implement service programs

CHCLEG003 Manage legal and ethical compliance

CHCCOM003 Develop workplace communication strategies

CHCDEV002 Analyse impacts of sociological factors on clients in community work and services

CHCMGT005 Facilitate workplace debriefing and support processes

CHCPRP003 Reflect on and improve own professional practice

HLTWHS004 Manage work health and safety

### Elective units

CHCCCS003 Increase the safety of individuals at risk of suicide

CHCMHS001 Work with people with mental health issues

CHCGRP002 Plan and conduct group activities

CHCPRP001 Develop and maintain networks and collaborative partnerships

CHCYTH001 Engage respectfully with young people

CHCYTH004 Respond to critical situations

CHCYTH010 Provide services for young people appropriate to their needs and circumstances

BSBPMG522 Undertake project work

### Workplace Learning

Workplace (practical) hours = 100 hours

If you are an existing worker in this industry, you can use your place of work to complete the practical hours and work-based assessments.



## Workplace learning program

Minimum of 100 hours in a suitable workplace.

If you are an existing worker in this industry, you can use your place of work to complete the practical hours and work based assessments.

If you require a workplace to be secured, Mind Challenge will support you to obtain a suitable workplace and assess you within the workplace (where required).

All units include a work based or simulated assessment. You will require a workplace supervisor to sign off on a range of documentation.

Once you are enrolled, you will receive a Workplace Learning Guide which consists of policies and procedures whilst undertaking work placement and a number of assessments to be completed whilst undertaking the workplace hours. You will need to provide the workplace supervisor with this guide whilst you are undertaking the work placement hours.

Your mentor will be available for support and guidance whilst you are completing the workplace learning program.

## Industry Connections

This course requires each learner to undertake a minimum of 100 hours in a suitable workplace.

Mind Challenge have a strong and committed connection to industry. We work with industry to secure work placement (work experience) opportunities for each learner and support learners in developing a network during and after completion of this course.

Mind Challenge mentors regularly participate in networking activities and events to ensure industry currency and professional development.

Networking opportunities our learners will have access to during their study includes:

- Job market day  
Mind Challenge will host 2 x job market days (per year) to provide learners the opportunity to meet with a range of businesses regarding job prospects, job application process, interviewing skills, resume writing, etc. Learners can source information, talk to key contacts within organisations and perhaps even participate in an interview for a vacancy. You may leave the job market day with a job!
- Job/employment board  
Mind Challenge will provide an up-to-date job/employment board on the website for all learners to access.

## Individual Training Plan

An individual training plan will be developed in consultation with you, your employer (if applicable) and your Mind Challenge mentor. This plan will include the units to be completed, the method of assessment, delivery mode/s and the learning and assessment time frames. This plan needs to be reviewed and signed by each learner and submitted to your Mind Challenge mentor within two (2) weeks of you commencing your study. You will be provided with a copy of your individual training plan so you can update this plan as you progress through your course.

## Tutorials Sessions (Face-Face and online)

One (1) to two (2) sessions will be conducted per week through face-to-face and via a webinar which can be accessed on the website through the Learner online portal. A tutorial schedule will be posted on the website with the link to the session and the schedule will be updated on a weekly basis. Each session will run for approx. 1 to 1.5 hours.

All aspects of this course are available via distance mode. Each learner will be provided with access to the Learner Online Portal once their enrolment has been finalised. This will enable learners to access learning resources, assessment information, webinars, social media, Mind Challenge policies and procedures and the uploading of completed assessments. Orientation sessions for use of the Learner Portal will be provided upon enrolment.

## Assessment Requirements

This qualification is ungraded. When you successfully complete this course, you will receive a qualification which shows your level of achievement as Competent.

Each assessment event must be successfully completed in order to demonstrate competence in each unit. You will be provided instructions for uploading each assessment via the learner online portal. You will receive feedback on each assessment within 5 working days. If you do not successfully complete an assessment event you will be given the opportunity to resubmit the assessment. Refer to the feedback provided by your mentor. You will have one (1) week to resubmit your assessment unless other arrangements have been negotiated with your mentor. Only two (2) attempts may be made on each individual assessment event within your current enrolment.

Assessment methods may include:

- Written tasks
- Case Studies (question and answer format)
- Projects
- Role plays
- Observations
- Simulation activities
- Work placement activities.

Each learner will be provided with an Assessment booklet for each unit of competency upon enrolment. These booklets can be accessed on the Learner Online Portal.

## Submitting assessments electronically

You are required to submit ALL assessments via the Learner online portal on the Mind Challenge or where negotiated, via email to your mentor. Emailing of assessments to your mentor should be negotiated and agreed to prior to assessment submission. Your mentor will provide their email address and instructions for uploading/submitting your assessments once you are enrolled.

## Return of marked assessments

Marked assessments will be returned to you by the relevant mentor via the Learner online portal within 5-7 days after submission, unless otherwise stated by your mentor. You need to check your email or Learner online portal regularly in case you need to resubmit an assessment. If you experience difficulties completing your assessments, it is important you communicate with your mentor. You will be provided with contact details of your mentor.

## Marketing

Mind Challenge is committed to ensuring that its marketing and advertising complies with AQF requirements.

It uses the NRT logo only for qualifications within our scope.

When using references or endorsements about its products and services, it ensures it has appropriate permissions.

All marketing materials are approved by an authorised member of the RTO.

The RTO identifies training and assessment services leading to AQF qualifications and/or statements of attainment separately from other training services they might provide.

## Privacy Policy

As a Registered Training Organisation, Mind Challenge is obliged to maintain effective administration and records management systems. This involves the retention of learner records.

Learners must have access to their own training records at all times. Should it be deemed necessary, information about learner records can only be divulged to a third party with the written consent of the learner.

Learners are able to access their records via the Mind Challenge website/Online Learner Portal (OLP) through their Dashboard.

Once a learner has graduated they are able to access their records by emailing [learning@mindchallenge.com.au](mailto:learning@mindchallenge.com.au)

If you have concerns about personal information held by Mind Challenge or require access to the privacy policy, please contact the Mind Challenge Chief Executive Officer on 0410 568 872.

## Validation

Mind Challenge has a systematic way of ensuring that assessments undertaken are fair, reasonable and consistent with industry best practice.

This is articulated in the Assessment Validation guidelines that is available upon request. Forms detailing assessment validation processes are also available on request.

Mind Challenge welcome feedback from learners and mentors. Mind Challenge is committed to the principle of continuous improvement.

We aim to support and strengthen compliance with Standards (for Registered Training Organisations) in a way that reflects the growth of Mind Challenge, encourages innovation and measures and monitors outcomes.