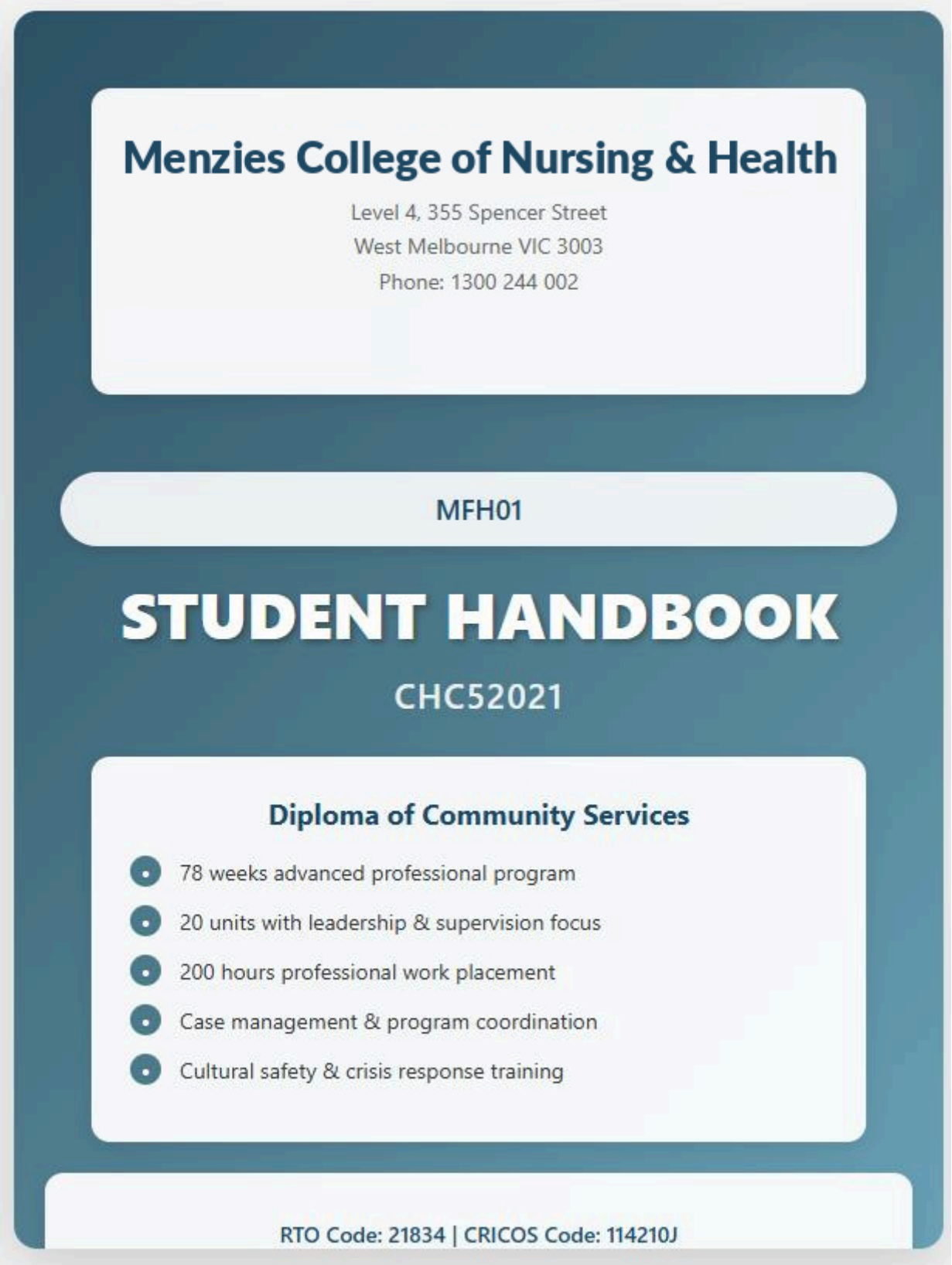
MFH01 Student Handbook – CHC52025

Diploma of Community Services



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1. WELCOME TO DIPLOMA OF COMMUNITY SERVICES

1.1 Welcome Message from Head of School Health

Dear Community Services Students,

Welcome to Menzies College of Nursing & Health.

You are embarking on an advanced professional journey that will establish you as a senior community services practitioner, equipped to deliver, manage, and coordinate person-centered services across diverse community settings. This Diploma represents a comprehensive pathway to professional excellence, developing not just specialized competencies, but advanced critical thinking, leadership capabilities, and ethical practice standards that distinguish exceptional community services professionals.

As a community services student, you will develop sophisticated case management skills, comprehensive assessment capabilities, crisis response competencies, and the professional leadership attributes essential for senior roles across the community services sector. The field requires practitioners who can work autonomously, supervise others, and adapt to complex social challenges while maintaining the highest standards of professional practice and ethical conduct.

The community services landscape continues to evolve with changing demographics, emerging social needs, and innovative service delivery models. This Diploma positions you to lead these changes with confidence, providing the advanced knowledge, skills, and professional attributes necessary to coordinate programs, manage cases, and facilitate positive change throughout your career.

Our expert community services education team is committed to your success as a professional leader. You'll engage with industry-current practices, develop critical case management competencies, and build the professional judgment that distinguishes competent community services coordinators and managers.

Welcome to your pathway to becoming a qualified community services professional and making a meaningful difference in the lives of individuals, groups, and communities!

Sherwin Ycaza

Head of Health, sherwin@menzies.vic.edu.au

1.2 About the Diploma of Community Services

Advanced Community Services Qualification: The CHC52025 Diploma of Community Services is a nationally recognized qualification that prepares students for senior roles involving the delivery, management, and coordination of person-centered services to individuals, groups, and communities.

Program Excellence:

- **Person-Centered Service Delivery:** Advanced skills in individualized service coordination and case management
- **Leadership Development:** Comprehensive preparation for supervisory and management roles
- **Crisis Response Competency:** Specialized training in crisis recognition and response
- **Cultural Safety Excellence:** Advanced cultural competency and Aboriginal and Torres Strait Islander cultural safety
- **Professional Autonomy:** Development of independent practice skills under broad management direction

Career Outcomes:

- Community Care Manager/Coordinator
- Family Services Coordinator
- Support Facilitator (Community Services)
- Community Housing Resources Worker
- Community Recreation Coordinator
- Housing Assistant/Manager
- Community Services Coordinator
- Community Access Coordinator
- Case Management Supervisor
- Program Coordinator
- Pathway to CHC62015 Advanced Diploma of Community Sector Management

1.3 Your Expert Community Services Education Team

- **Head of School - Health:** Asad Butt
- **Work Placement Team**
- **Senior Ageing Support Educators/Assessors**
- **Student Support:** Student Administration Manager (academics@menzies.vic.edu.au)

1.4 Key Contact Information

- **Office Phone:** 1300 244 002
- **Academic Enquiries:** academics@menzies.vic.edu.au
- **General Enquiries:** info@menzies.vic.edu.au
- **Website:** www.menzies.vic.edu.au
- **RTO Code:** 21834 | **CRICOS Code:** 114210J

2. QUALIFICATION OVERVIEW AND STRUCTURE

2.1 Qualification Details

- **Training Package:** CHC Community Services Training Package v9.3
- **Qualification:** CHC52025 Diploma of Community Services
- **AQF Level:** Level 5 | **CRICOS Code:** 114210J
- **Version:** 1.0 (Released 08/12/2022)

2.2 Qualification Structure

Total Units Required: 20 units consisting of:

- **12 Core Units** (mandatory)
- **8 Elective Units** (6 from groups A-E, up to 2 from any endorsed Training Package)

2.3 Units of Competency Overview

Core Units (12 units)

Unit Code	Unit Title	Type
CHCDIV001	Work with diverse people	C
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	C
HLTWHS003	Maintain work health and safety	C
CHCCCS004	Assess co-existing needs	C
CHCLEG003	Manage legal and ethical compliance	C
CHCPRP003	Reflect on and improve own professional practice	C
CHCCCS007	Develop and implement service programs	C

CHCMGT005	Facilitate workplace debriefing and support processes	C
CHCCSM013	Facilitate and review case management	C
CHCCCS019	Recognise and respond to crisis situations	C
CHCDEV005	Analyse impacts of sociological factors on people in community work and services	C
CHCDFV001	Recognise and respond appropriately to domestic and family violence	C

Elective Units (8 units)

Unit Code	Unit Title	Type
CHCDEV004	Confirm developmental status	E
CHCADV002	Provide advocacy and representation services	E
CHCCCS033	Identify and report abuse	E
CHCCCS009	Facilitate responsible behaviour	E
CHCCSL003	Facilitate the counselling relationship and process	E
CHCCSM014	Provide case management supervision	E
CHCCSM016	Undertake advanced assessments	E
CHCCSL001	Establish and confirm the counselling relationship	E

Legend: C = Core Unit, E = Elective Unit

2.4 Unit Delivery Strategy

Sequential Delivery Approach:

- Progressive skill building from foundation to advanced competencies
- Integration of practical and theoretical components
- 200-hour work placement distributed throughout program
- Clustered units for enhanced learning integration

Special Features:

- **Clustered Units:** CHCCCS007 & CHCDEV005 delivered together for integrated learning
- **Counselling Specialization:** CHCCSL003 & CHCCSL001 clustered for comprehensive counselling competency
- **Advanced Practice Integration:** Case management and supervision units strategically sequenced

2.5 Career Pathways and Outcomes

Employment Opportunities:

- **Community Care Manager/Coordinator:** Leadership roles in community service delivery
- **Family Services Coordinator:** Specialized family support and intervention services
- **Support Facilitator:** Advanced community support and program facilitation
- **Community Housing Resources Worker:** Housing support and resource coordination
- **Community Recreation Coordinator:** Program development and community engagement
- **Case Management Supervisor:** Advanced case management and staff supervision
- **Program Coordinator:** Service program development and implementation

Further Study Options:

- CHC62015 Advanced Diploma of Community Sector Management
- Bachelor degrees in Social Work, Community Services, or related fields
- Specialized post-graduate community services courses
- Professional development and specialty certifications

3. ADMISSION REQUIREMENTS AND ENTRY PATHWAYS

3.1 General Requirements (All Students)

Academic Prerequisites:

- **Minimum Age:** 18 years
- **Education:** Satisfactory completion of Australian Year 12 or equivalent
- **Physical Capability:** Physical attributes suitable for community service industry placement
- **Study Commitment:** Availability for 4 hours per week self-directed learning

Pre-Enrolment Assessments:

- **Genuine Student Test/Pre-Training Review:** Identifying training needs, course relevance, and career suitability
- **Language, Literacy, Numeracy and Digital Literacy (LLND) Assessment:** Ensuring adequate foundation skills for AQF Level 5

3.2 Domestic Students

Academic Requirements:

- Australian Year 12 or equivalent completion
- Demonstrated literacy and numeracy skills appropriate for AQF Level 5
- Physical attributes suitable for community service industry

Work Placement Requirements (before commencement):

- Proof of up-to-date immunisation
- Satisfactory National Police Clearance/Australian Federal Police Clearance Certificate (AFP)
- Working with Children Check

3.3 International Students

Academic Requirements:

- Age 18 years or above
- Satisfactory completion of equivalent of Australian Year 12 or higher
- Physical attributes suitable for community service industry

English Language Proficiency (one of):

Test	Requirement
IELTS (General or Academic)	6.0 overall score
PTE Academic	50 overall score
TOEFL	64 overall score
Cambridge C1 Advanced	169 overall score
OET	B each component
ELICOS (General English or equivalent)	Upper Intermediate level completion

Alternative English Requirements:

- Five years English-medium education in approved countries OR
- Successful completion of Australian foundation course or Certificate IV within two years OR
- Evidence of studying in English for at least five years in approved English-speaking countries

Additional Requirements:

- Same work placement requirements as domestic students

- Compliance with student visa requirements

3.4 Primary Entry Pathways

Primary Entry Pathway:

- Individuals with little or no prior knowledge in community services
- Career advancement seekers planning community services careers
- Professionals able to attend regular face-to-face classes

Alternative Entry Pathways:

- Career advancement seekers with formal qualifications
- Industry professionals seeking management roles
- Previous CHC42015 or CHC43015 graduates
- International students meeting English requirements

3.5 Recognition of Prior Learning (RPL) and Credit Transfer

RPL Opportunities:

- Assessment of relevant community services work experience
- Recognition of formal qualifications and training
- Competency-based assessment for management and coordination experience

Credit Transfer:

- Equivalent units from CHC52021 completed at other RTOs
- Previous community services qualifications with equivalent outcomes
- International qualifications assessed as equivalent

Evidence Requirements:

- Official transcripts and certifications
- Work samples and professional portfolio
- References from employers or supervisors
- Professional development certificates

4. COURSE DELIVERY AND STRUCTURE

4.1 Comprehensive Delivery Overview

Duration: 78 weeks full-time program

- **Supervised Classroom Sessions:** 61 weeks (20 hours per week)
- **Work Placement:** 200 hours (5 weeks at 40 hours per week)
- **Term Breaks:** 12 weeks scheduled throughout program

Study Mode: Full-time (78 weeks total)

- **Supervised Learning:** 1,420 hours (classroom, practical training, work placement)
- **Unsupervised Learning:** 244 hours (self-study and assessment preparation)

4.2 Volume of Learning

Total Hours: 1,664 hours (exceeds AQF Level 5 requirements)

Volume Components:

- **Supervised Classroom Learning:** 896 hours (trainer-led instruction, interactive activities)
- **Supervised Simulation Practical:** 324 hours (hands-on community services skill development)
- **Work Placement:** 200 hours (real workplace experience and assessment)
- **Individual Learning & Reflection:** 122 hours (self-directed study, online modules)
- **Theory Assessments:** 122 hours (assessment preparation and completion)

4.3 Delivery Locations

Melbourne, Victoria location

- **Address:** Level 4, 355 Spencer Street, West Melbourne VIC 3003
- **Purpose:** Theory classes, simulation activities, assessments, student services

Perth, Western Australia location

- **Address:** Level 7 251 Adelaide Tce Perth, WA 6000
- **Purpose:** Theory classes, simulation activities, assessments, student services

4.4 Training Delivery Methods

Face-to-Face Learning:

- Interactive lectures and community services demonstrations
- Hands-on simulation sessions for counselling and case management
- Problem-solving and case study analysis
- Real-world scenario practice and role-play
- Work placement experiences

Blended Learning Components:

- CANVAS LMS platform access for digital resources
- Interactive online modules for theory content
- Self-paced learning activities and assessments
- Digital resources and multimedia content
- Video and case study materials

Assessment Integration:

- Theory assessments (off-campus completion)
- Practical demonstrations (on-campus simulation)
- Progressive skill building through sequential units
- Work placement assessments in real community services settings

4.5 Work Placement Structure

Total Work Placement Requirement: 200 hours over 5 weeks

- **Distribution:** Integrated throughout program delivery
- **Timing:** After completion of relevant theoretical components
- **Settings:** Community services organizations under Memorandum of Understanding
- **Supervision:** Qualified community services professionals
- **Assessment:** Real workplace competency evaluation

4.6 Academic Calendar Management

Progressive Delivery Structure:

- Sequential unit delivery with strategic break periods
- Public holidays managed with same-week rescheduling
- Consistent supervised hour delivery maintained
- Advanced notice provided for schedule changes

Completion Requirements:

- Completion of all 20 units of competency
- Successful completion of 200 hours work placement
- Satisfactory assessment outcomes across all units
- Attendance compliance as per MITP02 Course Progress Policy
- Academic integrity maintenance as per MITP23

5. ASSESSMENT FRAMEWORK

5.1 Assessment Philosophy

Principles Applied:

- **Validity:** Assessments measure required community services competencies accurately
- **Reliability:** Consistent assessment standards across all tasks
- **Flexibility:** Reasonable adjustments available for diverse learners
- **Fairness:** Equitable assessment opportunities for all students
- **Industry Relevance:** Real-world application focus for community services practice

Assessment Integration:

- Aligned with training delivery for advanced community services competencies
- Progressive skill development from foundation to leadership levels
- Real-world application focus
- Industry relevance maintenance

5.2 Assessment Methods Matrix

Assessment Method	Description	Application
Written Questions	Knowledge testing and theoretical understanding	All 20 units (100%)
Case Studies & Journal	Real-world scenario analysis and reflection	19 units (95%)
Role Play	Interpersonal skills and communication demonstration	19 units (95%)

Workplace Project & Portfolio	Real workplace task completion and documentation	9 units (45%)
Research Project	Evidence-based practice investigation	8 units (40%)
Simulated Project	Controlled environment skill demonstration	6 units (30%)
Workplace Observation	Direct observation of workplace performance	6 units (30%)

5.3 Assessment Delivery Arrangements

Theory Assessments:

- **Location:** Off-campus (student's own time)
- **Format:** Written responses, case studies, research projects, reflective journals
- **Submission:** Physical copy to trainer
- **Timeline:** Two weeks for marking and feedback

Practical Assessments:

- **Location:** On-campus simulation facilities (Healthcare Simulation Laboratory #2)
- **Format:** Role-plays, simulations, counselling practice sessions
- **Observation:** Direct assessor supervision
- **Recording:** Paper-based completion with digital backup where appropriate

Work Placement Assessments:

- **Location:** Real community services workplace settings
- **Format:** Workplace observation, task completion, portfolio development
- **Supervision:** Qualified workplace assessors with placement coordinator oversight
- **Duration:** 200 hours across multiple placement periods

5.4 Assessment Standards and Outcomes

Individual Tasks: Satisfactory/Not Satisfactory

Unit Outcomes: Competent/Not Yet Competent

Evidence Collection: Sufficient, valid, authentic, current for community services competency

Documentation: Comprehensive records maintained as per RTO requirements

5.5 Reassessment and Re-enrolment

Reassessment Opportunities:

- Two attempts per assessment task without additional cost

- Specialized coaching required if competency not achieved after second attempt
- Additional fees apply for further reassessment attempts

Re-enrolment Process:

- Available for units not successfully completed
- Must occur within one year of initial completion
- Fees apply as per current fee schedule
- Complete unit re-delivery including all assessments

6. COMMUNITY SERVICES SIMULATION GUIDELINES

6.1 Simulation Overview

The Community Services Simulation facilities provide students with realistic learning experiences in professional community services environments. The simulation spaces are designed to prepare students for person-centered service delivery, case management practice, counselling skills development, and professional communication.

Learning Outcomes:

1. Deliver person-centered services to meet diverse community needs
2. Demonstrate professional case management and coordination skills
3. Practice counselling and communication techniques safely
4. Develop crisis response and intervention capabilities
5. Integrate theory and practice for evidence-based service delivery
6. Use professional reflection to analyze and improve practice

6.2 Simulation Facilities

Location: Level 4, 355 Spencer Street, West Melbourne VIC 3003 and Level 7 251 Adelaide Tce Perth, WA 6000

Healthcare Simulation Laboratory

- **Area:** Simulated counselling room environment
- **Capacity:** 25 students
- **Equipment:** Meeting table, chairs, WiFi access, trainer desk, professional consultation setup
- **Purpose:** Counselling practice, case conferences, professional meetings, client consultations

6.3 Simulation Guidelines

Professional Conduct:

- Professional attire required for all simulation sessions
- Respectful, confidential treatment of all simulation scenarios
- Appropriate professional boundaries maintained
- Mobile phones off/silent during simulation activities

Simulation Scenarios:

- Case management consultations and reviews
- Counselling relationship establishment and maintenance
- Crisis response and intervention practice
- Professional debriefing and support processes
- Community program planning and coordination meetings

6.4 Simulation Session Procedures

Attendance Requirements:

- 100% attendance required for all simulation sessions
- Professional conduct expected at all times
- Active participation in all simulation activities
- Constructive feedback provision to peers

Confidentiality Requirements:

- All simulation information treated as confidential
- Professional treatment of all simulation participants required
- No performance information shared with other students
- Respectful approach to sensitive community services scenarios

7. WORK PLACEMENT

7.1 Work Placement Overview

Work Placement provides essential opportunities for community services students to apply advanced theoretical knowledge and skills in authentic community services environments. Students experience community services across different settings, developing leadership capabilities and advanced practice competencies.

Work Placement Requirements:

- **Total Hours:** 200 hours over 5 weeks (minimum 40 hours per week)
- **Supervision:** Qualified community services professionals
- **Assessment:** Advanced competency evaluation using workplace assessment tools
- **Documentation:** Comprehensive record keeping and portfolio development

7.2 Work Placement Schedule and Settings

Timing: Integrated throughout program after completion of relevant theoretical components

Settings: Approved community services organizations including:

- Family support services
- Community health organizations
- Housing and homelessness services
- Youth and disability services
- Multicultural community services
- Aboriginal and Torres Strait Islander community organizations
- Crisis support services

7.3 Work Placement Eligibility and Prerequisites

Academic Requirements:

- Completion of relevant theory and simulation components
- Successful completion of prerequisite assessments
- Demonstration of competency in foundational units
- Professional conduct maintenance throughout program

Documentation Requirements:

- Valid National Police Clearance

- Working with Children Check (WWC)
- Current immunization records meeting facility requirements
- Professional identification and appropriate attire

7.4 Professional Conduct During Work Placement

Professional Expectations:

- Punctual attendance and professional presentation
- Respectful, ethical, and culturally safe practice
- Compliance with workplace policies and procedures
- Professional communication with clients, families, and colleagues
- Appropriate scope of practice for qualification level

Prohibited Conduct:

- Breaching client confidentiality or privacy
- Practicing beyond scope of qualification
- Unprofessional behavior or conduct
- Using personal devices during client contact
- Attending placement under influence of substances

7.5 Work Placement Assessment Process

Assessment Methods:

- Direct observation of community services practice
- Review of case management documentation
- Professional interviews and reflective discussions
- Portfolio development and presentation
- Supervisor and client feedback integration
- Self-assessment and professional reflection

7.6 Critical Incident Management

Critical Incidents Include:

- Client safety concerns or risks
- Workplace injuries or accidents
- Ethical dilemmas or professional boundary issues
- Severe client distress or crisis situations

- Workplace security or safety concerns

Incident Response Procedure:

1. **Immediate Response:** Ensure safety, activate workplace emergency procedures
2. **Notification:** Report to supervisor immediately, notify Work Placement Coordinator within 24 hours
3. **Documentation:** Complete incident reports for both workplace and College
4. **Support:** Access debriefing and professional support services
5. **Follow-up:** Participate in review and learning processes

8. STUDENT SUPPORT SERVICES

8.1 Comprehensive Student Support Framework

Academic Support Services:

- Advanced study skills development for Diploma-level community services learning
- Assessment preparation assistance for complex community services assessments
- Individual tutoring for specialized competency development
- Technology training for digital literacy and community services systems

Personal Support Services:

- Comprehensive personal support for advanced learners
- Mental health counseling and referral services
- Financial support and payment plan assistance
- Career guidance and professional development planning

8.2 Language, Literacy, Numeracy and Digital Literacy Support

LLND Assessment and Support:

- Pre-enrolment assessment for AQF Level 5 requirements
- Ongoing support throughout program delivery
- Specialized assistance for community services technical content
- Digital literacy training for community services technology

Support Services Available:

- Individual consultation and advanced learning plans
- Group study sessions and professional development workshops
- Online resources and specialized learning materials
- Referral to external professional support services

8.3 Reasonable Adjustments

Identification and Assessment:

- Pre-enrolment LLND assessment and disclosure
- Ongoing needs evaluation throughout program
- Student-initiated requests for adjustments
- Trainer identification of support needs

Types of Adjustments Available:

- Extended time for complex assessments
- Alternative assessment formats for diverse learning styles
- Assistive technology provision
- Modified learning environments
- Flexible scheduling arrangements for working professionals
- Additional tutoring and specialized support

8.4 Cultural Safety and Diversity Support

Multicultural Support:

- Culturally responsive teaching approaches
- Language support and LLND assistance
- Religious observance accommodation
- Cultural competency development programs

Aboriginal and Torres Strait Islander Support:

- Dedicated cultural safety programs and resources
- Cultural mentoring and specialized support services
- Connection with Indigenous community networks
- Culturally appropriate assessment arrangements

8.5 Professional Development Support

Career Development Services:

- Professional pathway planning and guidance
- Industry networking opportunities
- Leadership skill development programs
- Supervision and mentoring preparation

Continuing Education Support:

- Information about further study options
- Professional development opportunity guidance
- Industry certification pathway advice
- Career advancement planning assistance

9. FEES AND FINANCIAL INFORMATION

9.1 Course Investment Structure

Comprehensive Program Investment: Course fees reflect the advanced, professional nature of community services education including:

- 78-week comprehensive delivery program
- Advanced curriculum covering 20 community services competency units
- Expert instruction by qualified community services professionals
- Professional simulation facilities access
- 200 hours work placement coordination and supervision

Fee Components:

- **Tuition Fees:** As detailed in Letter of Offer
- **Resources Included:** Prescribed learning materials, professional resources, student support materials
- **Additional Costs:** Personal stationery, computer access, reassessments, professional development activities

9.2 Payment Options and Financial Support

Flexible Payment Arrangements:

- Payment plans available for domestic and international students
- Professional development payment options
- Financial counseling and planning assistance
- Payment modifications for unexpected circumstances

Financial Support Services:

- Information about government funding options
- Professional development scholarship guidance
- Payment plan adjustments for hardship circumstances
- External funding source referrals and support

9.3 Additional Fees

Reassessment Fees:

- Individual assessment task re-attempts: As per fee schedule
- Unit re-enrolment: Based on unit complexity and duration
- Work placement make-up time: As per current fee schedule
- Late enrolment or administrative changes: Standard administrative fees

Professional Development Fees:

- Optional professional development activities
- Industry certification preparation courses
- Professional association membership support

10. COMPLAINTS AND APPEALS

10.1 Informal Resolution Process

First Step Resolution:

- Direct discussion with community services educator or assessor
- Contact Student Administration Manager for program-specific issues
- Consultation with Head of School Health for academic matters
- Professional mediation and problem-solving approach

Support Available:

- Student advocacy and professional representation
- Interpreter services and cultural support where required
- Professional counseling and guidance
- Independent mediation services

10.2 Formal Complaint Process

Formal Complaint Procedure:

1. **Written Complaint:** Complete MFS04 Complaint/Appeal Form
2. **Investigation:** Professional management review and evidence gathering
3. **Response:** Written outcome within specified timeframes
4. **Resolution:** Implementation of agreed professional solutions
5. **Follow-up:** Monitoring and review of outcomes

Complaint Categories:

- Academic complaints (assessment, teaching, course content, professional standards)
- Administrative complaints (enrolment, fees, services, professional conduct)
- Facility complaints (infrastructure, equipment, accessibility, professional environment)
- Professional practice complaints (staff or student professional behavior)

10.3 Assessment Appeals Process

Assessment Appeal Rights:

- Two attempts provided without additional cost
- Professional coaching and support required after second attempt
- Independent review by qualified external assessor
- Fair and transparent professional appeal process

Appeal Grounds:

- Procedural issues in assessment conduct
- Professional bias concerns or unfair treatment
- Evidence disputes regarding adequacy or authenticity

- Reasonable adjustment inadequacies for professional practice
- Professional competency assessment concerns

10.4 External Review Options

Regulatory Bodies:

- **ASQA:** Australian Skills Quality Authority for RTO-related complaints
- **Commonwealth Ombudsman:** Government-related issues
- **Professional Bodies:** Community services professional organizations

Student Protection:

- Student advocacy services with community services expertise
- Professional legal advice and representation options
- Independent mediation with community services understanding
- Consumer protection and fair trading assistance

Policy Reference: MITP07 Complaints and Appeals Policy and Procedure

11. COURSE PROGRESS MONITORING

11.1 Comprehensive Progress Monitoring Framework

Monitoring Objectives:

- Early identification of students at risk of unsatisfactory progress
- Timely professional support service delivery
- Enhanced completion rates and professional success
- Consistent professional educational standards maintenance
- Professional readiness for senior community services roles

Professional Development Monitoring:

- Advanced competency progression tracking
- Leadership skill development assessment
- Professional reflection and growth monitoring
- Career readiness evaluation and support

11.2 Progress Tracking Systems

Academic Performance Monitoring:

- Unit completion tracking with professional competency focus
- Assessment submission and professional outcome monitoring
- Performance trend analysis across advanced community services cohorts
- Professional practice progression through simulation and work placement
- Professional conduct and ethical practice assessment

Professional Engagement Tracking:

- Daily attendance monitoring for theory and professional practice sessions
- Professional participation quality assessment in learning activities
- Engagement with advanced online learning platforms
- Interaction with professional support services and resources
- Professional development activity participation

11.3 Key Performance Indicators

Academic Performance	Target	Operational Performance	Target
Completion Rate	85% minimum	Resource Utilization	Optimal capacity
Unit Pass Rate	90% minimum	Professional Staff Performance	100% compliance
Student Satisfaction	4.0/5.0 minimum	Assessment Quality	Professional standards met
Employer Satisfaction	4.0/5.0 minimum	Compliance Adherence	100% regulatory
Professional Employment Rate	80% within 6 months	Risk Management	Effective professional mitigation

Policy Reference: MITP02 Vocational Course Progress Recording, Monitoring and Reporting Policy

12. CERTIFICATION AND COMPLETION

12.1 Qualification Completion Requirements

Academic Completion Criteria:

- Successful completion of all 20 units of competency
- Achievement of competent status in all professional assessments
- Successful completion of 200 hours work placement
- Professional conduct maintenance as per MITP23
- Attendance compliance meeting program requirements

Professional Readiness Assessment:

- Demonstration of advanced community services competencies
- Professional leadership and supervision capabilities
- Ethical practice and cultural safety competency
- Professional communication and collaboration skills

12.2 Certification Process and Timeline

Certification Timeline:

- **Processing Time:** 30 calendar days from completion
- **Verification Process:** Comprehensive professional record checking
- **Quality Assurance:** Multi-level approval process as per MITP58
- **Issuance:** Formal certificate and professional transcript delivery

Certificate Contents (as per MITP58):

- **Qualification Title:** CHC52025 Diploma of Community Services
- **Student Details:** Name, date of birth, unique identifier
- **Completion Date:** Assessment completion date
- **RTO Details:** Legal name, TOID, authorized signatures
- **Authentication:** Security features and verification codes

Professional Transcript Contents:

- **Unit Listing:** All completed units with codes and professional titles
- **Assessment Outcomes:** Competent/Not Yet Competent status
- **Completion Dates:** Individual unit completion dates
- **Work Placement:** Record of 200 hours professional workplace experience completion
- **Authentication:** Security and verification features

12.3 Career Pathway Support

Professional Employment Preparation:

- Advanced resume development and professional interview preparation
- Industry networking opportunities and professional placement support
- Leadership development pathway planning
- Professional mentoring and career guidance

Professional Development Network:

- Connection with community services graduates and professional networks
- Industry updates and continuing professional development opportunities
- Professional supervision and leadership programs
- Professional association introductions and membership support

13. IMPORTANT POLICIES AND PROCEDURES

13.1 Key MITP Policies Relevant to Community Services Studies

Essential Academic Policies:

- **MITP11:** Admissions Policy and Procedure
- **MITP13:** Assessment, Reassessment and Re-enrolment
- **MITP15:** Recognition of Prior Learning and Credit Transfer Policy
- **MITP07:** Complaints and Appeals Policy and Procedure
- **MITP28:** Student Support Services and Welfare

Community Services-Specific Policies:

- **MITP32:** Training and Assessment Strategy Development and Review Policy
- **MITP02:** Course Progress Recording, Monitoring and Reporting Policy
- **MITP78:** Work Placement Agreement Policy and Procedure
- **MITP30:** Validation and Moderation Policy and Procedure

Professional Conduct Policies:

- **MITP04:** Student Code of Conduct
- **MITP23:** Plagiarism, Collusion and Cheating Policy
- **MITP83:** Reasonable Adjustment Policy
- **MITP53:** Fair Treatment and Equal Benefits Policy

13.2 Professional Standards Integration

Community Services Professional Standards:

- Person-centered service delivery and case management excellence
- Cultural safety and Aboriginal and Torres Strait Islander cultural competency
- Crisis response and intervention professional capabilities
- Advanced assessment and professional judgment skills
- Ethical practice and professional supervision competencies

Professional Development Expectations:

- Continuous professional learning and development
- Professional reflection and practice improvement
- Professional collaboration and team leadership
- Cultural competence and inclusive professional practice
- Professional accountability and ethical decision-making

13.3 Online Policy Access

Policy Repository: https://menzies.vic.edu.au/students/policies-and-forms/

14. APPENDIX: SAMPLE TIMETABLE

CHC52021 - Diploma of Community Services - 70A							
Term 1: 11 weeks, Term 2: 10 weeks, Term 3: 10 weeks, Term 4: 10 weeks, Term 5: 10 weeks, Term 6: 10 weeks, Work Placement: 5 weeks							
Total Term Break: 12 weeks including activity completion period							
Delivery: Classroom Based face to face, 20 hours per week							
Sr No.	Unit code	Unit Name	Hours	Weeks	Term	Start Date	End Date
1	CHCDIV001	Work with diverse people	40	2		3-Aug-26	16-Aug-26
2	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	60	3		17-Aug-26	6-Sep-26
3	HLTWHS003	Maintain work health and safety	40	2		7-Sep-26	20-Sep-26
4	CHCDEV004	Confirm developmental status	60	3		21-Sep-26	11-Oct-26
BREAK				2		12-Oct-26	25-Oct-26
5	CHCADV002	Provide advocacy and representation services	60	3		26-Oct-26	15-Nov-26
12	CHCMGT005	Facilitate workplace debriefing and support processes	80	4		12-Apr-27	9-May-27
BREAK				2		10-May-27	23-May-27
13	CHCCCS009	Facilitate responsible behaviour	60	3		24-May-27	13-Jun-27
14+15	CHCCSL003, CHCCSL001	Facilitate the counselling relationship and process, Establish and confirm the counselling relationship (Cluster)	80+60	7		14-Jun-27	1-Aug-27
16	CHCCSM013	Facilitate and review case management	80	4		2-Aug-27	29-Aug-27
BREAK				2		30-Aug-27	12-Sep-27
17	CHCCCS019	Recognise and respond to crisis situations	60	3		13-Sep-27	3-Oct-27
18	CHCDFV001	Recognise and respond appropriately to domestic and family violence	40	2		4-Oct-27	17-Oct-27
19	CHCCSM014	Provide case management supervision	60	3		18-Oct-27	7-Nov-27
BREAK				2		8-Nov-27	21-Nov-27
20	CHCCSM016	Undertake advanced assessments	60	3		22-Nov-27	12-Dec-27
	WORK PLACEMENT (200 hours, 40 hours per week, Mon to Fri)		200	5			3-Feb-00
BREAK (END OF COURSE)				2		4-Feb-00	17-Feb-00

ROOM #	Location	Educator
S4 - 9	Level 4, 355 Spencer Street, West Melbourne	70A (Tina)

Days and Time	Wednesday (02:00PM to 06:00PM)	Educator
	Thursday (09:00AM to 06:00PM)	70A (Tina)
	Friday (09:00AM to 06:00PM)	