



Manchester College

Austar Enterprise Group Pty Ltd (ACN :108707535) trading as Manchester College(ABN:21108707535)
(CRICOS Provider Code :02891K) (NTIS Provider Code:21995) Level 1,108 Johnston Street Collingwood VIC 3066
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STUDENT HANDBOOK

Diploma of Community Welfare

Work

(NTIS Course Code: CHC50702)

SUPPLEMENT



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COURSE BACKGROUND

The Diploma of Community Welfare Work – CHC50702 provides students with the applied knowledge and skills required to become community welfare workers and community development officers in Australia-specialising in the development and implementation of community welfare resources designated to meet the needs of a range of welfare groups and individuals.

Workers in this role are usually involved in service delivery, either as direct client work or operating through agencies.

This course is delivered on a full time basis as 1600 hours total tuition including 400 hours of mandatory practical placement.

In the Diploma of Community Welfare Work delivery and assessment occurs in both a simulated workplace as developed on the Manchester College campus and in 2 Practical Placements. Practical Placement 1 is for 140 hours covering DCWW1 to DCWW11 occurring midway through the course and Practical Placement 2 for 260 hours covering DCWW12 to DCWW19.

The simulated workplace i.e. college training facilities simulates the administrative working environment which Community Welfare Workers be expected to operate in; whilst the 2 Practical Placements occur in community Welfare agencies through which the student will be exposed to a real workplace and to co-workers, clients and stakeholders.

COURSE ASSESSMENT AND DELIVERY

The course profile lists, in order of delivery all of the competency units in your course as well as detailing course requirements.

Each competency unit will be delivered (which includes assessment) for the duration as specified in the course profile on college premises.

Students are required to attend the entire course and it is highly recommended that students maintain a 100% average course attendance at all times. International students are reminded that they are also obligated to maintain their visa conditions at all times.

Each competency unit will be assessed by a range of assessments including practical demonstration through the Practical Placements. These tasks will include a combination of activities that are designed to present the student with the opportunity of demonstrating that they can completely carry out a task as identified in the relevant competency unit. Some competency elements will be assessed in a simulated environment i.e. as developed at college, whilst some competency elements will be assessed at the workplace through the placement.



Students must obtain a competent result for all assessment task components to receive a competent result for the assessment task, a competent result for all assessment tasks to receive a competent result for the unit and a competent result for all subjects and for both practical placements to receive a Diploma.

Students receiving a not yet competent for any task will have the opportunity to resubmit through consultation with the college trainers.

Students are reminded that the college has an appeals policy and procedure to handle all assessment appeals.

PRACTICAL PLACEMENTS

Aim and Purpose

Under training package requirements and in an effort to expose the student to real working conditions this course includes 2 practical placements as a mandatory component of the course work.

Whilst both practical placements will be organised by the college students are encouraged to offer any suggestions to the college with regards to placement opportunities or locations. Students are asked however not to approach an agency in regards to practical placement.

The aim of the practical placements is to provide an opportunity for the student to experience community welfare Work and to demonstrate the competencies required in a real working environment.

Both practical placements are fully supervised and will be conducted under a designated Workplace Supervisor and Director of studies.

Students will not be permitted to attend placements unless they have received a competent result for assessment tasks leading up to the placement.

Practical Placements – Supervised and Monitored Training

All workplace tasks conducted by the student whilst on placement are to be conducted under the supervision of the Trainer/Director of studies. The Director of studies is there to assist the student to understand workplace policies and procedures and task expected outcomes. The Director of studies will organise a minimum of 3 visits per placement.

The purposes of the meetings are to discuss all issues as they pertain to the placement. Including:

- Student performance
- Supervisor performance
- Organisational issues
- Task outcomes
- Problems with colleagues and co-workers
- Student attitude and behaviour
- Colleague and co-worker attitudes

In addition to this visits, the Director of studies will provide supportive and/or monitoring communication to each student (eg written, persons to person, electronic) for a minimum of half an hour per placement.

All issues that cannot be resolved between the student and the Workplace Supervisor are to be discussed with the Director of studies/Placement coordinator.



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Please note that whilst on practical placement the student is still able to access the College Complaints and Appeals Policy and Procedure and ask for independent representation. In all cases these policies do not remove the right of the student to seek independent legal advice.

Practical Placement Attendance

The practical placement is a mandatory component of the course and hence constitutes a component of the course hours. Whilst on practical placement students are still to comply with all college, workplace and visa requirements.

To obtain the greatest benefit from the practical placement and to allow maximum time for the student to undertake all required tasks and to collect the required evidence, students should maintain 100% attendance.

Students are required to complete a minimum of 20 hours per week at placement in accordance with visa requirements but the practical placement agency requirements supersedes this. Eg the student may be required to work specific days, times and hours up to 38 hours per week at their agency.

Students must note that whilst the 80% minimum course attendance rule still applies whilst on placement this student absence may result in the student not being able to complete required tasks, or gather sufficient evidence.

All absences must be evidenced and all evidence must be supplied to the college along with the time sheets

NOTE: Students must complete their placement within their scheduled timeframe as identified on the Practical Placement Agreement. If this has not occurred the student will need to complete the remaining placement hours in line with their college (and the agency) requirements.

Practical Placement - Assessments

Practical placement assessment is aimed at the student presenting a portfolio of evidence that supports their claim that they can undertake all competency unit tasks at a competent level.

This evidence is to be presented as a portfolio of evidence following the structure and inclusions as explained in the Practical Placement Student Information Folder.

The folder explains all portfolio inclusions and the types of practical placement evidence that the student needs to collect to indicate competence.

Payment for students while on practical placement

The Governor in Council has made an order under section 87(2) of the VET Act fixing a minimum payment of \$5 per day for students on practical placement. For calculating payments, a day is the number of hours worked daily in the industry. This payment is used to determine the Department's Workcover levy for practical placement students. It is not intended to reflect the value of the student's contribution or the work undertaken.

Practical placement agreements with other than Commonwealth agencies should provide for students to be paid a minimum of \$5 per day. Where a host employer is willing to place students but cannot pay them, an agreement may be reached by which payments are voluntarily returned to the employer.

For placements arranged with Commonwealth employers, the VET Act provides that \$5 per day is deemed to be paid to the student. The student is not actually paid but the deemed payment is taken into account in calculating



the Workcover levy. Students unwilling to accept this condition should be placed with a non Commonwealth employer.

The Australian Taxation Office has advised that students paid \$5 per day for the term of the practical placement need not have a tax file number or submit a tax return. Host employers are also not required to issue group certificates. If students receive more than \$5 per day, the exemptions as stated by the Australian Taxation Office may not apply.

English Language Support to Students While on Practical Placement

The college will provide English language support to students while on placement. Students can contact the college and speak to the Student contact Officer on 0425659443 to discuss support needed and arrange a meeting if applicable. This may include (but not limited to) explaining documents and requirements to the student, holding group sessions at the college based on student needs and numbers, and providing additional support to students while on placement. Workplace Supervisors are advised to contact the Student contact officer or Director of Studies team if they feel that the student requires English language support and the Workplace Supervisor will also assist the student where possible. The college will ensure that all students will be treated equally and fairly and receive support to obtain the maximum result from their practical placement.

What if it goes wrong – Student Support

Both the Workplace Supervisor and College Supervisor are aware that the student is going to be faced with a new environment in unfamiliar surroundings and will need to participate as a staff member in this environment.

However it is expected that things might not go as expected or perhaps problems may arise that require resolution. Further it may be that the student is feeling stressed or pressured and simply needs to talk it through. Whilst on practical placement the student has access at all times to the college student support services. The student is to contact the college on 0425659443 and ask to talk to student support services. Student support services will either talk to the student on the phone or arrange a meeting for the student to come in and speak face to face to discuss any issues.

For any issues and support needed regarding practical placement students are to contact the Student contact officer/Director of studies team on 0425659443 and inform them of the issue. The Student contact officer will assist the student to resolve the issue on the phone or will arrange a meeting for the student to come in and speak face to face to discuss the issue. The student has access to student support services through college policies and procedures including the Complaints and Appeals Policy and Procedure and the ability to use the college independent appeals tribunal or seek independent legal advice at all times.

In the event of a practical placement problem, issue or dispute

1. The student should first consult with their Workplace Supervisor.
2. If this does not result in a satisfactory resolution the student should contact the Student contact officer/Director of studies on 0425659443 discuss the issue and complete the College Complaints and Appeals Form.
3. The College Supervisor will arrange a meeting with the student and the Workplace Supervisor to discuss the issue.
4. If a satisfactory resolution is not reached all parties have the right to seek resolution through an independent panel or seek independent legal advice.



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Student Responsibilities in Practical Placement

The college has a responsibility to protect members of the public (and the students themselves) from being harmed when taking part in workplace or simulated workplace learning. If there is evidence that the students skills or behaviour could present a risk to themselves or other people in the workplace, the student may not be allowed to participate in practical placement, or at least for a period of time.

To help the student understand their responsibilities in the workplace, the College and the support team will explain to the student the range of duties the student has and the skills and knowledge required to perform the duties. The student must not carry out duties other than those indicated by their supervisors.

The student needs to take particular care if workplace clients are people who may be in vulnerable circumstances - for example, people who are frail, children, young people, people with a disability or people who are receiving a type of service which may put them in vulnerable circumstances (for example, massage therapy or nursing care).

A Working with Children Check must be signed by students in placements where contact will be made with children and young people. The Workplace Supervisor will give the student more information about this.

Students who have committed a breach of discipline or who are assessed as presenting a significant risk to themselves or others during practical placement may be prevented from undertaking or continuing further practical placement hours. This may mean they will not complete the course.

FAST TRACKING

Due to the sequential learning nature of this course, and to meet AIWCW requirements that students do not complete the course in less than 10 months of full time study per year, fast tracking is not permitted under any circumstances.



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Practical Placement Policy

Policy	<p>Students registered in the Diploma of Community Welfare Work (CHC50702) must undertake 2 separate mandatory practical placements at community welfare agencies totaling 400 hours. As outlined in the AIWCW “Requirements for Field Education 2008” www.aiwcw.org.au , practical placements must not be concurrent, nor immediately follow each other; there must be an appropriate gap involving classroom instruction in order to allow adequate integration of learning and practical experience. Therefore, the practical placements will occur at the conclusion of subject 11 and 19 as field placement 1 and 2 respectively. practical placement 1 will be 140 hours duration and practical placement 2 will be 260 hours duration.</p> <p>The responsibility of identifying, vetting and proposing appropriately supported practical placements rests with the college. All practical placements are arranged by the Practical Placement team. Students are not to negotiate their own practical placement. The college is guided in the selection if suitable practical placements by the AIWCW “Requirements for Field Education 2008” www.aiwcw.org.au</p> <p>The college undertakes all efforts to find practical placement that suit the student, agency and college requirements. However students must understand that practical placements are dependent on agency availability and as a result the college cannot guarantee practical placements in the students preferred location or organization.</p> <p>During these placements students will be required to maintain their student visa requirements and undertake normal workplace functions during the agency normal work hours at the locations usually occupied by agency staff. In line with the AIWCW “Requirements for Field Education 2008” www.aiwcw.org.au the 2 practical placements should not be in the same or very similar setting, field of practice, or method; they should vary significantly in at least one of these. The 2 separate experiences of practical placements may be within the same large agency, as long as they vary significantly, have two separate reports and are supervised by different people (perhaps outside the agency).</p>
Procedure	<p>The process of finding placements involves an ongoing process of either 1). College cold calling individual agencies 2) collaborative arrangements (under MOU). Students also have the ability to use their own experience or networks to make recommendations to the college that they feel suitable for the college to follow up. The process of finding placements is an ongoing process that occurs continuously throughout the duration of the students course undertaken by a Practical Placement Co-ordinator / Practical Placement Officer/DOS.</p> <p>2). College Practical Co-ordinator / Practical Placement Officers/DOS contact welfare agencies to obtain placement interest.</p> <p>3). All welfare agencies that are interested in taking students complete a Practical Placement Interest Form. The form covers the capability of the agency to provide the required placement activities and supervision and number of students they are able to place.</p> <p>4). Director of Studies organizes meeting with welfare agency on agency site to discuss placement –job outcomes and roles with reference to qualification structure, placement characteristics and requirements, placement organization details and conducts a site inspection and risk assessment of the agency.</p>

Student NYC or N/A at Time of Allocated Practical Placement



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Policy	It remains the duty of care of the college towards students and the placement agency to only place students who have shown an understanding of the underlying skills and knowledge in all competency units preceding placement. However the college also recognizes that placement agencies can determine whether they will or will not accept a student with NYC's or N/A's for preceding subjects on a case basis. Hence the college will exercise a duty of care by asking agencies if they will accept students with NYC's or N/A's.
Procedure	<ol style="list-style-type: none">1). The students and the college follow normal training and implement the course progress policy and procedure on a subject basis as well as the college assessment resubmission policy and procedure.2). As per normal practice the Practical Placement Co-ordinator / Practical Placement Officer organises placements for each student upon registration into the course in order to ensure the correct number of placement availability.3). Between 6 to 10 weeks prior to placement the Practical Placement Co-ordinator / Practical Placement Officer discusses practical placement opportunities with each student and makes a final allocation.4). For practical placement 1, at the conclusion of subject 11, for students with NYC's or N/A's for any preceding subjects the Practical Placement Co-ordinator / Practical Placement Officer will contact agencies to ask if the agency will accept the student for a practical placement.5). If the agency says yes the student commences practical placement as allocated. If the agency says no the Practical Placement Co-ordinator / Practical Placement Officer will ask the agency for an alternative placement date in the future, making an estimation on the length of time it will take the student to become competent.6). If the agency says no the student will return to class at the college fitting into the current timetable. The college and student will continue tuition and assessment task resubmission until the student has obtained a competent result in all preceding subjects. At that point the college will place the student. <p>NOTE:</p> <ol style="list-style-type: none">1). There must be a minimum of 4 weeks review time in between placement 1 and 2.2). Assuming that each placement is 20 hours per week, the student has until 7 weeks prior to DCWW19 to start placement 1. This will allow enough time which is 24 weeks in total with 4 weeks for review.3). If the student does not commence placement 1 seven weeks prior to DCWW19 this will render the student unable to complete their course within their current ECOE course duration and the college will issue an intention to report notice on the basis of unsatisfactory course progression.4). By implementing the college course progress policy and procedure the college has warned the student at an early stage of the impact of continuing NYC's.



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Assessment while on Practical Placement	
Policy	During the scheduled College DOS visits, the College DOS will undertake an assessment of the student whilst at the workplace. The College DOS will observe the student undertaking activities and assess their portfolio of evidence to ascertain whether the student is competently undertaking required activities as per the relevant placement competency units. The College Supervisor/Assessor will discuss the results of their workplace assessment with the student and the Workplace Supervisor making recommendations for improvements.
Procedure	<ol style="list-style-type: none">1). The Director of studies attends scheduled meetings at the agency with the Workplace Supervisor and the student.2). The College DOS brings with them the relevant placement assessment sheets.3). The College DOS reviews student portfolio and documentation which is evidence of student involvement in workplace activities.4). The College DOS completes and signs off on the relevant evidence sheets.5). The College DOS discusses results of the assessment with the Workplace Supervisor and the student and gives feedback to the student.



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Student Declaration

I (Student Name),.....Student ID No:..... acknowledge that the Student Handbook DCWW Supplement has been provided and fully explained to me during my College Orientation. I understand and agree to abide by all the Supplement policies and procedures.

Student Signature

Date