CHC52025 Diploma of Community Services (Case Management)

Course Information Brochure



If you have a genuine interest in community issues and supporting people who live within those communities, then this course is perfect for you.

Delivery Mode

Online + Work Placement

2026 Enrolment Intakes

Anytime from 2 February – 30 November

Course Duration

Two years

Eva Burrows College Vocational Training RTO 0328 is registered with the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011.

Thank you for your interest in undertaking the CHC52025 Diploma of Community Services with Eva Burrows College Vocational Training.

This course is for people who value making a difference in their community by contributing to build strong and inclusive communities. It reflects the roles of workers involved in the managing, coordinating and/or delivering of person-centred services to individuals, groups and communities.

Three important things you should know about this course.

1. **You have two years to complete this online course.**
   This is an online course with a flexible study plan, delivered via our online portal, Booth Online. You will have two years from enrolment to complete this course.

2. **100 hours of work placement is required to complete this course.**
   To ensure that you are well equipped for the community services role, this qualification also includes a mandatory 100 hours of work placement.

3. **Approximately 16 hours a week should be set aside for study.**
   We recommend students allocate up to 16 hours per week to work through the Learner Guides, online activities, assessments and the work placement component.

You can find all the relevant course details including entry requirements, enrolment dates and course fees in this Course Information brochure.

Whether you are looking to start a career in community service, already work in the sector with no formal qualification or looking to upgrade your qualification, we are here to help and support you in achieving your goals.

For any further information email the Student Support Services team vtoenquiries@ebc.edu.au.

Course Overview

This qualification reflects the role of community service workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities. At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management.

Workers support people to make changes in their lives to improve personal and social wellbeing and may also have responsibility for the supervision of other workers and volunteers. They may also undertake case management and program coordination.

Trainer and Assessor



Dr Teresia Kanyi is a lifelong learner with a PhD in social work clinical practice, a Master of Social Work and a Bachelor of Arts degree. Dr Kanyi has worked for many years as a social worker in a wide range of areas, including child protection, hospital social work, working with refugees, community development, private mental health social work, and social work supervision. She is a registered mental health practitioner.

Complementing her expansive experience in the community services field, Teresia has shared her knowledge through teaching in the Master of Social Work program at the University of Melbourne and the Master of Social Work, Bachelor of Social Work and Diploma of Community Services at RMIT. Additionally, Teresia has provided consultancy work in child protection to UNICEF in Israel and Palestine and has published journal articles.



Course Coordinator

Kirsten Fitzgerald
kirsten.fitzgerald@salvationarmy.org.au

Delivery Mode

Online + Work Placement

Duration

Two Years

2026 Enrolment Intakes

Anytime from 2 February – 30 November

2026 Course Fees

This course is open to all Australian residents and costs $7,365. There are two options for paying your course fees.

Option 1

Pay on Enrolment and Save

$6,695

A non-refundable 10% deposit is required at time of enrolment, and the balance is required before commencement of the course.

or

Option 2

Monthly payment plan

$7,365

A non-refundable 10% deposit is required at time of enrolment, and the balance paid in 10 instalments.

Course fees are correct at time of distribution. You can confirm the current Course Fee here.



Course Structure

The CHC52025 Diploma of Community Services is a competency-based course which requires 20 units for the qualification (12 core units and 8 elective units). Eva Burrows College has selected electives which are required for the award of Diploma of Community Services (Case Management).

CORE UNITS

CHCCCS004	Assess co-existing needs
CHCCCS007	Develop and implement service programs
CHCCCS019	Recognise and respond to crisis situations
CHCCSM017	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

ELECTIVES

Note: Eva Burrows College offers the following electives which are selected for the Case Management specialisation

BSBTWK502	Manage team effectiveness
CHCCSM010	Implement case management practice
CHCCSM012	Coordinate complex case requirements
CHCCSM014	Provide case management supervision
CHCCSM015	Undertake case management in a child protection framework
CHCDEV004	Confirm developmental status
CHCGRP002	Plan and conduct group activities
CHCMHS001	Work with people with mental health issues

Competency-based training

Competency is the consistent application of knowledge and skill to the standard of performance required in the workplace. As this is a competency-based course, the assessments will involve the demonstration of skill, knowledge and the ability to work consistently to the standards required. The assessment tasks may include questions, case studies, third party feedback or workplace projects

Recognition of Prior Learning (RPL)

If you believe you have the skills and knowledge in some or all the units, or you already hold a similar qualification and are looking to upgrade, then you may wish to consider Recognition of Prior Learning (RPL).

Recognition for units may be granted based on previous learning, studies, work and/or life experiences. You may apply for RPL once you have enrolled in the course. Students are encouraged to apply for RPL within their first 12 weeks of enrolment. Please note, RPL is charged at the same rate as the course fee as it is still a form of assessment. Please discuss this with the Course Coordinator when you enrol.

Credit Transfers

A credit transfer provides automatic credit for equivalent units you have already completed in an accredited course with another training provider. There is no charge for credit transfers, and your course fees will be reduced if you are eligible. Please discuss this with the Course Coordinator when you enrol.

Work Placement

Whether you are already working in the community services sector or are looking to move into the industry, work placement will give you an invaluable opportunity to put your course theory into practice.

Successful completion of this course requires a total of 100 hours' work placement in a suitable role in the community services field. It may be possible to undertake your placement on-the-job if you are working in a suitable role in the community services sector. If you are not currently working in the industry, you have the flexibility of identifying a placement or our Placement Officer can assist you to locate a suitable work placement. Due to the ever-changing demands placed on organisations it is not possible for the college to guarantee a suitable placement. For further information email the Placement Officer.

Entry Requirements

There are no entry requirements for this qualification. However, in order to ensure that the applicant is enrolled in the most suitable and appropriate course of study they will be required to complete a pre-enrolment evaluation as part of the Online Enrolment Application.

Residential Status

This course is open to Australian residents. Unfortunately, we are not registered to accept international students. The eligibility of students will be confirmed during enrolment.

IT Requirements

Students will require access to a computer and the internet to allow them to study using our online learning portal, Booth Online. To participate and engage in any online courses and tutorials, it is recommended students are competent in using a computer and have:

- a laptop or desktop computer (PC or Mac) with at least 2GB of RAM.
- a stable internet connection (ADSL2 equivalent or higher)
- a USB microphone headset or iPhone headset with built-in microphone.
- a current version of a modern web browser (Chrome, Firefox or Safari).
- the Microsoft Office Suite installed on your computer. MS Word is required for most of the assessment tasks.

Course Materials and Resources

Trainer and Assessor To support and guide you in your learning.	Eva Burrows College has trainers and assessors who are qualified and currently working in their industry, thereby providing you with the most up to date knowledge and skills to support and guide your learning. Each topic of your learning journey commences with an introduction to the subject matter, followed by forums, quizzes, and online facilitation. At any stage of your learning, you can contact your trainer by email, who is available to help you with your query.
Booth Online The login instructions for the online portal will be provided after enrolment.	Access to all learning materials and assessment tasks will be available through our online portal, Booth Online. Our Online Support Team is available Monday to Friday to assist you to navigate the system and can be contacted via email at online@ebc.edu.au.
Learner Guides Learner Guides will be made available to you after enrolment.	Eva Burrows College will provide you with a Learner Guide for each unit, to enable you to advance your knowledge of each topic. To progress through your course, simply work through the Learner Guide and online resources to complete each unit's online assessment tasks, and then upload your completed assessments through Booth Online.
Eva Burrows Library Can provide additional resource material on request.	The Eva Burrows Library offers both onsite and online access to resources that help meet the study, research and leisure reading needs of our students. To become a member of the library, please complete the Library Registration Form.

Pathways

One qualification – three pathways

Pathway 1 – New	Pathway 2 – RPL	Pathway 3 – Upgrade
New to community services	Currently work in the sector with no formal qualification	Need to specialise in an area of community work
Aspiring Community Services Workers or Managers	Community Services Worker or Manager who has the experience but not the qualification	You already hold a Certificate IV or Diploma in Community Services and are looking to upgrade your knowledge

Upon successful completion of all assessment tasks, work placement and being deemed competent in all units, you will be awarded a CHC52025 Diploma of Community Services.

"My online study experience through Eva Burrows College was excellent. From the very beginning, the platform was easy to navigate, the learning materials were helpful and relevant, and the staff were very supportive and encouraging.

The flexibility allowed me to study at my own pace, and I appreciated that some of my assessments allowed me to choose topics or issues that are relevant to my area and location of work, making the research even more useful. The Diploma of Community Services was both accessible and enjoyable."

Kylie

Graduate of the Diploma of Community Services

FAQs

Why should I study at Eva Burrows College?

Eva Burrows College is the national education and learning centre of The Salvation Army Australia. Drawing from our cutting-edge Salvation Army experience, Eva Burrows College Vocational Training (RTO ID 0328), exists to encourage and empower you through our nationally recognised and accredited courses. We provide a comprehensive learning pathway that integrates practical experience with formal qualifications. We also offer a range of study options to suit your lifestyle needs and can help schedule your learning to empower you to graduate successfully. All learning options for this course can be discussed with your Course Coordinator.

Who should consider this training?

If you have a genuine interest in community issues and people, great communication skills, an ability to resolve conflict quickly, and able to work independently and in collaboration, then this course is perfect for you.

What are some possible career opportunities after successful completion of the course?

This qualification reflects the roles of community services, case management and social housing workers involved in managing, coordinating and/or delivering of person-centred services to individuals, groups and communities. Upon graduation some of the career prospects could include:

- Case Manager
- Community Service Worker
- Program Facilitator
- Community Development Officer

Individuals may also have responsibility for the supervision of other workers and volunteers and/or case management, program coordination or the development of new opportunities within the sector

How many hours a week will I need to spend studying?

This course is delivered online, which means you can complete it at your own pace, in your own time. As a guide, we recommend students allocate a minimum of 16 hours per week to their studies.

The units of this course will be released in stages. To help you stay on track and complete your course in time you will be provided with a suggested Study Schedule Guide upon enrolment.

Do I have to find my own work placement opportunity?

Students have the freedom to identify and pursue a work placement in a suitable role in an organisation of their choice (to be approved by EBC's Placement Officer). If required, Eva Burrows College's Placement Officer can work with the student to secure and coordinate a suitable work placement. Due to the ever-changing demands placed on organisations it is not possible for the college to guarantee a suitable placement.

Is the qualification recognised nationally?

Eva Burrows College Vocational Training has been a Registered Training Organisation (RTO) for over 30 years. Registered by ASQA, we deliver nationally recognised and accredited courses and conduct our operations in accordance with the Australian Quality Training Framework. Our qualifications are nationally recognised and developed to meet industry needs.

Our accreditation within the vocational training sector means that whatever level of study is right for you, we have an entry point that can match your current needs.

How much does the course cost and what does this include?

This course is open to all Australian residents and costs $7,365. There are two options for paying your course fees.

Option 1

Pay on Enrolment and Save

$6,695

A non-refundable 10% deposit is required at time of enrolment, and the balance is required before commencement of the course.

or

Option 2

Monthly payment plan

$7,365

A non-refundable 10% deposit is required at time of enrolment, and the balance paid in 10 instalments.

This fee includes all learning and assessment resources, work placement assistance, online support and assessment services for a period of two years.

Course fees are correct at time of distribution. You can confirm the current Course Fee here.

Does the course fee include GST?

Nationally recognised training delivered by Eva Burrows College is not subject to GST.

Would a VET Student Loan be available for this course?

Eva Burrows College is not registered to provide VET Student Loans.

Is there financial assistance available for Salvation Army Officers or employees?

Officers may apply for up to 90% of the course fee. Employees may apply for up to 60% of their course fee.

For further information on the policy and how to apply see the Personnel Development Policy.

Can I access a government subsidy?

Some courses are subsidised by either State or Federal Governments. Please refer to Course Fees and Subsidies on our website to learn more about the current subsidies available.

If I withdraw from the course, do I get my money back?

Please note that the 10% deposit collected on enrolment application is non-refundable. If the enrolment does not proceed to confirmation of enrolment, no fee is charged.

If the student withdraws from a course after confirmation of enrolment, the Enrolment Fee will be retained as per the conditions below:

Withdrawal Condition	Fee
Withdrawal **within 30 days** after confirmation of enrolment	30% of course fee retained
Withdrawal **between 31 and 60 days** after confirmation of enrolment	50% of course fee retained
Withdrawal **more than 60 days** after confirmation of enrolment	100% of course fee retained

How to Apply

Applying for a course is a simple process.

Step 1	**Contact Us** To register your interest email vtoenquiries@ebc.edu.au. The 2026 Enrolment Intakes for this course are: • Anytime from 2 February – 30 November An online enrolment application link will be emailed to you once the intake opens.
Step 2	**Complete the Online Enrolment Application** and upload the requested information including: • A Unique Student Identifier (USI). Applying for a USI is cost free. It is a requirement of the federal government that when you enrol in a nationally accredited vocational training program a USI is recorded on your application. Apply for a USI at usi.gov.au. • Photo identification documents (VIC and NSW residents applying for government funded training must provide certified copies). • To ensure that you are enrolled in the most suitable and appropriate course a Pre-Enrolment Evaluation will be completed during the online enrolment application.
Step 3	**We will be in contact** Your enrolment application will be reviewed, and you will be advised of the outcome via email which will include an invoice for Course Fees.
Step 4	**Finalise Your Application** Confirm that you wish to proceed with your enrolment by paying the 10% non-refundable deposit. Note that enrolment is not confirmed until course fees have been paid or the monthly payment plan has been confirmed.
Step 5	**Begin to Study** When the enrolment process is complete, final confirmation of your enrolment will be emailed to you, and we will: • Advise the Trainer and Assessor who will support you through your studies and answer any queries regarding the course content or assessments. • Provide you with a login to the Booth Online portal via a separate email with instructions on how to access the portal. • Start your learning journey with access to the interactive online orientation, available via Student Central.

Other Courses

available through Eva Burrows College Vocational Training

Certificate IV

CHC43215	Certificate IV in Alcohol and Other Drugs
11237NAT	Certificate IV in Christian Ministry and Theology
CHC42021	Certificate IV in Community Services
BSB40520	Certificate IV in Leadership and Management

Diploma

11070NAT	Diploma of Chaplaincy
CHC53215	Diploma of Alcohol and Other Drugs
CHC51122	Diploma of Financial Counselling (Generalist)
CHC51122	Diploma of Financial Counselling (Rural Specialisation)
BSB50420	Diploma of Leadership and Management

Skill Sets

CHCSS00093	Alcohol and Other Drugs Skill Set
CHCSS00077	Financial Literacy Education Skill Set
CHCSS00111	Problem Gambling Skill Set
CF	Chaplaincy Foundations
RFC	Rural Financial Counselling Specialisation
CHCFIN010	Small Business Unit

Short Courses

View a full list of accredited and non-accredited Short Courses now available.

Nationally Recognised Training

Eva Burrows College Vocational Training RTO 0328 is registered with the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011. Accreditation meets an established industry, enterprise, educational, legislative or community need. We have been providing quality training to equip people with work-specific skills for more than 30 years.

This version 2026 publication outlines courses and services offered by Eva Burrows College. Every effort has been made by the college to ensure the information provided is accurate and current at the time of publication. Eva Burrow College reserves the right to change the contents without prior notice, including the method of delivery, or to withdraw any course offered. To make an informed decision about your study, we recommend you contact us.

Office Hours:

Monday to Friday 8.30am – 4.30pm

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