Reasonable adjustment

# Case study cohort

**CHC42021 Certificate IV in Community Services**



This group of learners, aged 30 to 55, includes individuals who are deeply committed to supporting others, often driven by their own experiences of overcoming adversity. Many have survived trauma, such as domestic violence, homelessness, or addiction, and have turned these experiences into a desire to make a difference in their communities. They have been active in volunteer roles, from mentoring at-risk youth to running crisis support groups, bringing valuable real-world insights to their studies.

However, many face ongoing mental health challenges, such as anxiety, PTSD, or depression, which can make high-pressure simulations or role-playing scenarios difficult to engage with. Symptoms like hyper-vigilance, difficulty concentrating, and emotional fatigue can cause some to disengage from triggering content. Balancing study with therapy appointments, family responsibilities, and volunteer work can also feel overwhelming, impacting their time management and energy levels. They see this qualification as a vital step toward formalising their skills and achieving meaningful careers.

### Images

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