



BRISBANE COLLEGE OF AUSTRALIA

COMMUNITY SERVICES WORK COURSE INFORMATION



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Dear Potential Student,

Thank you for your interest in studying Community Services Work at the Brisbane College of Australia.

This document contains our Community Services Work Course information. There are two different Community Services Work courses available at our college:

- Certificate IV in Community Services Work
- Diploma of Community Services Work

Brisbane College of Australia is located in the prime position of Brisbane's Central Business District surrounded by many shops, cafes, entertainment and public transport.

We have an experienced, dedicated teaching team and excellent materials. As an insight into our well-equipped facilities, we offer Counselling Services and Social Activities. Our college has a kitchen, lunchroom, computer room, printing and photocopying facilities and library available to all students. The library has a range of books, CDs and journals to assist our students in their learning experience.

Information regarding the course details, duration and entry requirements can be found in the pages to follow.

We hope this information is useful and look forward receiving your application.

Yours Sincerely

Administration Team

2012 Course Information

All fees are Australian Dollars

COURSE	FULL TIME TUITION FEE	DURATION	TEXTBOOKS
Certificate IV in Community Services Work (Domestic)	\$7 250	8 Months	\$400
Diploma of Community Services Work (Accelerated)	\$9 250	1 year	\$400
Diploma of Community Services Work	\$12 500	1 ½ years	\$400

2012 COURSE STARTING DATES

16 Jan	6 Feb	5 Mar	2 Apr	8 May	4 June	2 July	6 Aug	3 Sept	1 Oct	5 Nov	3 Dec
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2012 PUBLIC HOLIDAYS

2 Jan	26 Jan	6 Apr	7 Apr	9 Apr	25 April	7 May	11 June	15 Aug	25 Dec	26 Dec
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ACADEMIC CALENDER

TERM	TERM DATES	HOLIDAY PERIOD
Term 1 2011	16 January 2012 – 16 March 2012	26 March 2012 – 3 April 2012
Term 2 2011	2 April 2012 – 15 June 2012	16 June 2012 – 1 July 2012
Term 3 2011	2 July 2011 – 14 September 2012	15 September 2011 – 30 September 2012
Term 4 2011	1 October 2012 – 14 December 2012	15 December 2011 – 13 January 2013

OVERSEAS STUDENT HEALTH COVER

Length of policy	Single	Family
Up to 3 months	\$99.99	\$250.14
Up to 6 months	\$199.98	\$500.28
Up to 9 months	\$299.97	\$750.42
Up to 12 months	\$399.96	\$1,000.56

Health Cover is provided by Bupa OSHC. All premiums include GST, are in Australian dollars and may be subject to change.

ACCOMMODATION

TYPE	PRICE (\$AU)	PROVIDED
Homestay	\$230 p/wk	3 Meals/day & Utilities
Share Accommodation	\$150-250 p/wk	Price includes an estimation of food and utilities costs.

Accommodation requires a \$100 placement fee and additional nights for home-stay accommodation is \$30 per night.

SAMPLE TIMETABLE*

DAY/TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00am - 10:30am	Community Services	Community Services	Community Services	Community Services	
10:30am - 10:45am	<i>Morning Tea</i>				
10:45am - 12:15pm	Community Services	Community Services	Community Services	Community Services	
12:15pm - 1:15pm	<i>Lunch</i>				
1:15pm - 3:15 pm	Community Services	Community Services	Community Services	Community Services	

*The sample timetable is subject to change.

Certificate IV in Community Services Work (Domestic)

CHC40708



This qualification is aimed at both new entrants to the Community Services Work sector and those seeking to build on their industry knowledge and experience or those wishing to gain the prerequisite units for the Diploma of Community Services Work. This qualification is ideally suited to those wishing to provide a range of services and interventions to clients in a range of contexts such as community based organisations, residential rehabilitation services and outreach services.

The course consists of 14 units of competency ranging from case work, client services, community work, working with children and young people, working with people with alcohol and other drug issues, working with older people, working with people with disabilities and more.

Entry Requirement

For International Students, the pre-requisite for entering this course is an IELTS score of 5.5 with no band less than 5.0 (or equivalent). A high school certificate is also required for entry to this course.

Career and study pathway

Successful completion of this qualification may lead to further study such as the Diploma of Community Services Work, or employment in the community services sector such as a case worker, community services worker, community support worker, welfare worker, welfare support worker or family support worker.

Learning Outcomes

Upon completion of this course, a Certificate IV in Community Services Work will be issued. Students will gain knowledge of a variety of services and interventions in a range of contexts. Students may continue on to the Diploma of Community Services work or gain a position as a support, services or welfare worker.

Units of Competency

Students must complete the 10 compulsory units plus a further 4 electives chosen from the list below. Students who have previously completed any units of competency from the lists below, or any other eligible units may have them credited towards this qualification via the Recognition of Prior Learning Process (RPL).

Compulsory units

CHCCD412A Work within a community development framework
CHCCHILD401A Identify and respond to children and young people at risk
CHCCOM403A Use targeted communication skills to build relationships
CHCCS400A Work within a relevant legal and ethical framework
CHCCS411A Work effectively in the community sector
CHCCS412D Deliver and develop client services
CHCCS422A Respond holistically to client issues and refer appropriately
CHCORG405C Maintain an effective work environment
HLTHIR403B Work effectively with culturally diverse clients and co-workers
HLTOHS300A Contribute to OHS processes

Electives

Case work and case management electives

CHCCM401D Undertake case management
CHCCM402D Establish and monitor a case plan
CHCCM404A Undertake case management for clients with complex needs

CHCCM503C Develop, facilitate and monitor all aspects of case management

Administration electives

BSBWOR204A Use business technology

CHCADMIN305D Work within the administration protocols of the organisation

CHCADMIN403C Undertake administrative work

CHCPOL402B Contribute to policy development

CHCPOL403B Undertake research activities

Advocacy electives

CHCAD401D Advocate for clients

CHCAD402D Support the interests, rights and needs of clients within duty of care requirements

CHCNET301D Participate in networks

CHCNET404A Facilitate links with other services

Client service electives

CHCCS401B Facilitate responsible behaviour

CHCCS403B Provide brief intervention

CHCCS404B Facilitate family intervention strategies

CHCCS407B Operate referral procedures

CHCCS414A Provide education and support on parenting, health and well being

CHCCS503A Develop, implement and review services and programs to meet client needs

CHCCS506A Promote and respond to workplace diversity

CHCCS521A Assess and respond to individuals at risk of suicide

CHCCS604A Manage the delivery of quality services to clients

CHCPROT409D Provide primary residential care

CHCPROT411C Provide for care and protection of clients in specific need

CHCRF402B Provide intervention support to children and families

HLTCSD306B Respond effectively to difficult or challenging behaviour

HLTHIR404B Work effectively with Aboriginal and/or Torres Strait Islander people

Community work electives

CHCCD307C Support community resources

CHCCD401D Support community participation

CHCCD404D Develop and implement community programs

CHCCD413D Work within specific communities

CHCCD420A Work to empower Aboriginal and/or Torres Strait Islander communities

CHCCED311A Provide sexual and reproductive health information to clients

CHCCED511A Develop, implement and review sexual and reproductive health education programs

CHCCS421A Undertake community sector work within own community

CHCGROUP403D Plan and conduct group activities

CHCINF407C Meet information needs of the community

CHCPROM502B Implement health promotion and community intervention

Domestic and family violence

CHCDFV301A Recognise and respond appropriately to domestic and family violence

Settlement work

CHCCH427A Work effectively with people experiencing or at risk of homelessness

CHCCS421A Undertake community sector work within own community

CHCSW401A Work effectively with forced migrants

CHCSW402A Undertake bicultural work with forced migrants in Australia

TAADEL403B Facilitate individual learning

Working with children and young people

CHCCHILD404A Support the rights and safety of children and young people

CHCYTH301D Work effectively with young people

CHCYTH402A Work effectively with young people in the youth work context

CHCYTH404D Support young people in crisis

CHCYTH511A Work effectively with young people and their families

Working with people with alcohol and other drug issues

CHCAOD402A Work effectively in the alcohol and other drugs sector

CHCAOD407D Provide needle and syringe services

CHCAOD408A Assess needs of clients with alcohol and/or other drugs issues

CHCAOD409D Provide alcohol and/or other drug withdrawal services

HLTFA301B Apply first aid

HLTFA402B Apply advanced first aid

Working with older people

CHCAC416A Facilitate support responsive to the specific nature of dementia

CHCAC417A Implement interventions with older people at risk of falls

CHCPA402B Plan for and provide care services using a palliative approach

Working with people with disabilities

CHCCS413A Support individuals with autism spectrum disorder

CHCDIS301A Work effectively with people with a disability

CHCDIS410A Facilitate community participation and inclusion

CHCDIS411A Communicate using augmentative and alternative communication strategies

Working with people with mental health issues

CHCMH402A Apply understanding of mental health issues and recovery processes

Team coordination and supervision

CHCCS417A Provide support and care relating to suicide bereavement

CHCCS426A Provide support and care relating to loss and grief

CHCORG406A Supervise work

CHCORG423A Maintain quality service delivery

Social housing work

CHCCH301A Work effectively in social housing

CHCCH410A Manage and maintain tenancy agreements and services

CHCCS416A Assess and provide services for clients with complex needs

Homelessness support

CHCCH301A Work effectively in social housing

CHCCH427A Work effectively with people experiencing or at risk of homelessness

CHCCS416A Assess and provide services for clients with complex needs

Financial literacy education

CHCFLE301A Work with clients needing financial literacy education

CHCFLE302A Educate clients in fundamental financial literacy skills

CHCFLE303A Educate clients to understand debt and consumer credit

Program Structure

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.

Forms of assessment may include: written tasks, multiple choice tests, projects/assignments/reports, feedback given and response, role plays and questioning/interview/discussion. This may vary per unit of competency.

The duration of this course will only be offered as full time for a total of 8 months. The mode of delivery is internal on Brisbane City campus only.

Diploma of Community Services Work

CHC50608



Description

This qualification is aimed those seeking to build on their Certificate IV qualifications and experience and gain a community services role involving service delivery, direct client work, community education or development projects. . It is ideally suited to people who wish to gain knowledge and theory in substantial depth. Workers at this level operate at an advanced skill level and may have responsibility for the supervision of other staff and volunteers,

The course consists of 18 units of competency in areas such as settlement work, domestic and family violence, working with people with disabilities, working with children and young people, community development, working with people with alcohol and other drug issues and working with people with mental health issues.

Entry Requirement

For International Students, the pre-requisite for entering this course is an IELTS score of 5.5 with no band less than 5.0 (or equivalent). A high school certificate and the successful completion of the following units which comprise the Certificate IV in Community Services Work are also required:

- CHCCS411A Work effectively in the community sector
- HLTHIR403B Work effectively with culturally diverse clients and co-workers

If students have not completed the above two units or equivalent, they will be completed prior to the commencement of the Diploma of Community Services Work.

Career and study pathway

After completing the Diploma of Community Services work students may gain employment as an assessor, case coordinator, case worker or manager, community services worker, coordinator, welfare worker or program coordinator or manager, or may choose to go onto further study such as the Advanced Diploma of Community Sector Management or gain credit towards a university degree such as Bachelor of Human Services.

Learning Outcomes

Upon completion of this course, a Diploma of Community Services Work will be issued. Students will gain a substantial knowledge and depth in a variety of community services areas. Students may continue on to the Advanced Diploma of Community Sector Management or gain a position as a coordinator, manager or worker.

Units of Competency

Students must complete the 13 compulsory units plus a further 5 electives from the list below. Students who have completed any eligible units of competency may credit those units towards this qualification via the Recognition of Prior Learning Process (RPL).

Compulsory units

CHCCD514A Implement community development strategies
CHCCM503C Develop, facilitate and monitor all aspects of case management
CHCCOM504A Develop, implement and promote effective workplace communication
CHCCS500A Conduct complex assessment and referral
CHCCSL501A Work within a structured counselling framework
CHCCW503A Work intensively with clients
CHCGROUP403D Plan and conduct group activities
CHCLD415A Confirm client developmental status
CHCLD514A Analyse impacts of sociological factors on clients in community work and services

CHCORG428A Reflect on and improve own professional practice

HLTOHS300A Contribute to OHS processes

AND ONE unit from each of the following pairs/groups of units:

CHCAD504A Provide advocacy and representation services

OR

CHCAD603A Provide systems advocacy services

AND

CHCCS502A Maintain legal and ethical work practices

OR

CHCCS522A Address complex legal and ethical issues in professional practice

OR

CHCCSL508A Apply legal and ethical responsibilities in counselling practice

Electives

Domestic and family violence electives

CHCDFV402C Manage own professional development in responding to domestic and family violence

CHCDFV404C Promote community awareness of domestic and family violence

CHCDFV505C Counsel clients affected by domestic and family violence

CHCDFV509C Work with users of violence to effect change

CHCDFV510C Facilitate workplace debriefing and support processes

Settlement work electives

CHCAD401D Advocate for clients

CHCCM402D Establish and monitor a case plan

CHCCS421A Undertake community sector work within own community

CHCCS607D Coordinate in-service assessment and response to address client needs

CHCSW401A Work effectively with forced migrants

CHCSW402A Undertake bicultural work with forced migrants in Australia

Counselling and pastoral care electives

CHCCSL502A Apply specialist interpersonal and counselling interview skills

CHCCSL503A Facilitate the counselling relationship

CHCCSL507A Support clients in decision-making processes

CHCCSL509A Reflect and improve upon counselling skills

PUADEFCH001B Provide pastoral care

PUADEFCH002C Provide ethical and pastoral advice

Working with people with disabilities

CHCDIS301A Work effectively with people with a disability

CHCDIS302A Maintain an environment to empower people with disabilities

CHCDIS322A Support community participation and inclusion

CHCDIS400C Provide care and support

CHCDIS404C Design procedures for support

CHCDIS507C Design and adapt surroundings to group requirements

CHCDIS509D Maximise participation in work by people with disabilities

CHCDIS511A Coordinate services for people with disabilities

Working with children and young people

CHCCHILD401A Identify and respond to children and young people at risk

CHCCS521A Assess and respond to individuals at risk of suicide

CHCYTH301D Work effectively with young people

CHCYTH404D Support young people in crisis

CHCYTH506A Provide services for young people appropriate to their needs and circumstances

CHCYTH608C Manage service response to young people in crisis

Working with people with mental health issues

CHCCS521A Assess and respond to individuals at risk of suicide

CHCMH408B Provide interventions to meet the needs of consumers with mental health and AOD issues

CHCMH409A Facilitate consumer, family and carer participation in the recovery process

CHCMH504D Provide a range of services to people with mental health issues

Working with people with alcohol and other drug issues

CHCAOD408A Assess needs of clients with alcohol and/or other drugs issues

CHCAOD409D Provide alcohol and/or other drug withdrawal services

HLTFA301B Apply first aid

HLTFA402B Apply advanced first aid

Social housing electives

CHCCH427A Work effectively with people experiencing or at risk of homelessness

CHCCH428A Work effectively within the Australian housing system

CHCCH522A Undertake outreach work

Administration and coordination electives

CHCADMIN508A Manage limited budgets and financial accountabilities

CHCADMIN604A Manage the finances, accounts and resources of an organisation

CHCCD516A Work within organisation and government structures to enable community development outcomes

CHCCS400A Work within a relevant legal and ethical framework

CHCINF505C Meet statutory and organisation information requirements

CHCORG506C Coordinate the work environment

CHCORG525C Recruit and coordinate volunteers

CHCPOL504B Develop and implement policy

Evidence and research based practice

CHCPOL403B Undertake research activities

CHCPOL501A Access evidence and apply in practice

Community development electives

CHCCD505D Develop community resources

CHCCD508C Support community action

CHCCD509C Support community leadership

CHCCD606C Establish and develop community organisations

CHCCD615A Develop and implement community development strategies

CHCPOL505B Manage research activities

Community education electives

CHCCD402A Develop and provide community education projects

CHCCED311A Provide sexual and reproductive health information to clients

CHCCED511A Develop, implement and review sexual and reproductive health education programs

CHCCS414A Provide education and support on parenting, health and well being

CHCPROM502B Implement health promotion and community intervention

Financial literacy education electives

CHCFLE301A Work with clients needing financial literacy education

CHCFLE302A Educate clients in fundamental financial literacy skills

CHCFLE303A Educate clients to understand debt and consumer credit

Program Structure

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.

Forms of assessment may include: written tasks, multiple choice tests, projects/assignments/reports, feedback given and response, role plays and questioning/interview/discussion. This may vary per unit of competency.

The duration of this course will only be offered as full time for a total of 1½ years. The mode of delivery is internal on Brisbane City campus only.

All Students must read this document carefully before signing the student agreement

REFUND POLICY

1. All requests for cancellations, transfers and refunds must be made in writing and require the presentation of relevant supporting documentation.
2. Upon approval the application will be refunded in accordance with the ESOS regulations.
3. No refunds will be given to students who are expelled for unacceptable behaviour or non-compliance with visa conditions.
4. If, after the full payment of fees a student withdraws an application the following will apply:
 - 4.1 If written notice is received by BC for more than 28 days before the commencing of the course a cancellation fee of 15% will be deducted from the fees received.
 - 4.2 If written notice is received by BC up to 28 days, but more than 14 days prior to the course commencing a cancellation fee of 20% will be deducted from fees received.
 - 4.3 If a student withdraws within 14 days of the commencement of the course, no refund will be made.
 - 4.4 No refund will be made for that portion of the tuition fee that is payable as counselling fees to the students appointed agent.
5. If the visa is refused by the Australian Authority an administration fee will be deducted and a refund of the tuition fee will be given.
6. If the course has not commenced and BC cannot deliver the course, BC will refund your full tuition fee (including your enrolment fee).
7. If the course has commenced and BC can no longer deliver the course, BC will refund the tuition fees for the portion of the course that has not yet been delivered.
8. The registered provider's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
9. This agreement does not remove the right to take action under Australia's consumer protection laws.
10. BC may provide student information, including enrolment details, visa-related information, academic performance and attendance records, to Australian Commonwealth and State agencies and to the managers of the ESOS Assurance Fund.
11. In the case of a student returning home any refund will only be made after the student ID card is returned and immigration notified.

GUARANTEE OF TRAINING/ASSESSMENT

Once a student has successfully enrolled and paid for an entire course, BC is under obligation to deliver the training and assessment for that entire course. In the event that BC is unable to deliver the training and assessment for that course, a refund will be given in accordance with BC's Refund Policy.

ATTENDANCE OBLIGATIONS

Students studying courses in Australia on a student visa are required by law to attend 80% of all classes. It is mandatory to attend 20 hours of lessons per week. BC is under obligation to report to the Department of Immigration and Citizenship if this requirement is not met.

TRANSFERS

Transfer to another educational institution

1. Under Student Visa Regulations it is not possible to transfer to another education institution for the duration of any preliminary course and/or the first six months of the principal course, except where:
 - 1.1 The college has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
 - 1.2 A written letter of release has been provided by the College.
 - 1.3 A sanction has been imposed on the College's registration by the Queensland or Australian Government that prevents the student from continuing the principal course.
- 1.3 Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
2. Requests for transfer must be made to the Administration Office in writing and be accompanied by a letter of offer from the receiving institution. Evidence of exceptional and/or extenuating circumstances is also required.
3. If approved, any money transferred will be in accordance with BC's Refund Policy.

Transfer to another course at BC

- 1 All applications to transfer to another course at BC should be made on the 'Request for Internal Transfer' form available at the Administration Office in consultation with the relevant teaching departments.
- 2 Where a transfer is granted students must pay an administration fee of AU\$100 plus any additional tuition fees applicable to the new course before starting the new course.

**ACCOMMODATION AND AIRPORT TRANSFER FEE
REFUND POLICY**

1. If the student's application for enrolment or visa is denied, a full refund is given.
2. Except for in the above instance, the Accommodation Placement and Airport transfer fees are non-refundable.
3. If at least 28 days notice is given for cancellation of accommodation, a full refund will be given. If less than 28 days notice is given, a cancellation equal to 2 weeks rent is incurred. After accommodation has commenced, 2 weeks notice must be given, otherwise the above cancellation charge is incurred.
4. If the College is not notified of any change in flight details at least 48 hours before arrival, another Airport transfer fee may be incurred.

ACCOMMODATION FEES

Placement Fees:	\$100
Home-stay (at least 4 wks):	\$230 p/wk
Additional Nights:	\$30 per night

(Includes all meals throughout your stay)

Brisbane College of Australia

Application Form

PERSONAL INFORMATION

Family Name _____
 Given Name/s _____
 Date of Birth (d/m/y) / / Sex: F M
 Nationality _____
 Language _____
 Passport Number _____
 Home Address _____

Current Address _____

Note: You must notify BC of a change in address while enrolled in a course.

Telephone _____
 E-mail Address _____

Do you have any special needs that may affect or prevent you from completing any of the course requirements? _____

VISA STATUS IN AUSTRALIA

Student Holiday Visitor Other

STUDENT'S ENGLISH LEVEL

Elementary Pre-Intermediate
 Intermediate Upper Intermediate
 Pre-Advanced Advanced
 (Your level will be officially assessed when you enter the school)

Program Selection English Programs

Business English General English IELTS

Term 1: 16 Jan – 14 Mar <input type="checkbox"/>	Term 2: 2 Apr – 15 Jun <input type="checkbox"/>
Term 3: 2 Jul – 14 Sep <input type="checkbox"/>	Term 4: 1 Oct – 14 Dec <input type="checkbox"/>
Less than 9 weeks start date: ___/___/___	

CAE FCE

Term 1: 12 Mar – 8 Jun <input type="checkbox"/>	Term 2: 3 Sep – 30 Nov <input type="checkbox"/>
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Vocational Education and Training Course

Please write the name of the course you are applying for

Note: Please attach a passport copy for enrolment into any course. If enrolling in a certificate or diploma course please attach English test results and certified copies of your highest level of education.

Recognition of Prior Learning

I wish to apply for recognition of prior learning (domestic student only)

ACCOMMODATION

BC accommodation placement fee AU\$ 100
 I prefer BCE home-stay for weeks
 I will make my own living arrangements.
 Course Start Date: ___/___/___ Weeks: _____

AIRPORT TRANSFER FEES

Transfer from airport to accommodation AU\$100
 Do you require Airport Transfer service? Yes No

HEALTH INSURANCE

Do you require OSHC? Single Family No
Student Visa Students must have Overseas Student Health Cover (OSHC).

Month	3	6	12	18	24
Single	\$99.99	\$199.98	\$399.96	\$599.94	\$799.92
Family	\$250.14	\$500.28	\$1000.56	\$1650.33	\$2200.44

AGREEMENT

I certify that the information provided on this form, including attachments is true and correct. I have read, understand and agree to the terms and conditions of enrolment as set out overleaf (pages one and two).

_____ / /
 Signature Date

UNDER 18 APPLICANTS

Will you be accompanied by a guardian? Yes No
 If no, College Guardian fee is \$750.00
 If the student is under the age of 18, a parent or guardian's signature is required:

_____ / /
 Signature Date

AGENT DETAILS

Please complete this section if your application is being submitted by an approved education agent.
 Name of Consultant _____
 Business Name of Agent _____

Where to send your application:

Brisbane College of Australia
PO Box 10704 Adelaide Street
Brisbane Qld Australia 4000
Email: study@bc.edu.au

How did you hear about us?

Our Website Friend/Family Agency
 Advertisement School Other _____



BRISBANE COLLEGE OF AUSTRALIA

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CRICOS Provide No 02615G
