



# BRISBANE COLLEGE OF AUSTRALIA



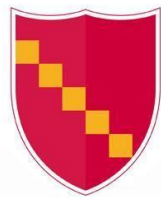
**COMMUNITY SERVICES  
2017 COURSE INFORMATION**

# BRISBANE COLLEGE



## **Brisbane College of Australia**

Accounting Courses  
Business Courses  
Early Childhood Education  
and Care  
Community Services  
Hospitality  
Animal Technology  
TESOL Courses (AIT)  
Training and Assessment



## **Australian Institute of TESOL**

TESOL Courses



## **Brisbane College of English**

Business English  
Intensive General English  
Preparation for IELTS  
English for Academic Purpose

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## ***About Community Services Work***

Do roles such as community services worker, family support worker, outreach officer, group facilitator, client services assessor, early intervention officer sound of interest to you?

Are you interested in areas of 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?

*These are some of the many areas our nationally accredited and recognised Certificate and Diploma Courses in Community Services Work provide graduates with a broad range of skills in. Our course gives students hands on industry experience integrating both work placement and theoretical knowledge during their studies.*

*The broad depth of the course also allows entry level students to explore the community services work sector and choose an area to pursue.*

*Want to know what our past students have said about our courses? Check out the following link.*

<http://bc.edu.au/testimonials.htm>

# ACCELERATED COMMUNITY SERVICES COURSES

## About our *accelerated* courses

Our accelerated courses are shorter intensive courses that cover the same course content as our full-length courses. They have been designed for students wishing to obtain their qualification in shorter time frame. All courses are nationally accredited and recognised.

## Course Information

Please refer to the course information on the following pages for the course outline, learning outcomes and units of competency. This page is only a reference for course duration and costs for accelerated courses.

## *Accelerated* Course Cost

Please refer to our tuition page or application forms for latest course cost and duration.

# CHC32015 CERTIFICATE III IN COMMUNITY SERVICES

## About this course

This qualification is aimed at both new entrants to the Community Services sector. This qualification reflects the role of entry level community services workers who support individuals through the provision of person-centred services. Work may include day-to-day support of individuals in community settings or support the implementation of specific community-based programs.

The course consists of 12 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.

## Career and study pathway

Successful completion of this qualification may lead to further study such as the Diploma of Community Services, or employment in the community services sector such as a disability support worker, care 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 III in Community Services 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 or gain a position as a support, services or welfare worker.

## 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.



### ENTRY REQUIREMENTS

#### INTERNATIONAL STUDENTS

The pre-requisite for entering this course is:

- IELTS score of 5.5 with no band less than 5.0 (or equivalent).
- High school certificate OR copy of highest level of qualification.

#### DOMESTIC STUDENTS

There are no pre-requisites for entering this course as a domestic student

### COURSE COST AND DURATION

Please refer to our tuition page or application forms for latest course cost and duration.

<http://bc.edu.au/tuition>

### COURSE DELIVERY

Internal - Brisbane City Campus

External – Correspondence/Distance Learning (Domestic Students)

### APPLY

Download our application form at our website:

<http://www.bc.edu.au/forms.htm>

Send your application with the required documents to:  
study@bc.edu.au

## Units of Competency

Students must complete the 5 compulsory units plus a further 7 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).

The units of competency that will be offered have been listed below.

### Core Units

CHCCCS016	Respond to client needs
CHCCOM005	Communicate and work in health or community services
CHCDIV001	Work with diverse people
HLTWHS002	Follow safe work practices for direct client care
HLTWHS006	Manage personal stressors in the work environment

### Elective Units

CHCADV001	Facilitate the interests and rights of clients
CHCAOD001	Work in an alcohol and drugs context
CHCCCS005	Conduct individual assessments
CHCCDE003	Work within a community development framework
CHCDIS007	Facilitate the empowerment of people with disability
CHCGRP001	Support group activities
CHCMHS001	Work with people with mental health issues

# CHC52015 DIPLOMA OF COMMUNITY SERVICES

## About this course

This qualification is aimed those seeking to build on their 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 16 units of competency in areas such as case management, social housing, 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.

## Career and study pathway

After completing the Diploma of Community Services students may gain employment as an assessor, case coordinator, case worker or manager, client service assessor, community services worker, community worker, coordinator, coordinator family services, early intervention worker, family support worker, group facility/coordinator, pastoral care counselor, pastoral care manager, program coordinator or manager, senior youth officer/chaplain, social welfare worker, support facilitator, welfare worker 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 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.

## 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.

Work placement of 160 hours is integrated into the Course structure. This ensures that those studying the Course are gaining industry experience and the opportunity to practice theory and learning outcomes.

Australian  
Qualifications  
Framework

  
NATIONALLY RECOGNISED  
TRAINING

### ENTRY REQUIREMENTS

#### INTERNATIONAL STUDENTS

The pre-requisite for entering this course is:

- IELTS score of 5.5 with no band less than 5.0 (or equivalent)
- High school certificate OR copy of highest level of qualification

#### DOMESTIC STUDENTS

The pre-requisite for entering this course is:

- High school certificate (or equivalent)  
OR copy of highest level of qualification

### COST AND DURATION

Please refer to our tuition page or application forms for latest course cost and duration.

<http://bc.edu.au/tuition>

### COURSE DELIVERY

Internal - Brisbane City Campus

External - Correspondence/Distance Learning (Domestic Students)

### APPLY

Download our application form at our website:

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study@bc.edu.au



## Units of Competency

Students must complete the 8 core units plus a further 8 electives from the list below. Students who have completed any eligible units of competency may credit those units towards this qualification.

The units of competency that will be offered have been listed below grouped by field.

### Core Units

CHCCCS007	Develop and implement service programs
CHCCOM003	Develop workplace communication strategies
CHCDEV002	Analyse impacts of sociological factors on clients in community work and services
CHCDIV003	Manage and promote diversity
CHCLEG003	Manage legal and ethical compliance
CHCMGT005	Facilitate workplace debriefing and support processes
CHCPRP003	Reflect on and improve own professional practice
HLTWHS004	Manage work health and safety

### Electives

CHCCW503A	Work intensively with clients
CHCCS009	Facilitate responsible behaviour
CHCDEV001	Confirm client development status
CHCAGE001	Facilitate the empowerment of older people
CHCYTH010	Provide services for young people appropriate to their needs and circumstances
CHCMHS001	Work with people with mental health issues
CHCAOD001	Work in an alcohol and drugs context
CHCDIS010	Provide person-centred services to people with disabilities with complex needs

# CHC62015 ADVANCED DIPLOMA OF COMMUNITY SECTOR MANAGEMENT

## About this course

This qualification is aimed those seeking to build on their qualifications and experience and gain a management role in community sector organisations. Graduates of this qualification will work independently and report to executive management, directors and boards of management. It is ideally suited to people who wish to gain knowledge and theory in substantial depth of the community service sector. 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 13 units of competency in areas such as case management, social housing, 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.

## Career and study pathway

After completing the Advanced Diploma of Community Sector Management, students may gain employment as an accommodation support worker, a coordinator of volunteers, a disability services manager or a community development manager. The student may also gain credit towards a university degree such as Bachelor of Human Services.

## Learning Outcomes

Upon completion of this course, an Advanced Diploma of Community Sector Management will be issued. Students will gain a substantial knowledge and depth in a variety of community services areas. Students will have the responsibility for planning and monitoring delivery, recruitment and performance management of other paid or unpaid workers, managing risk and contributing to continuous improvement within the scope of their specific role.

## 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.



### ENTRY REQUIREMENTS

#### INTERNATIONAL STUDENTS

The pre-requisite for entering this course is:

- IELTS score of 5.5 with no band less than 5.0 (or equivalent)
- High school certificate OR copy of highest level of qualification
- Prior vocational experience in Community Sector or related studies

#### DOMESTIC STUDENTS

The pre-requisite for entering this course is:

- High school certificate (or equivalent) OR copy of highest level of qualification
- Prior vocational experience in Community Sector or related studies

### COST AND DURATION

Please refer to our tuition page or application forms for latest course cost and duration.

<http://bc.edu.au/tuition>

### COURSE DELIVERY

Internal - Brisbane City Campus

External – Correspondence/Distance Learning (Domestic Students)

### APPLY

Download our application form at our website:

<http://www.bc.edu.au/forms.htm>

Send your application with the required documents to:  
study@bc.edu.au

## Units of Competency

Students must complete a total of 13 units for this qualification. 8 core units plus a further 5 elective units for the list below.

Students who have completed any eligible units of competency may credit those units towards this qualification.

The units of competency that will be offered have been listed below grouped by field.

### Core Units

CHCDIV003	Manage and promote diversity
CHCLEG003	Manage legal and ethical compliance
CHCMGT001	Develop, implement and review quality framework
CHCMGT003	Lead the work team
BSBFIM601	Manage finances
BSBINN601	Lead and manage organisational change
BSBMGT608	Manage innovation and continuous improvement
BSBRISK501	Manage risk

### Elective Units

CHCCCS007	Develop and implement service programs
CHCCOM003	Develop workplace communication strategies
CHCCSM006	Provide case management supervision
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCPOL002	Develop and implement policy

# Distance Study

Distance study mode is available for all the Community Services Courses.

Distance study is done by completing your course work externally. You can even complete the work at home or anywhere else in the world.

## Who is distance study for?

The distance study option is for those who are looking to study while working full time or looking for a flexible option for studying. It also gives you the opportunity to study and learn at your own pace.

## Is support still available while I study?

There is still study support available for this mode of study through a designated Trainer who will respond to any questions or queries you have during your studies. Correspondence is generally through email.

## How does distance study work?

There is a maximum duration set for each course where the Assessment requirements for each Unit of Competency must be submitted and marked competent within the maximum time frame to complete the course. This requires prioritising your time so that you can complete all the Units within the maximum time frame. If you need more time to complete your studies, we can look at options to extend your course end date.

## What happens when I complete my course?

Once you complete the course requirements and have confirmation from the College that you have completed your course requirements, you will be sent a Course Completion Form. Once that Form has been filled out and returned to the College, you will be issued your Certificate and Academic Transcript up to 14 days from the date we finish processing your Form.

# Key dates and information

## 2017 COURSE STARTING DATES

6 Feb 17	6 Mar 17	18 Apr 17	22 May 17	17 Jul 17	21 Aug 17	9 Oct 17
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## 2017 ACADEMIC CALENDAR

TERM	DATES	HOLIDAY
Term 1 2017	6 February 2017 – 31 March 2017	3 April 2017 – 14 April 2017
Term 2 2017	18 April 2017 – 23 June 2017	26 June 2017 – 7 July 2017
Term 3 2017	17 July 2017 – 22 September 2017	24 September 2017 – 6 October 2017
Term 4 2017	9 October 2017 – 15 December 2017	18 December 2017 – 26 January 2018

## INTERNATIONAL STUDENT INFORMATION

### OVERSEAS STUDENT HEALTH COVER

LENGTH OF POLICY	SINGLE	COUPLES	FAMILY
Up to 3 months	\$146	\$414	\$598
Up to 6 months	\$292	\$827	\$1195
Up to 9 months	\$437	\$1241	\$1792
Up to 12 months	\$583	\$1654	\$2390

### ACCOMMODATION

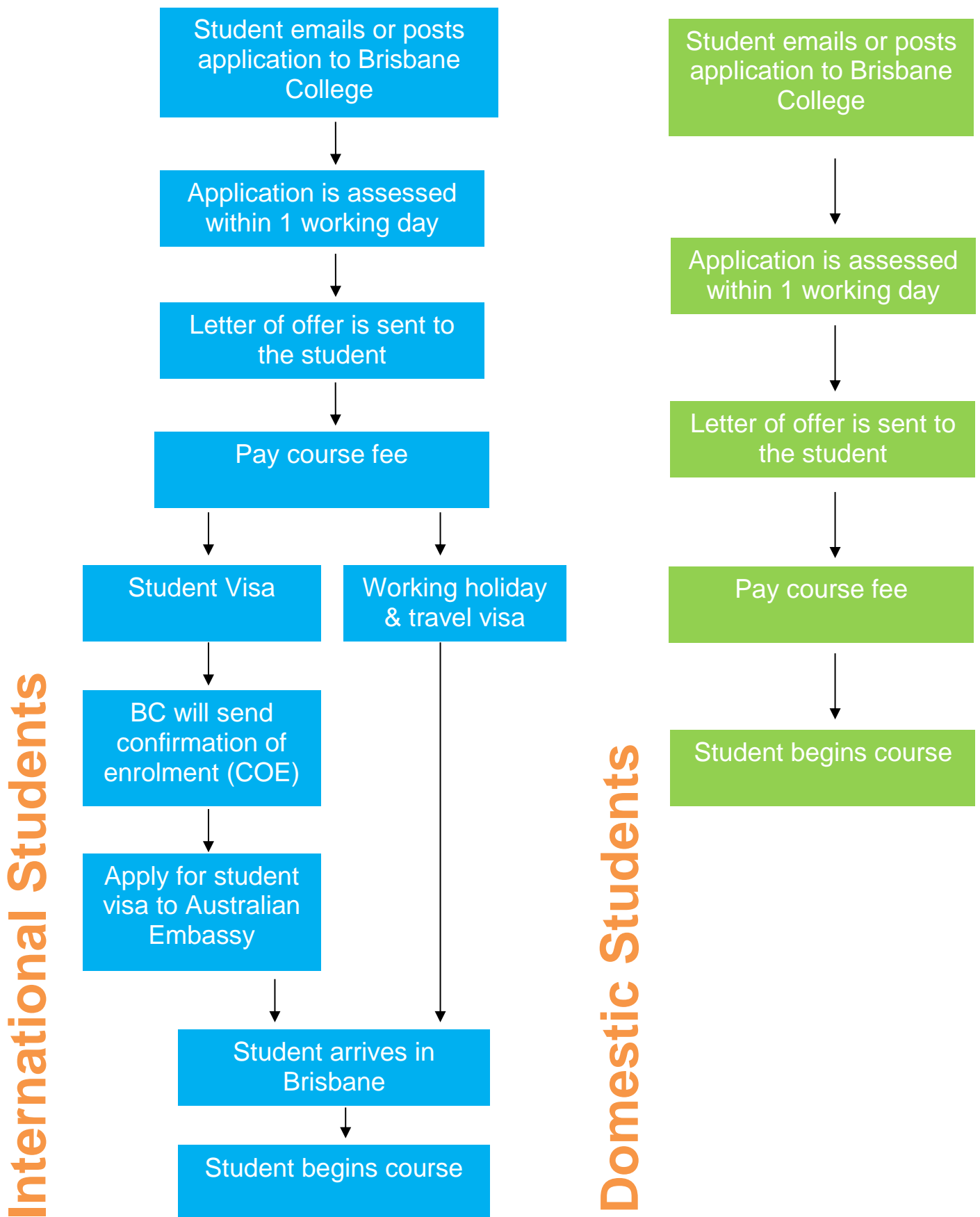
TYPE	PRICE (\$AU)	PROVIDED
Placement Fees	\$100	N/A
Homestay (4 weeks min)	\$240 p/wk	3 Meals/day & Utilities
Additional Nights	\$35 per night	3 Meals/day & Utilities

### SAMPLE TIMETABLE\*

DAY/TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00am -10:20am		COMMUNITY SERVICE	WORK PLACEMENT	COMMUNITY SERVICE	
10:30am – 10:45am	<i>Morning Break</i>				
10:45am – 12:15pm		COMMUNITY SERVICE	WORK PLACEMENT	COMMUNITY SERVICE	
12:15pm – 1:15pm	<i>Lunch</i>				
1:15pm – 3:15pm		COMMUNITY SERVICE	WORK PLACEMENT	COMMUNITY SERVICE	

\*The sample timetable is subject to change each Term

# Enrolment procedure



# APPLICATION CHECKLIST

Prior to submitting your application form, ensure that you have all the supporting documents by completing the application checklist below.

## International Students

- Application Form
- Copy of Passport
- IELTS Test Results
- Copy of High School Certificate or highest level of qualification
  
- Check for course prerequisites

## Domestic Students

- Application Form
- Copy of Passport
- Copy of High School Certificate or highest level of qualification
- Check for course prerequisites

# VISA REQUIREMENTS

BC recommends all that applicants visit the Department of Immigration and Multicultural Affairs website at: [www.immi.gov.au](http://www.immi.gov.au) to find out more details on visa requirements applicable to each applicant.

However, before applying to the Australian Embassy for an Australian visa, students are advised to have:

- Applied to the College
- Paid Course fees
- Paid Overseas Student Health Cover
- Obtained Electronic Confirmation of Enrolment (COE) from the College
- Health check

# TERMS AND CONDITIONS OF ENROLMENT

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

## REFUND POLICY

1. The enrolment fee is not refundable under any circumstances.
2. All requests for cancellations, transfers and refunds must be made in writing using and require the presentation of relevant supporting documentation.
3. Upon approval the application will be refunded in accordance with the ESOS regulations.
4. No refunds will be given to students who are expelled for unacceptable behaviour or non-compliance with visa conditions.
5. If, after the full payment of fees a student withdraws an application the following will apply:  
A cancellation fee of the lesser of \$250 or 5% of the total tuition fees received will be deducted from the refund.
  - 5.1 If written notice is received by BC more than 28 days before the commencement of the course a cancellation fee of 30% will be deducted from the fees received.
  - 5.2 If written notice is received by BC less than 28 days before commencement, no refund will be made.
  - 5.3 No refund will be made for that portion of the tuition fee that is payable as counselling fees to the students appointed agent.
6. 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.
7. If the course has not commenced and BC cannot deliver the course, BC will refund your full tuition fee (including your enrolment fee).
8. If the course has commenced and BC can no longer deliver the course, BC will give a full refund of the tuition fees for all course money paid.
9. Refunds will be payable only to the person or organisation who entered into the agreement with the College. Refunds will not be made to third parties.
10. All bank charges incurred by Brisbane College are to be met by the student.
11. The registered provider's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
12. This agreement does not remove the right to take action under Australia's Consumer Protection Laws.
13. 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.
14. 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.
  - 1.4 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.

## ACCOMODATION 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):	\$240 p/wk
Additional Nights:	\$35 per night

*(includes all meals throughout your stay)*





## **BRISBANE COLLEGE OF AUSTRALIA**

**Brisbane Campus** 160 Edward St, Brisbane QLD 4000  
**Ipswich Campus** 14 Hill St, Blackstone QLD 4304

T: (07) 3221 0005

E: [study@bc.edu.au](mailto:study@bc.edu.au)

CRICOS No. 02615G

National Provider No. 31315

[www.bc.edu.au](http://www.bc.edu.au)