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
2011 Course Information

ENROLMENT FEE

All courses require an enrolment fee of $100.00
All fees are Australian Dollars

<table>
<thead>
<tr>
<th>COURSE</th>
<th>FULL TIME TUITION FEE</th>
<th>DURATION</th>
<th>TEXTBOOKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate IV in Community Services Work (Domestic)</td>
<td>$7 500</td>
<td>8 Months</td>
<td>$400</td>
</tr>
<tr>
<td>Diploma of Community Services Work</td>
<td>$18 500</td>
<td>1 ½ Years</td>
<td>$450</td>
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</table>

2011 COURSE STARTING DATES

<table>
<thead>
<tr>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 Jan</td>
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</table>

2011 PUBLIC HOLIDAYS

<table>
<thead>
<tr>
<th>Date</th>
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<tbody>
<tr>
<td>3 Jan</td>
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</tbody>
</table>

ACADEMIC CALENDAR

<table>
<thead>
<tr>
<th>TERM</th>
<th>TERM DATES</th>
<th>HOLIDAY PERIOD</th>
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</thead>
</table>

OVERSEAS STUDENT HEALTH COVER

<table>
<thead>
<tr>
<th>Length of policy</th>
<th>Single</th>
<th>Family</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 3 months</td>
<td>$105.00</td>
<td>$210.00</td>
</tr>
<tr>
<td>Up to 6 months</td>
<td>$210.00</td>
<td>$420.00</td>
</tr>
<tr>
<td>Up to 9 months</td>
<td>$315.00</td>
<td>$630.00</td>
</tr>
<tr>
<td>Up to 12 months</td>
<td>$420.00</td>
<td>$840.00</td>
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</table>

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

ACCOMMODATION

<table>
<thead>
<tr>
<th>TYPE</th>
<th>PRICE ($AU)</th>
<th>PROVIDED</th>
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<tbody>
<tr>
<td>Homestay</td>
<td>$210 p/wk</td>
<td>3 Meals/day &amp; Utilities</td>
</tr>
<tr>
<td>Share Accommodation</td>
<td>$150-250 p/wk</td>
<td>Price includes an estimation of food and utilities costs.</td>
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</table>

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

SAMPLE TIMETABLE*

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

*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**
- CHCHILD404A Support the rights and safety of children and young people
- CHCYTH401D 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 40 weeks. The mode of delivery is internal on Brisbane City campus only.
**Diploma of Community Services Work**

**CHC50608**

**Description**
This qualification is aimed at 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**
- CHCCCD514A 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
CHCOR428A Reflect on and improve own professional practice
HLTOS300A 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
CHCSS507D 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**
CHCSS502A Apply specialist interpersonal and counselling interview skills
CHCSS503A Facilitate the counselling relationship
CHCSS507A Support clients in decision-making processes
CHCSS509A 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 68 weeks. The mode of delivery is internal on Brisbane City campus only.
# Terms and Conditions of Enrolment

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:
   - 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.
   - 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.
   - If a student withdraws within 14 days of the commencement of the course, no refund will be made.
   - 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.
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 College cannot deliver the course then we will refund your full tuition fee (including your enrolment fee).
7. The registered provider’s dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies.
8. This agreement does not remove the right to take action under Australia’s consumer protection laws.
9. 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.
10. In the case of a student returning home any refund will only be made after the student ID card is returned and immigration notified.

## 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:
   - The college has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
   - A written letter of release has been provided by the College.
   - 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.
   - 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.

## 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.

## 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

<table>
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<tr>
<th>Placement Fees:</th>
<th>$100</th>
</tr>
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<tbody>
<tr>
<td>Home-stay (at least 4 wks):</td>
<td>$210/ wk</td>
</tr>
<tr>
<td>Additional Nights:</td>
<td>$30/ night</td>
</tr>
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</table>

*Includes all meals throughout your stay*
**PERSONAL INFORMATION**

Family Name ________________________________

Given Name/s ________________________________

Date of Birth (d/m/y) ______ / ______ Sex: F □ M □

Nationality ________________________________

Language ________________________________

Passport Number ________________________________

Home 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? ________________________________

**AIRPORT TRANSFER FEES**

Transfer form airport to accommodation AU$100

Do you require Airport Transfer service?

On Arrival?  Yes □ No □

On Departure?  Yes □ No □

Please provide your arrival/departure details, if known,

Arrival Date: _______________ Time: ________________

Flight Number: _____________ Airport: _______________

Departure Date: ____________ Time: ________________

Flight Number: _____________ Airport: _______________

**VISA STATUS IN AUSTRALIA**

Working Holiday □ Visitor □ Student □

Other (specify) □

**HEALTH INSURANCE**

Do you require OSHC?  Single □ Family □ No □

Student Visa Students must have Overseas Student Health Cover (OSHC).

**ACCOMMODATION**

BC accommodation placement fee AU$ 100

☐ I prefer BCE home-stay for ______ weeks

☐ I will make my own living arrangements.

**STUDENT’S ENGLISH LEVEL**

Elementary □ Pre–Intermediate □

Intermediate □ Upper Intermediate □

Pre–Advanced □ Advanced □

(Your level will be officially assessed when you enter school)

**Program Selection**

**English Programs**

☐ General English* □ IELTS Preparation*

☐ Business English* □ FCE* □ CAE*

**Certificate Programs**

Please write the name of the course you are applying for

**Diploma Programs**

Please write the name of the course you are applying for

**Recognition Of Prior Learning**

☐ I wish to apply for recognition of prior learning

Course Start Date: ____/____/____  Weeks: _____

**AGREEMENT**

I certify that the information provided on this form, including attachments is true and correct. I agree to the terms and conditions of enrolment and transfer and have read and understood the refund policy as set out overleaf.

__________________________________

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

Fax: +617-3221-0002

Email: study@bc.edu.au