



BRISBANE COLLEGE OF AUSTRALIA



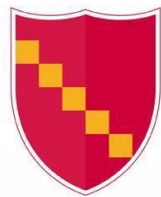
**COMMUNITY SERVICES
2021 COURSE INFORMATION**

BRISBANE COLLEGE



Brisbane College of Australia

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



Australian Institute of TESOL

TESOL Courses

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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, or early intervention officer sound of interest to you?

Are you interested in a rewarding career in areas of settlement work, domestic violence, disability support, community development, working with children and young people, or working with people with alcohol and other drug issues?

These are some of the many areas our nationally accredited and recognised Certificate, Diploma, and Advanced Diploma courses in Community Services provide graduates with a broad range of skills in. Our courses gives students hands on industry experience by 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>

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-centered 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 onto the Diploma of Community Services or gain employment within the industry.

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-Fees>

COURSE DELIVERY

Internal - Brisbane City Campus

External – Correspondence/Distance Learning (Domestic Students)

APPLY

Download our application form at our website:

<http://bc.edu.au/Enrolment/Forms->

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

Units of Competency

Students must complete the 5 core units plus a further 7 electives chosen from the list below. Students who have previously completed any eligible units may have them credited towards this qualification via RLP.

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 suited to 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/worker/manager, client service assessor, community services worker/coordinator, family services coordinator, early intervention worker, family support worker, group facility/coordinator, pastoral care counselor/manager, program coordinator/ manager, senior youth officer/chaplain, social welfare worker, or support facilitator. Students can also 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 onto 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 100 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.



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-Fees>

COURSE DELIVERY

Internal - Brisbane City Campus

External - Correspondence/Distance Learning (Domestic Students)

APPLY

Download our application form at our website:

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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.

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

Elective Units

Group A Electives - Case Management Specialisation

CHCCCS004	Assess co-existing needs
CHCCSM004	Coordinate complex case requirements
CHCCSM005	Develop, facilitate and review all aspects of case management
CHCCSM006	Provide case management supervision

Group B Electives - Social Housing Specialisation

CHCSOH009	Develop quality systems in line with registration standards
CPPDSM5022A	Implement asset management plan
CPPDSM6007A	Develop lifecycle asset management plan

Other Electives

CHCMHS001	Work with people with mental health issues
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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-Fees>

COURSE DELIVERY

Internal - Brisbane City Campus

External – Correspondence/Distance Learning (Domestic Students)

APPLY

Download our application form at our website:

<http://bc.edu.au/Enrolment/Forms->

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. The units to be completed involve 8 core units plus a further 5 elective units from the list below. Students who have completed any eligible units of competency may credit those units towards this qualification.

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

The distance study program is available for all Community Services courses.

Distance study is done by completing your course work externally. This study mode is *not* available for international students studying in Australia on a student visa.

Who is distance study for?

The distance study option is available for those who live in remote or distant areas or for those who are looking to study while working full-time. It is also suited to those looking for a flexible study option as it provides 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. A designated trainer will be available to respond to any questions or queries you have during your studies. Correspondence is generally provided through email unless another form of electronic communication is preferred.

How does distance study work?

There is a maximum duration set for each course, and assessment for each unit of competency must be submitted and marked competent within the maximum time frame given. 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 units of competency and have received confirmation from the college that you have completed your course requirements, you will be sent a Course Completion Form. Once the form has been filled out and returned to the college, you will be issued your Certificate of Completion and Academic Transcript up to 14 days from the date we finish processing your form.

Key dates and information

2021 COURSE STARTING DATES

18 Jan 21	1 Feb 21	1 Mar 21	12 Apr 21	7 Jun 21	12 Jul 21	6 Sep 21	5 Oct 21
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2021 ACADEMIC CALENDAR

	TERM DATES	HOLIDAY
Term 1 2021	18 January 2021 – 26 March 2021	29 March 2021 – 9 April 2021
Term 2 2021	12 April 2021 – 18 June 2021	21 June 2021 – 9 July 2021
Term 3 2021	12 July 2021 – 17 September 2021	20 September 2021 – 1 October 2021
Term 4 2021	5 October 2021 – 10 December 2021	13 December 2021 – 29 January 2022

INTERNATIONAL STUDENT INFORMATION

OVERSEAS STUDENT HEALTH COVER (subject to change)

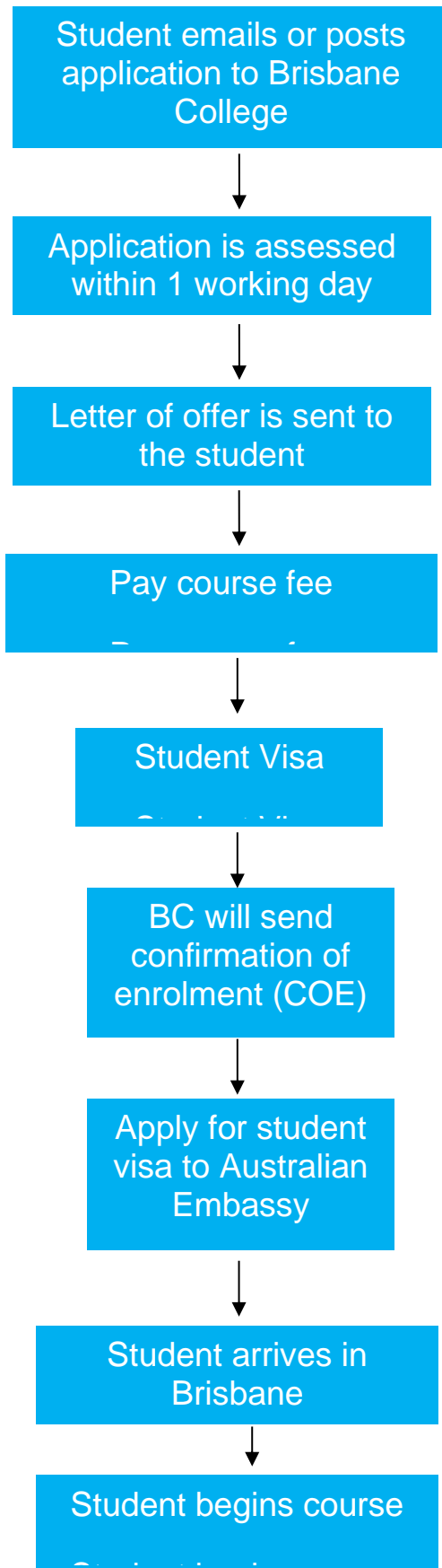
LENGTH OF POLICY	SINGLE	COUPLES	FAMILY
Up to 4 months	\$202	\$643	\$937
Up to 8 months	\$404	\$1,285	\$1,873
Up to 14 months	\$729	\$2,301	\$3,559
Up to 20 months	\$1,041	\$3,287	\$5,085

ACCOMMODATION

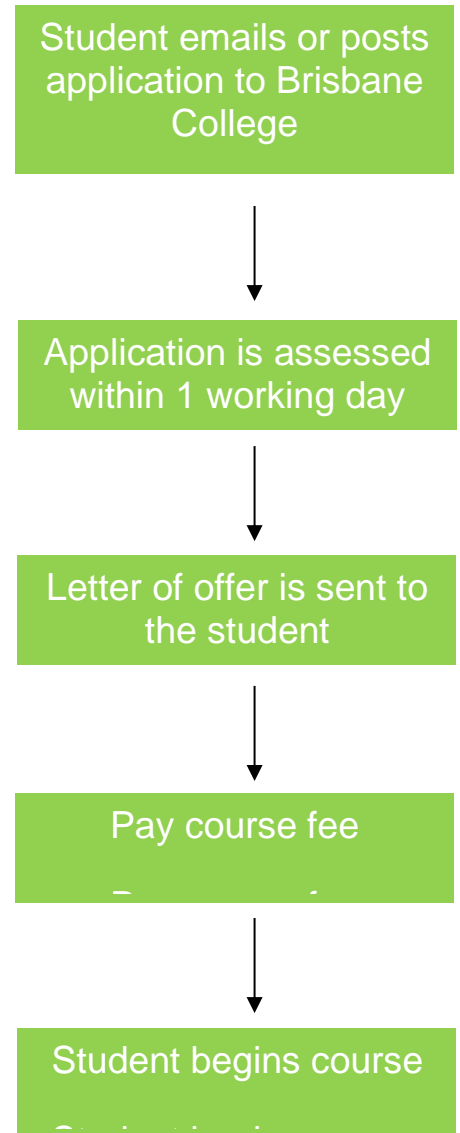
TYPE	PRICE (\$AU)	PROVIDED
Placement Fees	\$100	N/A
Homestay (4 weeks min)	\$240 p/wk	3 Meals/day & Utilities
Additional Nights	\$35 per night	3 Meals/day & Utilities

Enrolment procedure

International Students



Domestic Students



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 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 \$500 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 are 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

It is Brisbane College policy that students studying courses in Australia on a student visa are to attend 80% of all classes.

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. Students will be required to fill out a new application form in order to apply for the new course they wish to study.
3. 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):	\$240 p/wk
Additional Nights:	\$35 per night

(includes all meals throughout your stay)

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

INTERNAL & EXTERNAL COMPLAINTS AND APPEALS PROCESSES

1. Brisbane College will ensure that all complaints and appeals are handled professionally and within a reasonable amount of time in order to achieve a satisfactory outcome for all parties.
2. Student is to discuss the problem with relevant staff and fill out BCA complaint form.
3. If problem is not resolved via discussion, matter can be taken to academic manager.
- 3.1 Student can be represented by a nominee if they so choose.
4. Academic manager will assign a staff member to the responsibility of managing this issue.
- 4.1 If the dispute concerns assessment results, the staff member, in conjunction with the assessor, reviews the initial assessment and/or identifies other assessment methods, and informs the student accordingly.
- 4.2 If the problem is connected with other matters, the staff member will obtain more information, undertake discussions as necessary, and will reach a resolution to the issue, providing a written statement of the resolution to all parties to the dispute.
5. If matter is still unresolved, matter can be referred to the principal administrator.
6. If matter is still unresolved following referral to principal administrator, students are encouraged to contact the Dispute Resolution Branch, Department of Justice and Attorney-General at 363 George Street Brisbane, or call (07) 3239 6269.
7. Students may contact the relevant government department or the national complaints hotline (National Complaints Hotline: 1800 000 674). The relevant government department has the power to suspend or cancel the registration of the Brisbane College of Australia or its courses. Students concerned about the Brisbane College of Australia can be addressed directly to officers of the relevant government department. Students may also pursue legal remedies other than this.
Or;
Students who wish to lodge an external appeal or complain about the decision, can contact the Overseas Students Ombudsman (Overseas Students Ombudsman: 1300 362 072). The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

SATISFACTORY COURSE PROGRESS OBLIGATIONS

1. Students are required to maintain satisfactory course progress.
2. Satisfactory course progress refers to:
 - 2.1 Timely submission of all assessment items.
 - 2.2 Compliance with the assessment and submission guidelines.
 - 2.3 Compliance with plagiarism policy.
 - 2.4 Competence in and completion of all required course units (and work placement if applicable) by the course completion date.
3. Brisbane College is obligated to report any student who does not comply with the satisfactory course progression policy.

ESOS FRAMEWORK

The ESOS Framework is the legislation in place in Australia to protect international students. You can learn about your rights as an international student through this link <https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>.

PRIVACY STATEMENT

Brisbane College of Australia is collecting this information for general student administration as well as for planning, communication, research, evaluation and marketing activities undertaken by the Brisbane College of Australia. Your personal information may be disclosed to Commonwealth and State Government Agencies, or by the Commonwealth including the TPS, or state or territory agencies in accordance with the *Privacy Act 1988*. Your personal information may be disclosed to Bupa and any other entity providing insurance to Brisbane College of Australia for health cover for overseas students. If you are under the age of 18 years your personal information, attendance details, progress and results may be disclosed to your parent/guardian. No further access to your enrolment information will be provided to any other organisation or persons without your consent or, unless authorised or required by law, in accordance with the Information Privacy Principles.



BRISBANE COLLEGE OF AUSTRALIA

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CRICOS No. 02615G

National Provider No. 31315

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