

# RESPONSE TO THE SENATE INQUIRY

INTO THE OPERATION, REGULATION AND  
FUNDING OF PRIVATE VOCATIONAL EDUCATION  
AND TRAINING (VET) PROVIDERS IN AUSTRALIA

February 2015



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## EXECUTIVE SUMMARY

**Careers Australia welcomes the opportunity to make a submission to the Senate Inquiry 'into the operation, regulation and funding of private vocational education and training (VET) providers in Australia'.**

As one of the largest private providers of training in Australia we feel well qualified to assist the committee to understand the very valuable contribution that training – by both the private and TAFE sectors – makes to the lives of people in work.

At the end of the day Careers Australia exists for one reason: to train, re-train and keep in employment men and women, both young and mature aged, across Australia.

Our success as a company can be measured by our graduate's success.

We keep in active contact with all our graduates and our care and attention doesn't end when they leave our classrooms or workshops – it's when we know they have found rewarding work.

That's why Careers Australia has built a network of the largest employers in Australia who employ our graduates or are in constant dialogue as to the skills needed in the workforce today.

Careers Australia has invested in excess of \$45 million to date and will continue to invest in both our physical campuses, but perhaps more importantly our teaching staff. That provides some of the best training facilities available, to support quality training that leads to quality outcomes for our students.

Our students have expanded their career horizons through VET Fee-Help. Just like their cousins or sisters or brothers who have used FEE-HELP to gain a university degree, our graduates embrace the opportunity accessible to them through the scheme.

Careers Australia has a proud story – one we want to tell – and we thank the inquiry members for that opportunity.

We are so keen that you see for yourselves how we operate, we would welcome the committee to visit our campuses and, if they wish, to hold hearings from our facilities.





## ABOUT OUR GRADUATES

Below are a few examples of the success our students have achieved, more can be viewed at [www.careersaustralia.edu.au/success-stories](http://www.careersaustralia.edu.au/success-stories)

**PETER ROBBINS (at centre)**  
Double Diploma of Counselling and  
Community Services



At 46 years old, Peter Robbins had it all. A great job as a personal lender with a big four bank, a lovely house and a loving and supportive family. So when new management entered the company and changed things, Peter decided that it was time to bank on a career change.

Wanting to help others help themselves was something that Peter had always enjoyed doing so he knew that enrolling into a Double Diploma of Counselling and Community Services at Careers Australia was the right decision.

"Going back to study wasn't an easy decision for me. I had to consider my options and how it would impact my family – financially, emotionally and mentally," he said.

"After I left [the bank] I started domestic cleaning and whilst it was a dramatic change, it took me only an hour to see the positive influence that I was having on people's lives – helping them help themselves," said Peter.

He soon began another role as a casual domestic servicer worker and quickly impressed Anglicare with his passion to help others and was promoted to a part-time role within three months. He was soon asked by management to apply for the role of home support services coordinator for the northern Brisbane metro region and due to his outstanding rapport with the patients and his qualifications he was successful.

"I absolutely believe that my Careers Australia Double Diploma was highly regarded with the management team and had an influence on the outcome. I've been promoted three times in the past nine months and I'm loving it!

"Doing this course has absolutely changed my life. It gave me the advantage over other applicants, taught me discipline to achieve my goals and I've met so many great friends," he said.

**RYAN FINNOCHIO (at left)**  
Diploma of Engineering



Ryan Finnochio may only be 28 years old but he already has so much to be proud of.

The married, father-of-two knows a thing or two about multitasking, having recently completed his Diploma of Engineering – Advance Trade at the Careers Australia Salisbury campus whilst also completing his Certificate III in Diesel Fitting and working as a fleet manager and mechanic with Traffex, an industry leader in traffic control solutions.

"Ryan's dedication to his study was second to none", said Jason Woods, Salisbury campus Engineering Trainer.

"Juggling a job, a home life and two children is not an easy feat and is evidence of the dedicated person that he is."

Matt Godfrey, Engineering Trainer and Assessor said "Ryan is a jovial character and was a great team player in the training space. He had great ambitions and direction, and his experience from his work as a fleet manager really helped him be a mentor to others in the class."

Ryan is now looking forward to taking on new responsibilities in his current workplace and taking a break from study to spend time with the family.



**TENEISHA ROSE**  
Certificate III in Logistics



Teneisha Rose has always had a love for physical, manual work. Raised in the small town of Mareeba, she loved nothing more than getting her hands dirty and helping her dad in the large sheds.

"I've always wanted to work in a large warehouse and drive a forklift. I've been doing it since I was a young girl, but I never got my licence," she said.

At the age of twenty-one, Teneisha had all the necessary skills to work on a farm, but was finding it difficult to find full time employment and turned to study to build on her skillset and experience.

In November 2014, Teneisha proudly graduated from Careers Australia with a Certificate III in Logistics. With her much needed forklift licence, she has since started working for liquor giant Liquor Land.

"They needed to employ someone with a forklift licence and because I had just got mine and completed all the training I was their first pick and started immediately.

"After being unemployed, this course was the best thing I could have done. It got me out of the house, socialising and wanting to improve myself. It's opened the door to opportunity and was a great investment in my future," she said.

**JAZMIN STAIKOS (at right)**  
Double Diploma of Business and Management



Jazmin Staikos, 22, was determined to kick-start her career after being unemployed since leaving high school in 2008. Unable to find the kind of work she wanted, she enrolled into the Double Diploma of Business and Management with Careers Australia to improve her business skills and employability. Jazmin began working a part time job at McDonald's in November 2013 and was quick to demonstrate her leadership qualities to management.

"When my manager found out I was doing the double diploma, she encouraged me to complete the McDonald's Trainers and Management course. I was absolutely thrilled to be given the opportunity," said Jazmin.

After finishing both courses, Jazmin was promoted to shift manager and following an impressive four months in that role, was transferred to the much larger McDonald's Stanmore store.

"Studying with Careers Australia was the best decision I've made. I am the first in my family to complete double diploma studies so my family is incredibly proud of me.

"I wasn't sure if I had what it would take to do the McDonald's training, but having come so far in my diploma studies, I knew I would have the skills and confidence to be able to finish it."

**RAMU FARRELL (at left)**  
Diploma of Building and Construction



Ramu Farrell has forged an impressive reputation for himself and his company, SRPG, as a leading building company, providing smarter and innovative new homes and renovation solutions.

As a qualified builder in his early twenties, Ramu is privileged to have built new homes among luxurious residential strips. The company's portfolio also includes an array of monumental renovations, adding significant value with their modern and contemporary finishes.

"I've wanted to be a builder since I was eight years old," Ramu said.

"A friend's dad was a builder. He had a big house, a great car, and I remember thinking 'this is what I want'."

Ramu was a qualified carpenter before his 20th birthday and was quick to enrol into the Diploma of Building and Construction in pursuit of his builder's licence.

Now fully qualified, Ramu has employed two apprentices who are also completing their industry training and certificate qualification through Careers Australia.



**MASON FASAVALU**  
Diploma of Business



Gold Coast Real Estate Agent Mason Fasavalu is making a great success of his new career after graduating with a High Distinction from the Diploma of Business with Careers Australia.

Mason's goal, which he expressed in his assignment for the first unit (Manage Personal Work Priorities and Professional Development) was to start a career in Real Estate Office and more specifically to sell million dollar properties.

Mason has been successful in gaining a traineeship at Ray White Surfers Paradise, one of the most prominent Real Estate Offices on the Gold Coast.

Mr Fasavalu has recently sold a property just shy of the \$1m mark, so is well on his way to achieving his goal.

**KELLY GOOD (at right),  
AMANDA WEBBER & LISA FRASER**  
Diploma of Nursing



Career's Australia students have made a great impression on Peninsula Private Hospital, with not one, but three recent nursing graduates beginning work with the Kippa-Ring based private hospital.

Students Kelly Good, Amanda Webber and Lisa Fraser have each secured permanent full time employment since completing their Diploma of Nursing at Careers Australia in 2014.

Kelly is pleased to be working with her Careers Australia classmates, "Even in the workplace we're still helping each other learn and grow. It's really full on, but I love every minute of it and it's good to know that we have that support network with each other."

Since starting with the hospital, the students have hit the ground running, armed with the skills and real-life experience gained from practice in the simulated hospital ward environment at the Gotha Street campus.

**TEAGAN AHERN (at right)**  
Diploma of Nursing



The future is looking bright for Teagan Ahern, who joined the Wesley Hospital nursing team, having recently graduated from the Diploma of Nursing.

Teagan Ahern has started in the rehabilitation ward and has said "I'm amazed that every skill I learned in the lab and the theory I learned in the classroom at Careers Australia has been used in my new job.

It's exciting how all this learned knowledge fits into our work. The educators at Gotha Street really prepared us all for our jobs and made us work ready."

Program Manager, Susie Gray and Head of School, Lyn Clarke are both immensely proud of the successful job outcomes for the latest nursing graduates, and that they were equally proud of their team of dedicated educators.

"The Wesley Hospital offers an excellent learning ground to further develop their skills and each year we look to employ the best graduates to enhance the level of care that The Wesley provides to its patients," Wendy Zernike, Director of Clinical Education at The Wesley Hospital.



**MITCH GUERIN (at left)**  
**Apprentice Electrician**



The future is looking bright for Careers Australia graduate Mitch Guerin, who is excited to commence work as an apprentice electrician on February 2 with Australian electro-technology company Nilsen.

Mitch is one of twelve students who were fortunate enough to complete their Certificate II in Electro-technology work placement with Nilsen, the major electrical contractor for the \$1.8 billion Sunshine Coast Public University Hospital project.

Following an impressive two week placement, Mitch was thrilled to have been offered an apprenticeship with the company.

"I'm incredibly excited to know that I'll be working on this project long term. It was such a great learning experience for me and I look forward to completing my apprenticeship with a company like Nilsen," he said.

Rohan Anderson, Careers Australia's Workforce Consulting Manager said "We saw an opportunity to provide an entry level course for job seekers in the electro-technology space and with the assistance of The Work Shop and other partners such as Employment Plus and MIGAS, we have been able to provide twelve locals with the opportunity to complete a qualification."

The Work Shop, a joint venture between government and industry to facilitate employment and training for the public hospital provided the opportunity for students, including Mitch, to complete their onsite placement.

"I'm grateful to have completed my placement on the site and very pleased that I'll have the opportunity to contribute to the future of the hospital," said Mitch.

## ABOUT OUR STUDENTS

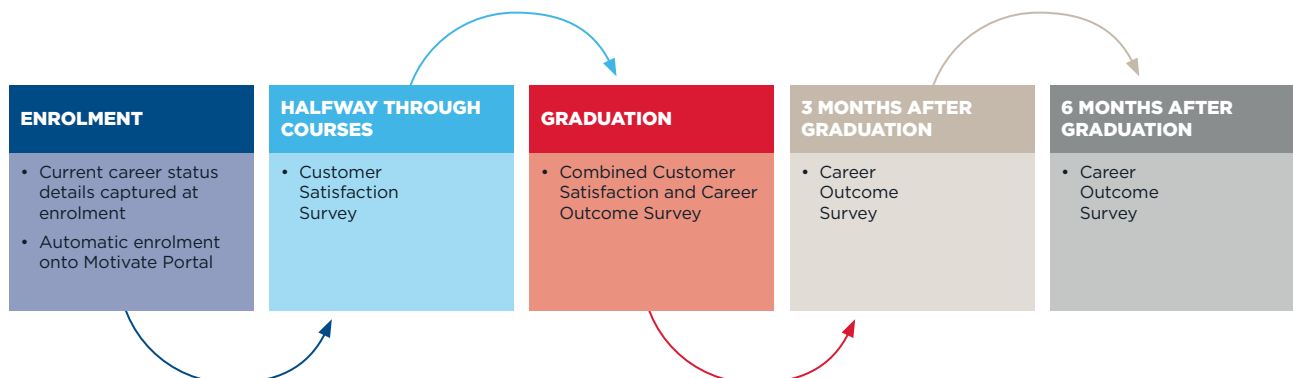
**At Careers Australia, we are privileged to play a part in the lives of our students** who, like Jazmin Staikos mentioned on page 3, are the first person in their family to have ever achieved a tertiary qualification.

We are approved to provide access to Commonwealth Government loans through VET Fee-Help as well as a range of industry funding schemes such as the Australian Apprenticeship Incentive Program which make our education and training amongst the most accessible in the country. Our courses also feature rolling commencement dates scheduled throughout the year, giving students the flexibility to begin study as soon as possible.

We also undertake national focus groups to gain valuable feedback from our students regarding their experience while studying with us. This feedback is used to improve on our systems and evaluate our current processes.

We also seek student satisfaction ratings through regular surveys to our students. Below is an example of the survey lifecycle for a Diploma course at Careers Australia.

Careers Australia is using an EDUSCREEN assessment conducted during the profiling process which is a tool used to predict the likelihood of a student completing study and what interventions might be required based on their results to support progression.





The tool is the result of study conducted by the University of Rhode Island. Effectively it is a “Psychological Assessment of Readiness to Change” (PARC) survey which identifies students who are most likely to complete their studies as well as those who might benefit from support and those who are not fully committed to taking action. It will enable Careers Australia to deliver effective interventions corresponding to their stage of change: ie their readiness to re-enter education.

Careers Australia provides comprehensive support to our students to ensure they have the best possible chance of gaining a qualification and successful career outcomes.

Our Student Retention Team exists to support and encourage all students enrolled into campus based Certificates and Diplomas. Students are supported from enrolment through to graduation.

Once a student enrolls through any channel or method it is assigned an individual Retention Specialist (RS) to make contact with the student within two business days. The RS contacts the student to welcome them to Careers Australia, introduce themselves and establish a relationship in order to influence them to attend classes and ultimately, graduate.

The Retention Specialist is a student’s biggest fan, their loudest cheer squad, the person who will help students when they need it and be there with the student right through their training. RS’s are ‘someone on your side’, someone who really understands how the students are feeling, someone to cheer on their successes and to offer encouragement through their challenges.

There is a clear improvement in commencement rates across the various courses when students have been assigned a RS and the on-boarding and retention process has been followed. We have received positive feedback from campuses and students. Recently we have also been asking students various survey questions and we’re pleased to report that over 95% of students would recommend that people study with Careers Australia.

## Positive Feedback

**Deborah Viera (C255548), Diploma Counselling and Community Services, Parramatta**

“Deborah mentioned she was very impressed with the on-boarding team, the service we provide and how we build rapport with students – She also explained that what we do is very unique and it has helped her to feel more supported in her course.”

**Robert Semmens (206677), Diploma Counselling and Community Services, Hindmarsh**

“Student gave absolutely glowing feedback about his experience with us. Especially interesting as he had previously been studying with TAFE and was very dissatisfied with his experience there.

Robert said his experience at Careers Australia has been outstanding in every way possible. He has been blown away by the support he has received right from the time he enrolled and has loved every moment of his course. He said the campus have provided a ‘safe haven’ for him and a ‘second home’ after his mum died shortly before he started the course and his father passing away last month. He was especially complimentary of his educator John Panagaris who even accompanied him to his dad’s funeral and has been an incredible source of support and encouragement for him this year. His parting words were ‘I really feel honoured and privileged to be part of Careers Australia’.

**Careers Australia provides comprehensive support to our students to ensure they have the best possible chance of gaining a qualification and successful career outcomes.**



## ABOUT CAREERS AUSTRALIA

**Established in 2006, Careers Australia has rapidly grown** to become one of the leading private providers of quality Vocational Education and Training in Australia.

To date, we have graduated over 14,000 students across 16 campuses and online delivery throughout Australia.

Our 16 campuses are accessibly located across five states in Queensland, New South Wales, Victoria, South Australia and Western Australia.

Careers Australia are meeting the needs and changing landscape of education by delivering training through a combination of delivery methods including on and off-the-job, in campus, online and a flexible blended delivery of these methods.

We bring to the table award winning quality education and professional teaching staff with current industry experience. We boast strong industry connections, academic support in a simulated learning environment and tangible pathways into employment or further study based on articulation agreements with a number of major Australian universities.

We have over 200 qualifications on scope including apprenticeships, traineeships, certificates and diplomas which create thousands of pathways into employment and further education.

We invest in the quality of our education and all of these qualifications are nationally recognised.

We deliver courses and training programs which service a broad cross-section of industries including;

- Accounting and Finance
- Aged Care
- Allied Health
- Automotive
- Building and Construction
- Business and Management
- Carpentry
- Civil Construction
- Community Services
- Counselling and Community Services Work
- Early Childhood Education and Care
- Electrical
- Engineering
- Health Services
- Home and Community Care
- Hospitality and Retail
- Nursing
- Workplace Health and Safety

**We bring to the table award winning quality education and professional teaching staff with current industry experience.**





## OUR FOOTPRINT



**CAREERS  
AUSTRALIA**

THE FASTEST WAY TO A BETTER JOB



### **CABOOLTURE CAMPUS**

Aged Care students working in the Skills Lab



### **FORTITUDE VALLEY CAMPUS**

Diploma of Nursing students working in the Skills Lab



### **MELBOURNE CAMPUS**

Commercial Cookery students in our state of the art kitchens



### **SALISBURY CAMPUS**

Automotive students in our Automotive Centre of Excellence



### **NERANG CAMPUS**

Warehousing, Building and Construction students learning in our trades facility





#### **SALISBURY CAMPUS**

VET in Schools students attend group work at our Salisbury campus



#### **PERTH CAMPUS**

Our new purpose built campus in Perth, officially opens on the 5th February 2015



#### **SYDNEY CAMPUS**

Diploma of Nursing students working in the Skills Lab



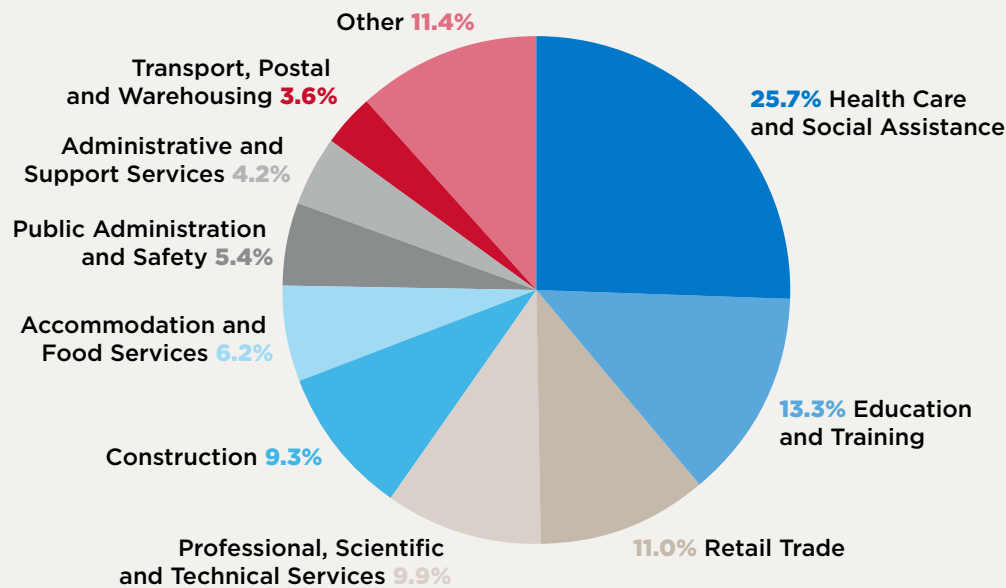
#### **NEWCASTLE CAMPUS**

Apprentices and staff celebrate National Skills Week

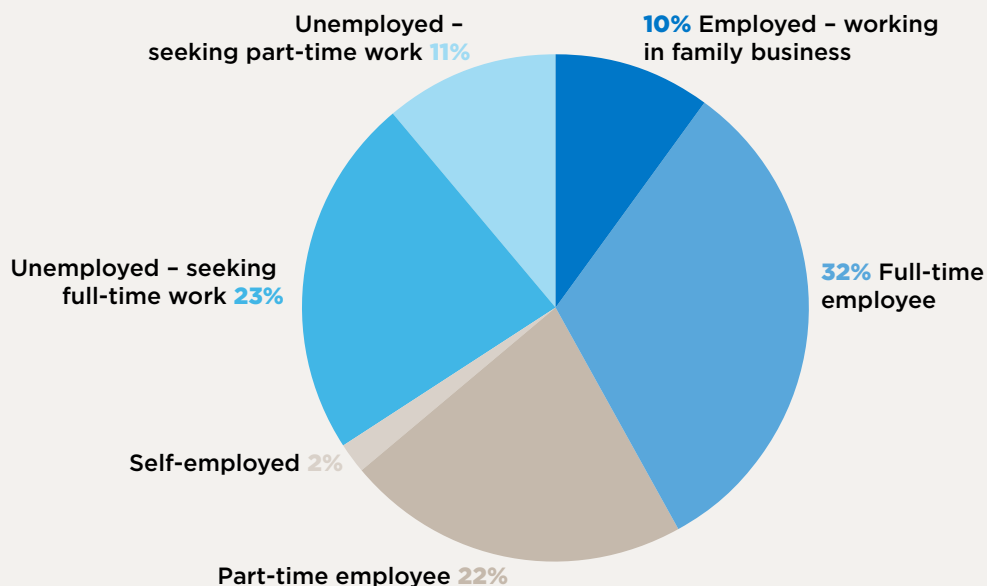


Our courses are aligned to projected employment trends, with our product catering for over 75% of the projected employment growth for the next four years.

Share of projected employment growth to November 2018 by Industry<sup>1</sup>



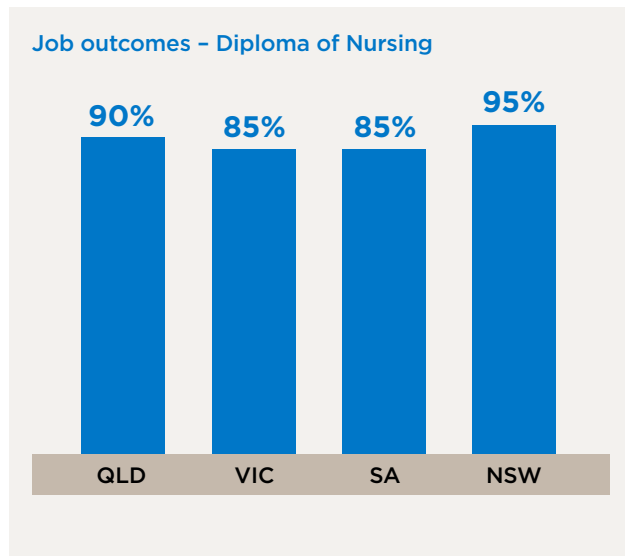
Careers Australia is focused on ensuring our students graduate job ready and are actively seeking employment opportunities. Our current student data reflects that **66%** of Careers Australia students are currently employed, **17%** are currently seeking employment and **17%** are undertaking further study.



1. 'Other' consists of 'Other Services', 'Financial and Insurance Services', 'Wholesale Trade', 'Arts and Recreation Services', 'Rental, Hiring and Real Estate Services', 'Electricity, Gas, Water and Waste Services' and 'Information Media and Telecommunications'. Agriculture, Forestry and Fishing, Mining and Manufacturing are excluded from the chart as they are not projected to grow over the five years to November 2018.



Our flagship program, the Diploma of Nursing, has graduated over 1,500 students since its inception and is highly successful in job outcomes with just under 90% of our students employed or pursuing further education at the time of graduation.



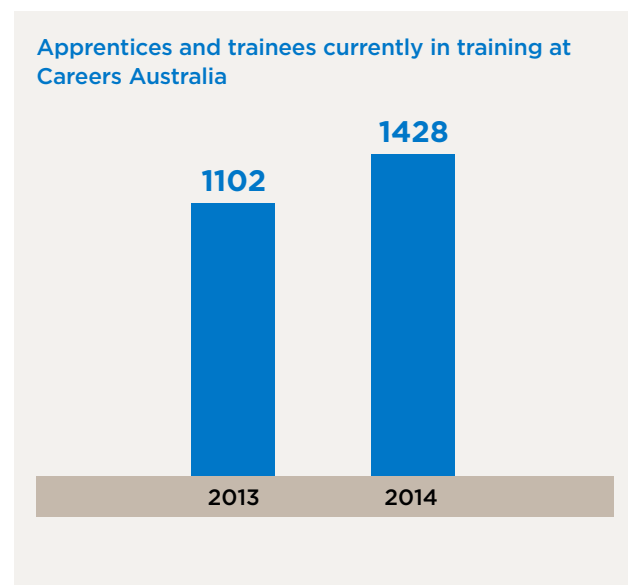
40% of our graduates are working in the Aged Care Sector and 60% are working in the Acute Health Sector across a range of Private and Public Facilities including, but not limited to; QLD Health, Wesley Hospital, Epworth Hospital, John Fawcner Hospital, Royal Adelaide, Flinders Medical Centre, Health Scope, and Opal Group.

Careers Australia also has recognised articulation agreements with a wide range of Australian Universities to ensure our students can progress onto further studies should they wish to pursue a higher level qualification. Currently we have articulations with CQ University, Swinburne University, University of Southern Queensland and Southern Cross University. 38% of Careers Australia students are either pursuing Higher Education or seeking employment after graduation.

## 100% of our Apprenticeships and Traineeships are employed while undertaking their studies.

Careers Australia has also focused on increasing the number of Apprentices and Trainees undertaking training. In the past 12 months, we have increased our market share by 30%, a significant result considering the industry trend shows a national decrease of 14.2%<sup>2</sup>.

100% of our Apprenticeships and Traineeships are employed while undertaking their studies. We actively ensure that our Apprentices and Trainees continue with their training, should any lose their employment status. We also work with our industry partners and Group Training Organisations to assist any 'out of work' Apprentices and Trainees to successfully regain employment.



2. NCVER Student outcomes 2014 report.





## SKILLS FOR THE FUTURE

**As part of our commitment to meeting current and future skills shortages,** Careers Australia and industry partners work cooperatively and collaboratively with communities and government in creating a coordinated and strategic learning and development approach. This ensures our partners and customers are able to build, attract and retain a skilled workforce to meet their business needs for the future.

We base our benchmarking on the needs of industry and training package requirements and we ensure all the critical aspects and underpinning knowledge and skills are met within the training package.

Careers Australia meets all workplace and legislative requirements. We ensure that conditions, standards, performance steps, and performance measures match the set task through a number of cross-checks that we set out in the planning of the project delivery. Our performance measures are aligned with the Standards for Continuing Registration (SNR) and Australian benchmarks to ensure that all our students receive appropriate information, instruction, training and supervision.

Rather than focussing exclusively on training, Careers Australia works with the client, industry, local communities and governments to:

- maximise utilisation of skills in the workplace to increase productivity;
- maximise workforce participation through the provision of training services; and,
- promote efficiency and mobility in the workforce by combining training with workforce operations.

Careers Australia has developed key, strategic alliances with a range of state-based and national industry bodies to ensure that our training programs and delivery strategies continue to meet not only the individual clients' needs but also the current and emerging skills needs and expectations of industry. These alliances ensure that training outcomes delivered by Careers Australia translate to employment outcomes.

Key bodies that Careers Australia consult with on emerging training needs and unmet gaps in the market include but are not limited to:

- Skills Queensland
- Construction Skills Queensland
- Electrical Contractors Association
- Manufacturing Skills Queensland
- Energy Skills Queensland
- Health and Community Services Workforce Council
- Queensland Resources Council
- National Retail Association
- Australian Council for Private Education and Training
- All Trades Queensland
- Victorian Employer's Chamber of Commerce and Industry

**Industry feedback on the new and innovative programs we are delivering has been strong and positive and reinforces our passion for what we do.**

Careers Australia has successfully delivered a number of pre-employment and pre-apprenticeship programs throughout Australia, as well as certificates and diplomas in a broad cross section of areas. Many of these programs have been facilitated through both Australian and State Government initiatives, as well as through partnerships with the private sector. All of our programs are developed in consultation with industry to deliver employability outcomes to job seekers and meet employers' needs within the market place.

Careers Australia has partnered with government and business to deliver programs such as the CSQ Internship program. A first-of-its-kind training program, developed to tackle the downturn in apprenticeships in Queensland, with more than 100 future apprentices across Brisbane, the Gold Coast, Toowoomba, and Townsville starting fully-funded construction internships in January and February 2014.

Careers Australia developed the 10-week internship program in conjunction with industry to provide participants with experience across a variety of trades in the construction industry, helping them to choose a specific career while building skills attractive to employers.



[Click on the video below to see the results from the program in 2014.](#)



We have a history of running well-managed projects, such as User Choice, the Productivity Places Program and Better Skills, Better Care, in which we apply market leading and best practice processes and techniques.

Our focus on Civil Construction has seen a 300% increase in student numbers across Victoria, ACT and Queensland in the past 12 months. With the use of CSQ funding, we have been able to help the industry with Skills Gap Analysis Training (SGAT), Higher Level Skills (HLS) training in Civil Supervision and Civil Construction Management and Workplace Health and Safety. Some of our major clients now include BMD, Fulton Hogan, FKG and Winslow Group.

## COMMERCIAL, INDUSTRY LED TRAINING SOLUTIONS

**Careers Australia's Workforce Consulting unit is integral to engaging with industry.**

This is a key recommendation from the Queensland Skills and Training Taskforce having an industry engaged VET system. The Workforce Consulting unit was established with the clear purpose of providing industry with assistance in their workforce planning and development to provide a skilled workforce to effectively service existing, emerging and future requirements.

We provide training solutions and services to over 2,500 organisations ranging from small owner operated businesses, through to national organisations such as Mantra, Thiess and multinationals like Rio Tinto. As such our project and client management skills are a priority in setting and meeting deadlines and delivering consistently high quality outcomes. The ability to maintain long term relationships with our customers is testament to the consistently high levels of services delivered.



As part of the State Government's Industry Partnerships Strategy, Rail Skills Australasia will share in part of the Department of Education, Training and Employment's \$3.2M program funding commitment, to help meet the needs of the rail industry. As preferred training provider to RSA, Careers Australia will take a leading role in delivering tailored training solutions, fast-tracking the industry's workforce capability.



Careers Australia achieved a significant milestone when it was selected as Thiess' national apprenticeship training provider. The contract will deliver training for 120 mining apprentices in the diesel fitting, electrical, auto electrical and fabrication trades.

We have been working with business since 2006 to identify and deliver workforce training and development solutions.

We are currently working in over 30 industries and have extensive experience across white, blue and pink collar industries. We work with staff from back of house, to the front line through to the board room.





Careers Australia is proud to announce another major national partnership. The deal will deliver a customised nationally accredited program for the Automotive Brands Group (and their retail brand Autobarn), one of the major players in the Australian automotive aftermarket sector. Careers Australia won the deal based on its ability to deliver a holistic training solution that manages administration, sourcing funding, developing customised materials, course delivery and regular progress reports for franchise managers and head office.

Our in-depth knowledge of best practice across multiple industries and disciplines puts us in a unique position to tailor an innovative, high quality and cost effective solution that is directly linked to achieving business outcomes.

We provide solutions at any level of the organisation, whether it be strategy and planning, a national workforce development program rollout, apprenticeship or traineeship management or one-off training.

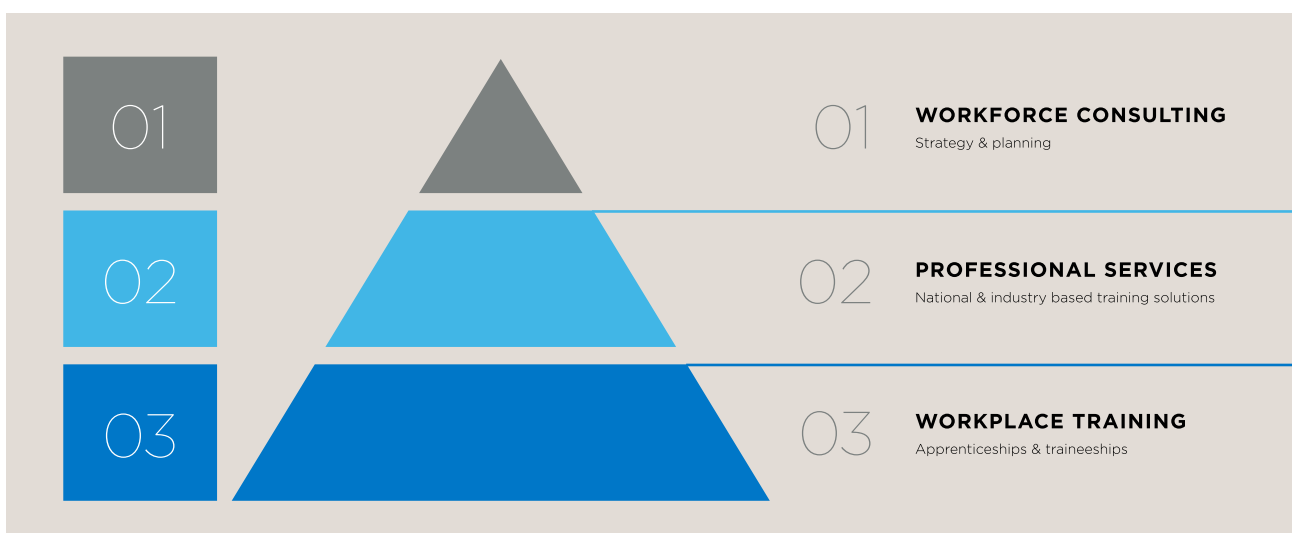
Whilst we already offer an extensive scope of training products and programs, we also understand that the needs of businesses are unique. We work directly with industry to develop an outcomes focussed solution that meets our rigorous quality standards.



Careers Australia has secured a partnership to deliver staff development and training nationally for one of Australia's leading accommodation providers, Mantra Group. Tailored materials and systems will ensure a consistent training experience nationwide, including educators and visit schedules.

A training needs analysis is carried out to identify the best fit for employees within the organisation. Gap analysis provides a framework for a customised training program to be offered with a structured Recognition of Prior Learning process. This allows for skills assessment to occur for existing workers to be formally recognised reducing the potential and the perceived difficulty of workers to gain a qualification. Training plans are designed for the employees tailored to meet the needs of individuals. This demonstrates a genuine client focussed training that provides the flexibility for delivery in accordance with the employer and employee.

Our Workforce Training and Development brochure (*Appendix II*) outlines our capabilities, track record and our approach to developing skilled people and effective workplaces.





## EXCELLENCE, INNOVATION AND CONTINUOUS IMPROVEMENT

### Careers Australia is focused on innovation

through the continuous improvement of our products and services to deliver effective and efficient training. The programs we offer are tailored to meet industry needs and skills requirements to help strengthen the workforce. Our facilities are fitted out with the latest state of the art teaching equipment, including clinical laboratories, library and e-learning resources, full campus Wi-Fi and computer laboratories. These facilities provide hands-on skills training and will cater for the growing number of students seeking education and employment opportunities.

Careers Australia takes quality and compliance as a matter of priority. We have an established Quality Unit that is independent of the delivery and operational teams. The General Manager, Quality and Risk, reports directly to the CEO which enables independent and rigorous internal audits to be conducted and reported directly to the CEO on the performance of the organisation.

Careers Australia has a Quality Management Framework that forms the basis for all quality improvement processes to implement the formal structure of a quality management system.

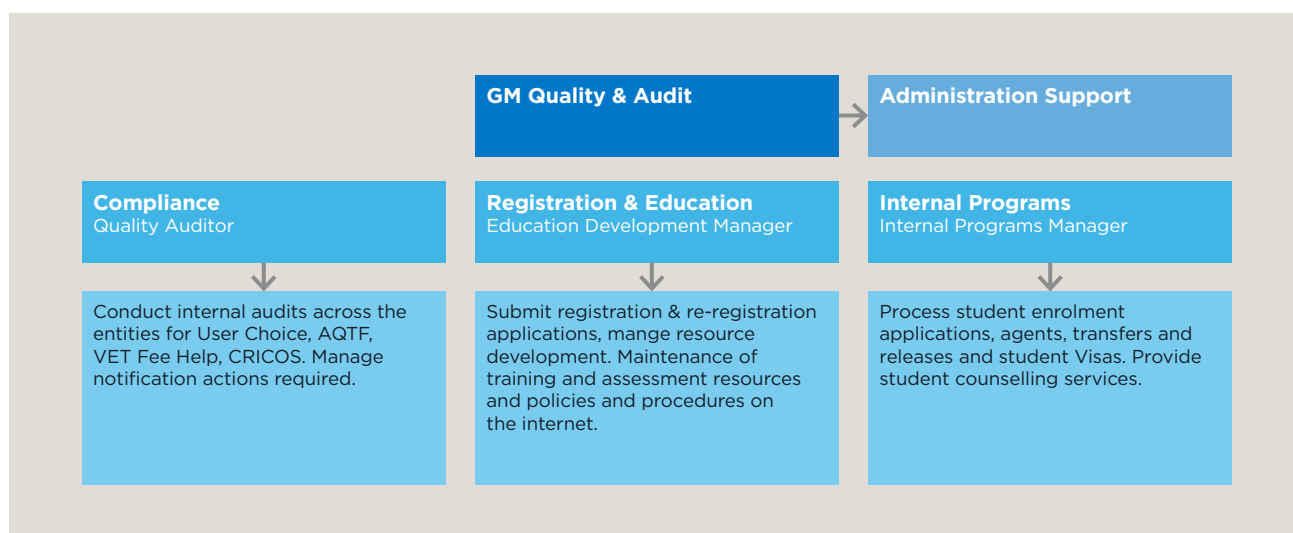
Our Quality Systems ensure Careers Australia meets its obligations under the SNR and is consistent with its scope of registration and scale of operations. Careers Australia is committed to excellence and quality of all our programs. Through this commitment, Careers Australia delivers training programs that meet and exceed the expectations of our students, our industry partners and our regulatory

partners. Quality means more to Careers Australia than just having documented policies and procedures on our fully customised intranet. While Careers Australia has developed a comprehensive range of procedures and operational standards to follow, our commitment to quality is integrated with individuals and work teams taking responsibility for their own quality assurance and improvement processes.

The Quality Unit is also responsible for conducting internal audits for the organisation. The internal audits assess the organisation's compliance with legislative provisions, SNR, contractual obligations, VET Fee-Help, International delivery (ESOS) and apprenticeship and traineeship delivery. The internal audit is conducted objectively to ensure each business area complies with organisational processes and systems have been implemented to ensure compliance.

The quality management system designed for Careers Australia is a strategic approach aimed at embedding awareness of quality in all areas of our organisational processes. The guiding principle of our system is that it is possible to improve quality by practising continual improvement which is an ongoing effort to improve products, services and processes.

An Approach-Deployment-Results-Improvement [ADRI] Cycle is deliberately embedded into the Careers Australia organisational way that means our business processes are continually being improved. It focuses on the quality of both inputs and the transformational process.





All Careers Australia processes, learning resources and assessment tools are submitted to the Quality Unit to review ensuring compliance. An Intranet Dashboard utilised at Careers Australia has an inbuilt version control mechanism maintaining each version of the document on the system to ensure changes can be monitored as part of continuous improvement.

Therefore, Careers Australia has a continuous and auditable record of all versions of learning and support materials to ensure the best quality and experience for our customers and students.

## Careers Australia Business Process

These are the steps towards a systematic approach to our core business of training and assessment.

ACTIVITY	TASK
<b>Plan Business Direction and Systems</b>	Based on our business plan CA has a clear strategic direction and management systems are in place to achieve this.
<b>Engage Clients</b>	Products and services are tailored to meet industry needs
<b>Deliver Training</b>	Qualified personnel engage learners in industry focused training
<b>Conduct Assessment</b>	Qualified personnel provide training and assessment services designed to meet industry standards and employability skills
<b>Record keeping</b>	The systems adopted maintains accurate records, are efficient, effective and transparent
<b>Review and improve quality processes</b>	Products and services and organisational performance are systematically reviewed and improved

The business process identified in each core activity has its own evaluation mechanism inbuilt into the business process. Surveys and internal audit mechanisms are built into each of the functions.

In addition to surveys, Careers Australia also uses the results of the surveys administered for the Quality Indicators. These results are collated by the Quality Unit and are sent to the relevant business units for subsequent investigation and follow-up.

Careers Australia has also made a significant investment to create its individualised student management system, CASIS (Careers Australia Student Information System). It has designed a fully customised system that is compliant for VET Fee-Help, multiple state funding contracts, SNR, and ESOS.

This project was initiated in March 2012, and has been designed to improve business efficiencies and create competitive advantage through:

- Replacing VETTRAK with an improved Student Management System (SMS)
- Implementing a student/employee portal and SMS Integration
- Integrating SMS information with a Learning Management System (LMS)
- In-classroom access to student information
- Automated update of qualification/units of competency directly from training.gov.au
- Delivery resources be readily available for printing for all classes
- Students can enrol on-line
- Trainers able to access student information whilst in the classroom
- Managers able to obtain enhanced performance reporting, allowing for more informed business decisions

CASIS will support the imminent introduction of a national Unique Student Identifier across the whole VET system.

Careers Australia has consistently demonstrated our ability to meet compliance obligations based on our impeccable record with external audits. These audits are an affirmation that Careers Australia is achieving quality training and assessment outcomes. This information is published to assist apprentices, trainees and their employers to make informed decisions regarding their selection of a pre-qualified supplier for the delivery of training and assessment services.

## VET IN SCHOOLS

**The Careers Australia VET in Schools curriculum** is developed specifically for secondary school students and delivered by qualified educators with industry experience.

Available to students in years 10, 11 and 12, our courses are flexible and responsive to student and school needs. Training is delivered either at school or at nearby campuses or training facilities. Work placement or experience is also offered with some courses.

Our VET in Schools program (*Appendix III*) is suitable for students with a range of academic capabilities. High achieving students have the opportunity to fast track their pathway to university qualification or gain key skills that will secure entry level positions that will complement further studies.



It also provides disengaged students with the opportunity to gain an insight into possible career and study pathways in a more practical learning environment.

With nearly one in every five students dropping out of university in their first year of study, our University Preparation and Readiness Program (*Appendix IV*) has been designed to assist students to develop realistic expectations of university and the study skills required to succeed in an adult learning environment.

Our UPREP program allows students to undertake an Accredited Australian Diploma program in their final years of secondary

school that provides practical business skills and theoretical knowledge of business and management practices. The course includes university readiness workshops that cover topics such as independent learning, where to find support at university, guidance for writing a variety of assessments, database searching and referencing.

Studying via UPREP could be the first step on the pathway to university success or career ambitions. By developing skills and knowledge in an adult learning environment, students gain both confidence and qualifications to prepare them for a bright future.



**Currently we work with the following high schools;**

All Hallows

All Saints Anglican School (Merrimac)

Anglican Church Grammar School

Aquinas College

Arethusa College  
Deception Bay

Australian Industry Trade College

Benowa State High

Bracken Ridge State High School

Brisbane North West Trade Training Centre

Calamvale Community College

Caloundra City Private School

Canterbury College

Centenary State High School

Citipointe Christian College

Cleveland District State High School

Earnshaw State College

Everton Park State High School

Forest Lake State High

Helensvale State High School

Ingham State High School

Ipswich Girls' Grammar School

Ipswich Grammar School

Kedron State High School

King's Christian College

Miami State High School

Mitchelton State High School

Mount St Michael's College (Ashgrove)

Mt Maria College (Enoggera)

Mt Maria College (Petrie)

Mueller College (Rothwell)

North Lakes State College

Pacific Pines State High School

Padua College (Kedron)

Palm Beach-Currumbin State High School

Prince of Peace Lutheran College

Sandgate District State High School

Somerset College (Mudgeeraba)

Somerville House

Southport State High School

St Aidan's Anglican Girls School (Corinda)

St Hilda's School (Southport)

St Margaret's Anglican Girls School

The Cathedral College

The Southport School

Trinity Lutheran College (Ashmore Road Campus)

Tullawong State High School

Varsity College

Wavell State High School



## SUPPORT SERVICES AND JOB READINESS

**We have a Student Support Services department** solely focused on our students' needs. With a clear focus on achieving goals and support to take that next step into employment or further study, we have a strong team of professionals including counselling and career guidance experts and qualified teaching specialists.

**Careers Australia is committed to providing the resources and mentoring programs for the effective implementation of student participation.**

We recognise that one size does not fit all and that to successfully engage with all our students, locally responsive solutions are needed to address any specific local issues. We understand that there is a vital need for extra support for transitioning from school or unemployment to training and therefore into employment.

The support offered focuses on engagement and academic support right through to career guidance and employment services.

Under the academic banner we offer support in:

- Assignment writing
- Study strategies
- Test preparedness
- Presentation skills
- Time management and organisation

This support is offered through:

- One-on-one sessions
- In-class lessons
- Specialised tutorials or workshops
- Study groups

Our students have access to the state of the art online learning management system, Blackboard Learn. Blackboard Learn is the world's leading online learning management system, which brings our students a new standard in interactive and engaging digital education. The online learning system allows our students to access their learning anytime and anywhere.

Our employability skills specialists also provide coaching for students to help them fully understand and actively seek career outcomes. This is offered to all students through our Job Readiness Program (JRP). The Careers Australia Job Readiness Program (*Appendix I*) is focused on giving our existing students and graduates access to career related training activities and events that are designed to engage with Industry and provide networking and employment opportunities.

The JRP focuses on 5 key steps to graduate success in the workplace.

1. Career planning and development
2. Developing job seeking resources – resume and cover letter writing; addressing selection criteria
3. Tips and hints for job seeking
4. Job interview preparation
5. Successful workplace behaviour

The Job Readiness Program, combined with our sector leading retention strategy, gets our students ready for a job and on the path to a successful career.

Careers Australia also provides our students and alumni access to Industry and SME's to provide employment and networking opportunities through our national Career Pathways events calendar. This gives our students a regular platform to engage with industry and potential employers.

## BRAND AND MARKETING

**Since inception, Careers Australia has consolidated its market position** and built a strong and trusted brand through close relationships with industry and the provision of quality training services.

All marketing material goes through an internal approval and auditing processes to ensure it is compliant before publication.

Our recently developed national course guide (*Appendix IV*), provides a comprehensive list of courses and information accessible to all potential students.

Our website **[www.careersaustralia.edu](http://www.careersaustralia.edu)** displays the most up to date information on our courses, including information regarding our course fees.



## OUR STAFF

At Careers Australia, we pride ourselves on our strong commitment to a safe, well paid and rewarding workplace. Careers Australia has a strong relationship with its employees, which is backed by our record of no industrial disputes. An Enterprise Agreement is in place and covers around 85% of our workforce and has recently been voted up overwhelmingly by our employees for a further 3 year period. The Enterprise Agreement provides generous pay increases each year for our staff along with very competitive salaries.

As well, it provides Careers Australia with the ability to continue to grow its business and flex its offering to meet the needs of its students and the industry sectors in which it operates.

At Careers Australia, we maintain a healthy organisation through the clear and constant communication of the goals and strategic direction of the business. To ensure that we attract and select the right person for the job and for the company we make sure the recruitment and selection process accurately matches skills to jobs, as well as people to the organisation.

Strategies to ensure that we have the right people, in the right place, with the right capabilities at the right time include:

- undertaking strategic and operational planning processes to identify future business directions and workforce needs. This includes identifying the economic drivers that will determine the training that is needed and the emerging demographics that will be reflected in our student population
- analysing and understanding the make-up of Careers Australia's current workforce through the use of demographic staff profiling, SWOT analysis, environmental scanning and skills matrices
- determining the necessary skills, capabilities and competencies required to achieve strategic and operational goals in the future
- accurate and consistent (organisation-wide) description of job roles and skill sets
- efficient and effective recruitment processes, selection techniques and appointment processes.

Our organisational culture has high expectations of our staff and requires them to have commitment and passion in their work. Selection of appropriate course delivery staff includes reflection of these core values in their personality and work related skills. This transposes over to the connection with our students.

Our trainers are recruited from industry, with many of our senior staff highly experienced in the Australian VET sector.

### How our wages compare to the award wage

Relevant Category of Award	Relevant Level of Award Category	Award Hourly Rate	Applicable Level of Careers Australia EBA	Hourly Rate for Trainers/Educators as per Careers Australia EBA	Amount per hour paid above Award - Careers Australia EBA Rates
B	5	\$24.20	Level 3 Trainer/Educator	\$35.46	\$11.26
			Level 4 Trainer/Educator	\$38.41	\$14.21
C	4	\$23.26	Level 2 Trainer/Educator	\$33.69	\$10.43
			Level 3 Trainer/Educator	\$35.46	\$12.20
			Level 4 Trainer/Educator	\$38.41	\$15.15
			Level 5 Trainer/Educator	\$41.37	\$18.11
D	3	\$22.82	Level 2 Trainer/Educator	\$33.69	\$10.87
			Level 3 Trainer/Educator	\$35.46	\$12.64
			Level 4 Trainer/Educator	\$38.41	\$15.59



<b>Ian Gordon</b> National Manager – Trades and Technical Programs	<p>Ian is a specialist Vocational Education and Training (VET) practitioner and senior manager who has spent the last 15 years specifically in the Queensland VET sector holding positions from teacher through to Departmental Director for DETE.</p> <p>Ian’s passion for learning and self-development drives his goal of helping others improve their lives through quality, job outcome focused VET education.</p>
<b>Lilly Finlayson</b> State Operations Manager – Victoria	<p>Lilly is an educational specialist with over 15 years’ experience in the Vocational Education &amp; Training (VET) and Higher Education (HE) sectors.</p> <p>Lilly’s spent over 7 years working for the William Angliss Institute in Victoria, commencing as a trainer and working her way up to managing all areas of the Resorts Business.</p>
<b>Vicki Shearer</b> National Program Manager – Early Childhood Education & Care	<p>Vicki Shearer is a highly regarded professional in the Early Childhood Education industry, coupled with extensive experience in Vocational Education and Training. She has worked for both private RTO’s as well as TAFE in many capacities, including training coordinator, trainer and assessor and instructional design.</p>
<b>Bamathy Somasegaram</b> Educator – Counselling and Community Services Work (Parramatta Campus)	<p>Bamathy joined Careers Australia in March 2014 as a Counselling and Community Services educator after 5 solid years at Granville TAFE (NSW). Bamathy has extensive years of experience in the community based welfare sector.</p>
<b>Jen Wuth</b> Educator – Aged Care (Toowoomba Campus)	<p>Jen Wuth is a highly regarded professional in the Aged Care and Nursing industry. Starting out her career as an enrolled nurse, she worked her way up to become a registered nurse before moving into the VET sector.</p> <p>With several years’ experience teaching Aged Care at Central Queensland Institute of TAFE in Emerald, Jen relocated to Toowoomba in 2011 where she continued teaching at TAFE Queensland South West, Toowoomba for a further three years.</p>
<b>Brad Wessling</b> National Program Manager – Health & Community	<p>Brad is passionate about healthcare and improving outcomes for patients and staff in the health sector, particularly in the community pre-hospital environment.</p> <p>With more than 17 years’ experience in the health industry, Brad has worked as a Registered Nurse with Qld Health, Clinical Facilitator and Tutor at QUT and as a Clinician Assessor for the Australian Nursing and Midwifery Accreditation Council (ANMAC).</p>
<b>Shaun Lacey</b> Clinical Placement & Facilitation Manager	<p>Shaun started working in the Aged Care sector in 1995 as a volunteer, before going on to paid employment in the same facility for a further 10 years. During that time, he completing his Enrolled Nursing and finally his teaching certificate so he could teach and pass on his passion and knowledge for Aged Care.</p> <p>With 10 years’ experience teaching in Melbourne, China and the Philippines, Shaun started working at Careers Australia in 2012.</p>

## CONCLUSION

Careers Australia would welcome the opportunity for members of the Senate Inquiry to conduct site visits at our facilities.

We would also like to extend the invitation to hold any possible hearings at one of our campuses across the nation.



## CAREERS AUSTRALIA

# job readiness

## PROGRAM

At Careers Australia, we are committed to ensuring all our students graduate job ready with industry leading skills.

We've also recognised that the skills needed to succeed in a job role are more than just technical skills. Graduates need practical workplace skills that provide them with the confidence to succeed.




The **Careers Australia Job Readiness Program** focuses on 5 key steps to graduate success in the workplace.

1. Career planning and development
2. Developing job seeking resources – resume and cover letter writing; addressing selection criteria
3. Tips and hints for job seeking
4. Job interview preparation
5. Successful workplace behaviour

The **Careers Australia Job Readiness Program** gives our graduates the ability to:

- Sell their skills and qualifications with a customised resume and polished interview techniques
- Confidently apply their excellent business communication and English language skills
- Show how their strengths translate into real business results
- Network and socialise with other professionals in a business context
- Apply fundamental business skills such as problem solving and time management
- Understand, adapt and contribute to the culture of a workplace
- Contribute and thrive in a team environment.

### REGISTER TODAY

-  **1300 887 696**
-  [careersaustralia.edu.au](https://careersaustralia.edu.au)
-  [info@careersaustralia.edu.au](mailto:info@careersaustralia.edu.au)



## CAREERS AUSTRALIA

# job readiness

## PROGRAM

The **Careers Australia Job Readiness Program** is focused on giving our existing students and graduates access to career related training activities, and events that are designed to engage with Industry and provide networking and employment opportunities.

The Job Readiness Program, combined with our sector leading retention strategy, gets our students ready for a job and gets them on the path to a career.

You could be graduating with a recognised qualification, and walking into a job you are prepared for and excited to begin.

Programs delivering successful employment outcomes such as:

### **DOUBLE DIPLOMA OF BUSINESS AND MANAGEMENT**

- Project Coordinator
- Human Resources Officer

### **DIPLOMA OF HUMAN RESOURCES MANAGEMENT**

- Human Resources Assistant
- Payroll Officer

### **DIPLOMA OF PROJECT MANAGEMENT**

- Project coordinator
- Project manager

### **DIPLOMA OF MARKETING**

- Marketing Assistant

### **DIPLOMA OF ENGINEERING**

- Site Supervisor
- Production Supervisor

### **CERTIFICATE III IN COMMERCIAL COOKERY**

- Cook
- Commis Chef

### **CERTIFICATE III IN AGED CARE**

- Personal Care Worker
- Assistant in Nursing
- Support Worker




### **DIPLOMA OF NURSING**

- Enrolled Nurse

### **DIPLOMA OF COUNSELLING AND COMMUNITY SERVICES WORK**

- Case Coordinator
- Community Service Worker

## REGISTER TODAY

-  **1300 887 696**
-  [careersaustralia.edu.au](https://careersaustralia.edu.au)
-  [info@careersaustralia.edu.au](mailto:info@careersaustralia.edu.au)



**WORKFORCE TRAINING  
& DEVELOPMENT**

*solutions*





## *why* CAREERS AUSTRALIA

One of the biggest challenges for business is to do more with less. A slow global economy has placed enormous pressure on management to slash costs and maximise productivity.

Workforce training and development is the key to maximising business outcomes in a tough market and yet it is often the first to go. The trick is to know where and how to invest in order to maximise return on investment.

Industry is looking for flexibility, not a one size fits all response. That's where Careers Australia stands head and shoulders above the rest and why we are the **industry preferred choice** when it comes to developing skilled people and an effective workplace.





## OUR *capability*

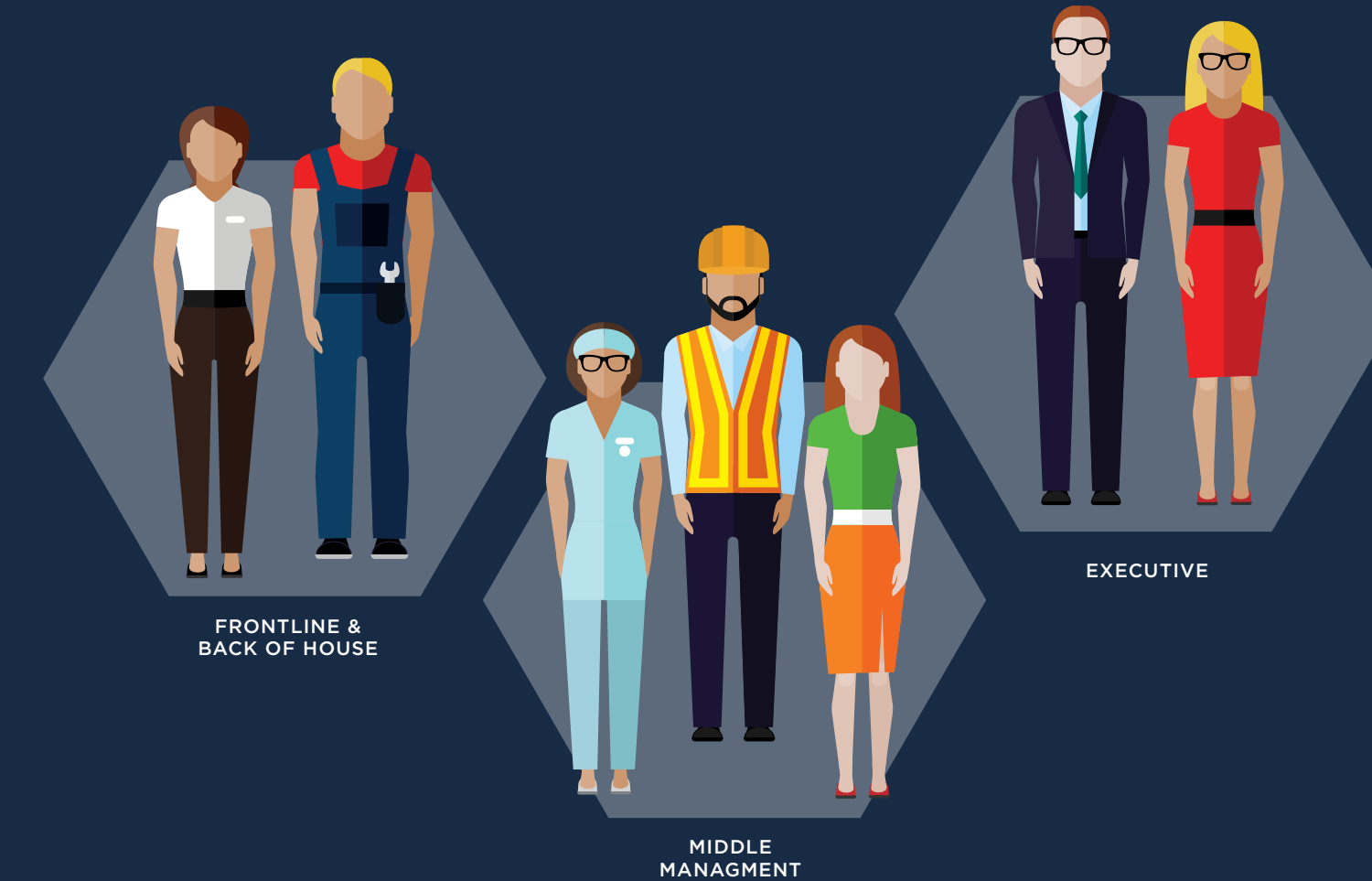
Careers Australia has been working with business since 2006 to identify and deliver workforce training and development solutions.

We are currently working in over 30 industries and have extensive experience across white, blue and pink collar industries. We work with staff from back of house, to the front line through to the board room.

Our in-depth knowledge of best practice across multiple industries and disciplines puts us in a unique position to tailor an innovative, high quality and cost effective solution that is directly linked to achieving business outcomes.

## WORKING IN 30 INDUSTRIES

ACROSS OPERATIONS, SERVICE & MANAGEMENT



-  BUSINESS & MANAGEMENT
-  HEALTH & COMMUNITY
-  HOSPITALITY
-  RETAIL
-  AUTOMOTIVE & ENGINEERING
-  ENERGY & RESOURCES
-  CONSTRUCTION
-  TRANSPORT & LOGISTICS



# THE CAREERS AUSTRALIA *difference*







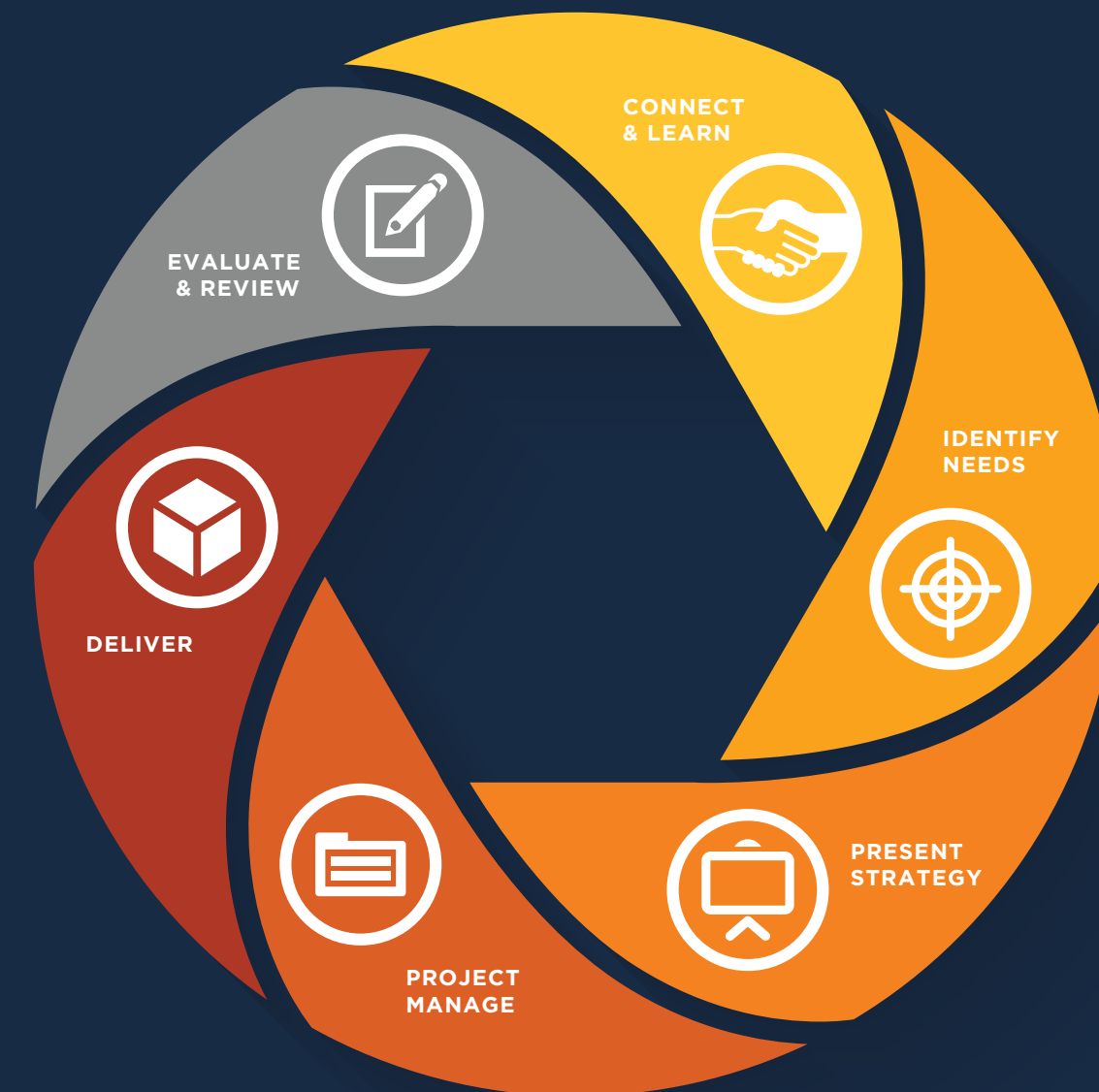
## OUR approach

The cornerstone of a productive workforce is having the right people with the right skills in the right place at the right time.

We recognise that every client organisation is different and faces distinct pressures and challenges. As a first step, we connect with and learn about your people and operations before identifying needs and presenting strategy.

We project manage and deliver solutions using specialists who have in depth industry experience. Our team will embed in your operations to maintain a constant watch on the effectiveness of the project, ready to refine at a moments notice to ensure it remains on target to achieve strategic outcomes.

Careers Australia helps to build, attract and retain a skilled workforce by applying industry best practice to review your organisation's capabilities and situation, then present innovative and practical solutions.





## EXCELLENCE IN WORKFORCE *training*

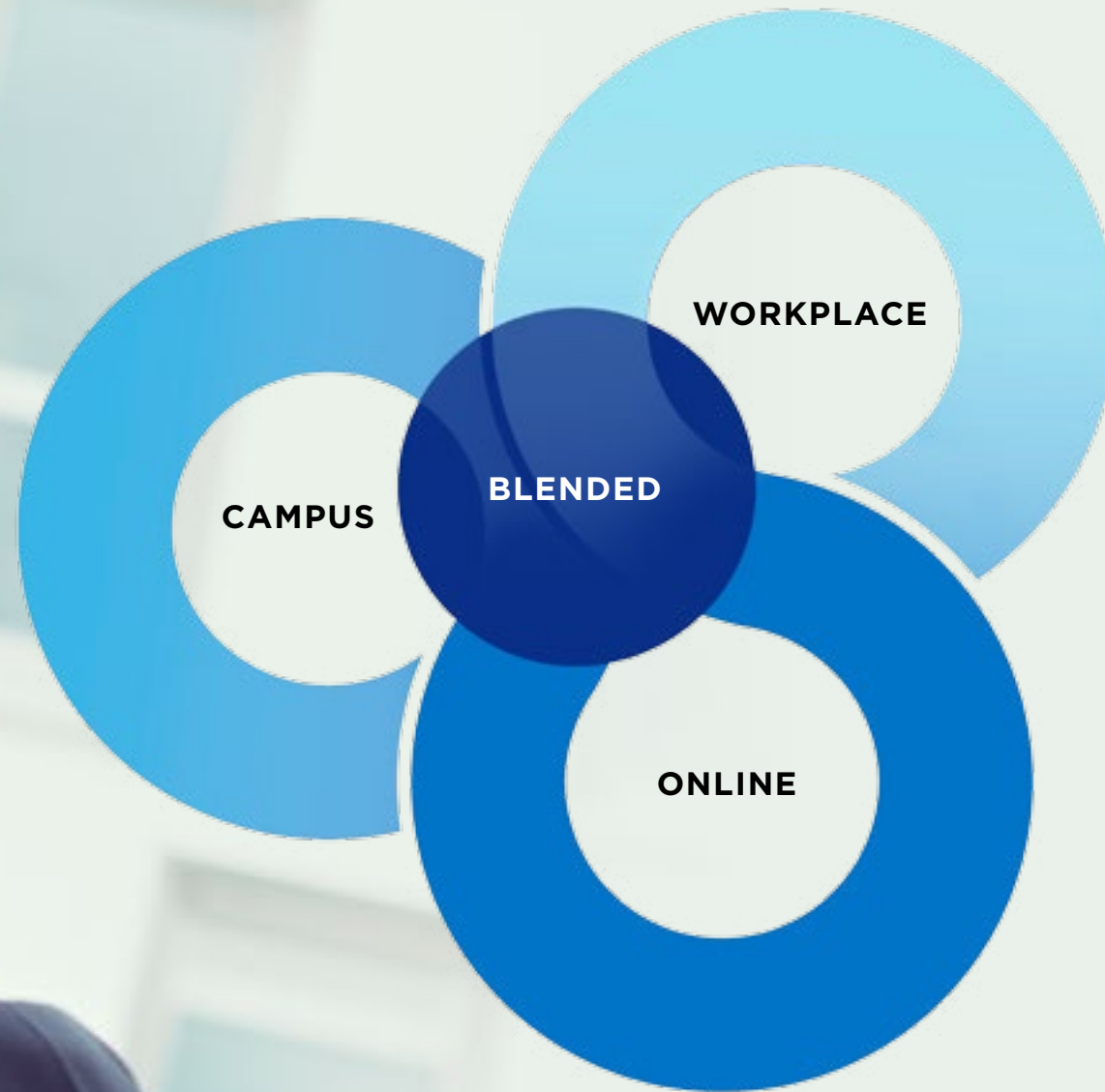
Careers Australia is at the forefront of workforce education and training. We have made a significant investment to take the lead in the online learning environment.

Our students can access virtual classrooms, web conferencing and 24/7 trainer support. This allows high quality training to be delivered any where, any time.

Apprenticeship training, traditionally delivered through lengthy off-site training blocks is now a thing of the past. Your staff will learn core skills of their trade or profession through a mix of traditional and innovative education practices at a time and place that suits them and their employer.

Our Industry Blended Learning Model gives employers the flexibility and accessibility to choose the best training solution.

- Increased flexibility
- Significantly reduced block training time
- Workplace training and assessment, auditing and reporting done for you
- More engaged apprentices
- Potential to accelerate apprenticeships
- More immediate application of skills and knowledge in the workplace
- Training when it's convenient for the worker and employer
- Employer engaged in the training process



## FLEXIBLE DELIVERY MODEL

Our staff are industry experienced and expertly identify the best training and delivery methods available for your company – whether it be on-campus in one of our 16 state of the art facilities, in the workplace, online or a blend of these techniques.





## A GLOBAL CAPABILITY, DELIVERED

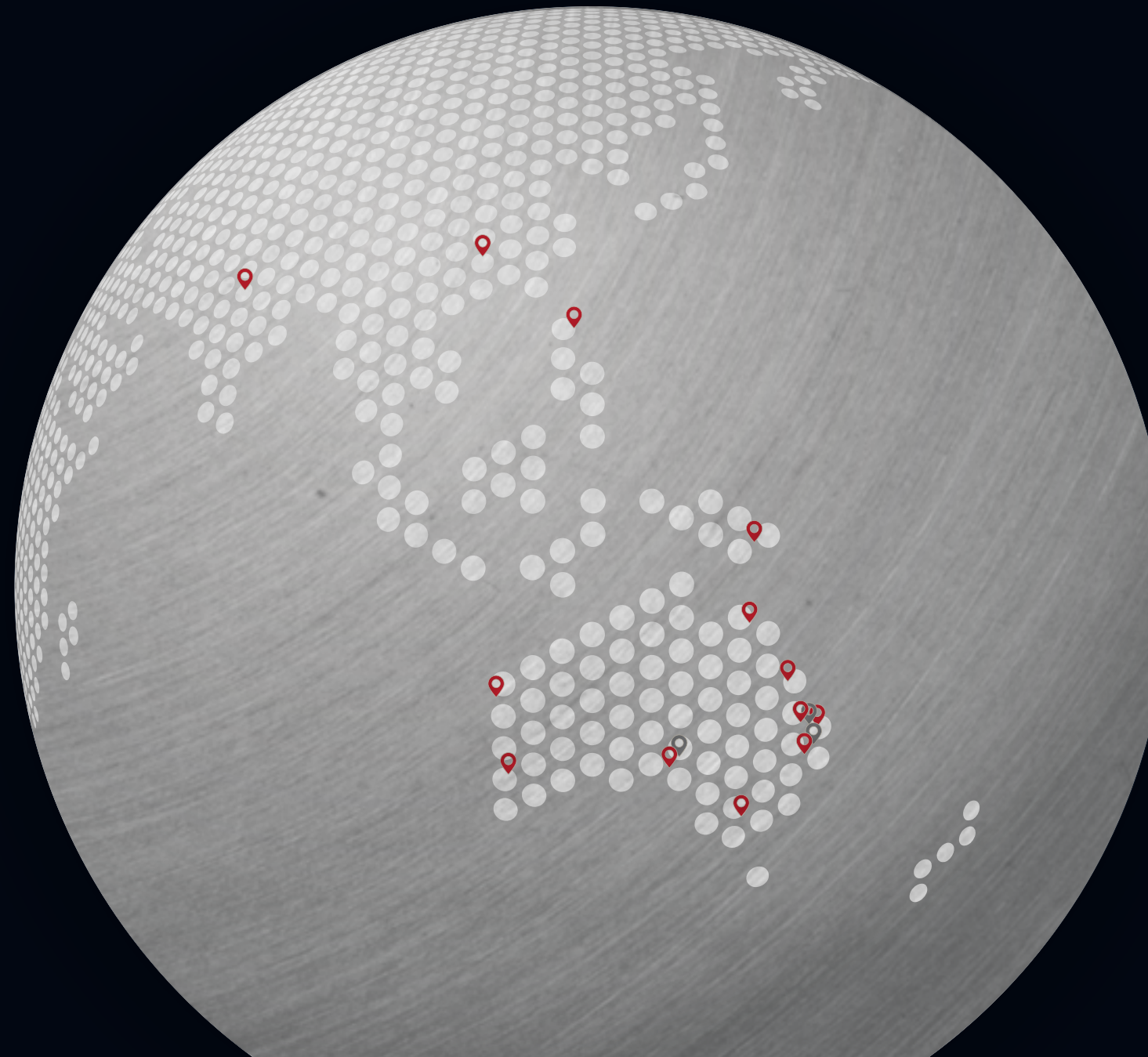
*locally*

Our professional services division has extensive international and national capability that is delivered with a local focus.

This provides a national consistency for your workforce solutions that is able to easily accommodate local needs.

We work with many companies that operate across State lines and in multiple industry sectors. This presents a complicated mix of workplace legislation and operational requirements. Our established and strong working relationships with governments and industry bodies enables Careers Australia to maximise funding opportunities for our clients.

Our Apprenticeships and Traineeships division provides nationally recognised training developed for the industry by the industry. It can also be tailored to your company's specific needs using your work sites as practical examples and training staff in your and your suppliers' products.



### Australia

#### QUEENSLAND

Brisbane  
Burleigh Heads  
Cairns  
Nerang  
Salisbury  
Southport  
Sunshine Coast  
Toowoomba  
Townsville

#### NEW SOUTH WALES

Newcastle  
Parramatta  
Sydney

#### VICTORIA

Melbourne

#### SOUTH AUSTRALIA

Hindmarsh  
Adelaide

#### WESTERN AUSTRALIA

Perth

### Papua New Guinea

Port Moresby

### China

GUANGDONG  
Shenzhen

### Philippines

Clark

### India

Gurgaon



## A HOLISTIC

# approach

When it comes to developing skilled people and effective workplaces, Careers Australia has the expertise to provide a holistic solution from strategy development through to implementation or a tailored solution based on your needs.

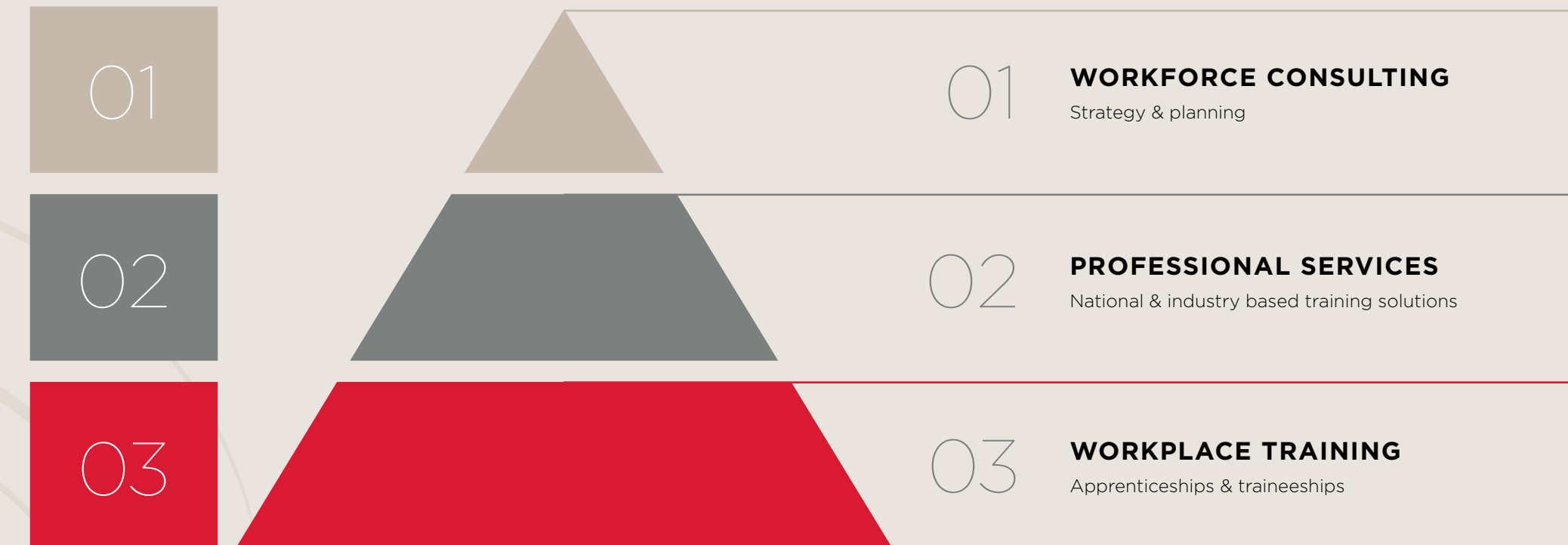
Our workforce consultants have first hand experience delivering transformational learning and development value to domestic and international clients. They focus on strategy, operational performance, organisational effectiveness and operational readiness and can facilitate a complete overhaul of corporate culture and organisational behaviour if required.

Our capabilities extend to:

- Designing workforce planning and development strategies;
- Designing, building and implementing Learning and Development Frameworks;
- Conducting reviews of existing Training Management Systems;
- Developing processes and procedures from “Enrolment of Participant” to “Return on Investment” strategies;
- Assisting in the development and maintenance of educational products and services through a quality review and business improvement process;
- Creating learning pathways; and
- Executive leadership development and succession planning.

## TOP TO BOTTOM SOLUTIONS

We provide solutions at any level of the organisation, whether it be strategy and planning, a national workforce development program rollout, apprenticeship or traineeship management or one-off training.





## CUSTOM TRAINING

# solutions

Careers Australia has over 200 nationally accredited courses on scope. We understand that business needs are constantly changing and evolving.

We offer a comprehensive range of accredited courses to suit a broad range of job roles, functions and industry sectors delivered as short courses, Certificate I to IV, Diploma and skills gap assessment.

If none of our existing products are quite right for your business, then we can work with you directly to design and deliver a tailored training solution that specifically targets your needs; whether it's a simple induction or a single and specific skill or skill set, through to an entire qualification built around your business.

## CUSTOM TRAINING

Skill Sets & Gap Skills  
Assessment

## DIPLOMA

Management

## CERTIFICATE IV

Post Trade /  
Frontline Manager

## CERTIFICATE III

Trade / Frontline Worker

## CERTIFICATE II

Traineeship / Apprenticeship  
/ Pre-Vocational

## CERTIFICATE I

Entry Level

## OUR

# accreditation

### Australian Qualifications Framework

Careers Australia courses and qualifications are nationally recognise and internationally transferable under the Australian Qualifications Framework (AQF).

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia.

### Australian Skills Quality Authority

Careers Australia courses and qualifications are accredited by the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia's vocational education and training sector with a mandate to ensure nationally approved quality standards are met.

### Australian Nursing & Midwifery Accreditation Council

Careers Australia's Diploma of Nursing course is accredited by the Australian Nursing and Midwifery Accreditation Council (ANMAC), who is Australia's independent accrediting authority for nursing and midwifery under the National Registration and Accreditation Scheme.

Careers Australia Group Limited  
ABN 51 122 171 840

Careers Australia Education Institute  
ABN 76 120 675 505 RTO 22479  
CRICOS 03224D

Careers Australia Institute of Training  
ABN 30 122 171 840 RTO 31470  
CRICOS 03026K



## CONTACT US

1300 731 599

[careersaustralia.edu.au](http://careersaustralia.edu.au)

[industry@careersaustralia.edu.au](mailto:industry@careersaustralia.edu.au)



**VET IN**

# *schools guide*



**CAREERS  
AUSTRALIA**

[careersaustralia.edu.au](http://careersaustralia.edu.au)



# welcome

Careers Australia offers a broad range of nationally recognised and industry relevant courses to secondary school students through the Vocational Education and Training in Schools (VETiS) program.

We are committed to providing first class opportunities for students through job pathways, university articulation or further vocational training.

For a young person, choosing the right career pathway is one of the most important and daunting decisions they will make. As Australia's largest private training college, Careers Australia offers a broad variety of flexible courses for students to choose from. And with a well established hands-on approach, our experienced team will support you and your students every step of the way.

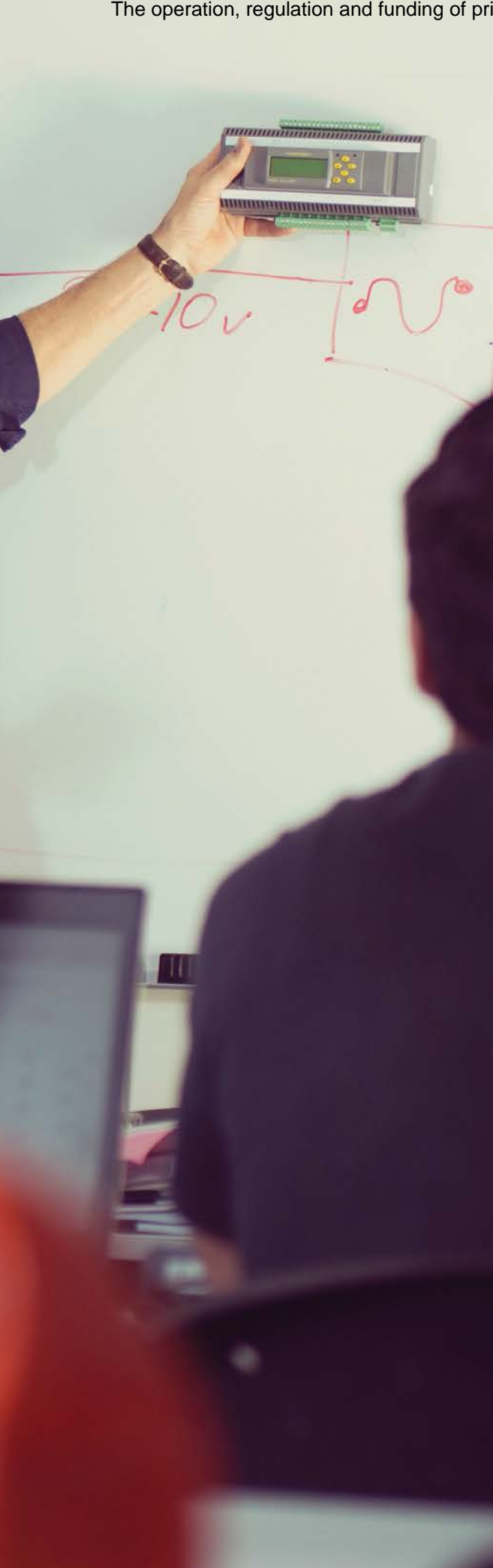
We work closely with industry to ensure that our courses meet the evolving and emerging skills desired. Our graduates are job ready with skills that are in-demand, providing them with the edge they need to enter the workforce and secure their dream career.



**Patrick McKendry**  
Managing Director/CEO







## who ARE WE?

Established in 2006, Careers Australia has grown to become Australia's leading private provider of vocational education and training.

With over 14,000 students and 16 campuses, our courses are recognised and highly respected nationwide.

We have an extensive offering of accredited short courses, apprenticeships, traineeships, certificates and diplomas that create solid pathways into employment and further education across a wide range of industries.

Our passionate group of industry-current educators deliver flexible, practical and fast outcomes.

Careers Australia has a number of industry partnerships, as well as articulation agreements with universities nationwide, to ensure our students have the best outcomes well after they graduate.

## QUICK FACTS

- Careers Australia has campus locations in every major Australian city.
- Careers Australia has over 200 nationally accredited and internationally recognised courses on scope.
- 75% of our students consistently give us a satisfaction rating of 7/10 or above.
- Our industry partners are some of Australia's most well known and respected corporations.



## WHAT IS VET IN *schools?*

VET in Schools refers to Vocational Education and Training (VET) courses undertaken as part of secondary school studies. About one third of Australia's senior secondary students are enrolled in a VET in Schools course.

Participating in a VET in Schools program can:

- provide credit towards the attainment of a Queensland Certificate of Education;
- provide credit towards further study at university;
- support a student's transition from secondary school to employment or further vocational education and training; and
- provide students with the foundation skills needed to acquire a traineeship or apprenticeship.

## OUR VETiS *program*

The Careers Australia VET in Schools curriculum is developed specifically for secondary school students and delivered by qualified educators with industry experience.

Available to students in years 10, 11 and 12, our courses are flexible and responsive to student and school needs. Training is delivered either at school or at nearby campuses or training facilities. Work placement or experience is also offered with some courses.

Our VET in Schools program is suitable for students with a range of academic capabilities. High achieving students have the opportunity to fast track their pathway to university qualification or gain key skills that will secure entry level positions that will complement further studies. It also provides disengaged students with the opportunity to gain an insight into possible career and study pathways in a more practical learning environment.

All materials required by the courses are inclusive and provided by Careers Australia including textbooks and safety gear where applicable.



## WHY STUDY *with us?*

### Nationally recognised and industry respected qualifications

Careers Australia's partnerships with world class industry leaders assist our students to make the connections they need to accelerate their career opportunities. We have also partnered with leading universities to ensure diploma graduates can receive credits for like tertiary qualifications, reducing the time and cost of further study.

With the unemployment rate at its highest in six years, students face a very competitive job market. Careers Australia's nationally recognised and industry respected qualifications put our graduates at the top of the list for employers and universities across the country.

### Engaging training for students

Contextualised for the secondary school demographic, our course curriculum is relevant to the student's career interest and allows them to draw comparisons from the materials into real life. Our educators are some of the most knowledgeable and experienced in their field. They have a passion for helping the next generation achieve their education goals and offer a wealth of real world experience.

### Flexible, tailored training

Careers Australia acknowledges that schools have multiple delivery schedules and demands on in-school time. Our VET in Schools courses are designed to complement the existing timetable and be completed in the student's 'spare' study sessions or during their allocated VETiS classroom time.

### Easy and supportive administration

From enrolment to graduation, Careers Australia handles all administrative and reporting responsibilities including all resulting, compliance audits and end of term validation meetings. Our educators take a leading role in parent/student/teacher interviews, presenting career and further learning pathways, course information and feedback on student progress.

### Student support services

We offer holistic student support services. Our dedicated passionate and professional support staff is ready to help students enter the adult learning environment and develop skills to improve their employability such as resume writing and interview preparation. Plus we have career advisors who provide students with personalised advice on further study or vocational training.

### Funding and subsidies

Eligible students can access a range of government and industry funding that makes our education amongst the most accessible and affordable in the country. To find out more about the funding available for your course of choice, or payment options please contact Careers Australia on 1300 887 696.





## STUDY

# *business & management*

Careers Australia has partnered with leading universities to ensure diploma graduates can receive credits for like tertiary qualifications, reducing the time and cost of further study.





## STUDY

# business & management

Having a solid understanding of business services offers graduates the opportunity to apply for roles in their industry of choice, work in the family business or start their own.

Successful course completion offers students credit towards future university programs, fast tracking studies. The Diploma of Business can provide between 40 and 80 credit points towards a Bachelor of Business.

Careers Australia also offers double diplomas which provide students with a broad understanding of business and management practices and the opportunity to focus on a preferred study area. The breadth of units studied in a double diploma offers greater cross credit to put towards future tertiary studies with up to 10 units credited and a potential saving of \$13,000<sup>1</sup>.

### BUSINESS & MANAGEMENT COURSES

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Certificate III in Business

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Certificate III in Business (Traineeship)

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Certificate III in Business Admin (Traineeship)

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Diploma of Business

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Diploma of Events

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Diploma of HR Management

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Diploma of Marketing

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Double Diploma of Business and Management

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Double Diploma of Business and Marketing

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Double Diploma of Business and HR Management

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Further details on these courses can be found on our website at [careersaustralia.edu.au/VET-in-schools](https://careersaustralia.edu.au/VET-in-schools)

*"I have enjoyed the Diploma of Business greatly and it has provided me with the confidence to start my own events management company. I can use the credit earned to reduce the time and cost of my Bachelor of Business."*

**GRANT PEEL,**

VET in Schools student,  
Somerset College.







## STUDY

# health & community

A career in the health and community sector is one of the most personally and professionally rewarding. Each day offers the opportunity to make a positive difference to someone else's life.





## STUDY

# healthcare

Allied health and aged care are excellent career pathways into the health sector, often sought as the first step towards becoming an enrolled nurse.

A Certificate III in Allied Health or Aged Care offers students the opportunity to secure an entry level role that will complement future learning and career pathways.

With the implementation of the National Disability Insurance Scheme and Australia's ageing population, employment growth is expected to be strong in the health sector.

Our partners include Australia's leading healthcare providers. Students will have the opportunity to undertake practical work experience with some of the industry's biggest employers including the Wesley Hospital, Healthscope, Regis, Ramsey, Anglicare, Blue Care, Catholic Healthcare, Opal and Bupa.

### HEALTHCARE COURSES

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Certificate III in Allied Health Assistance

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Certificate III in Aged Care (Assistant in Nursing)

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Further details on these courses can be found on our website at [careersaustralia.edu.au/VET-in-schools](https://careersaustralia.edu.au/VET-in-schools)

*"Careers Australia offers a supportive, professional and progressive service to students, staff and industry partners."*

**CORRIE PLOEG,**  
Operations Manager  
NSW/QLD,  
Estia Health







*"We've been overwhelmed by the interest in fitness and are excited to now offer three industry ready courses."*

**ROBERT JURLINA,**  
National Manager,  
VET in Schools,  
Careers Australia



## STUDY

# fitness

Helping others to achieve their personal fitness goals is a rewarding and in demand profession.

For students who are highly active and interested in physical health and wellbeing, studying the principles of exercise science will complement both their career and personal fitness goals.

As more emphasis is being placed on improving society's health, the fitness industry is growing rapidly with an additional 28,800<sup>2</sup> fitness instructor roles expected by 2017.

By obtaining a fitness qualification during school, students hit the ground running on their fitness career.

### FITNESS COURSES

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Certificate III in Fitness

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Certificate IV in Fitness

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Diploma of Fitness

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Further details on these courses can be found on our website at [careersaustralia.edu.au/VET-in-schools](http://careersaustralia.edu.au/VET-in-schools)





## STUDY EARLY

# childhood

## EDUCATION & CARE

Early Childhood Education and Care (ECEC) educators play a valued and critical role in the positive development of children.

With more than 50,000<sup>2</sup> job openings expected over the next five years, there are excellent prospects in the industry for students.

The National Quality Framework requires that to perform certain roles within a centre, educators must be qualified or studying towards a relevant qualification.

A Careers Australia course in ECEC is well respected in the industry and will provide students with work experience and the qualifications they require to start their career.

### EARLY CHILDHOOD COURSES

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Certificate III in Early Childhood Education & Care (Traineeship)

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Further details on these courses can be found on our website at [careersaustralia.edu.au/VET-in-schools](https://careersaustralia.edu.au/VET-in-schools)

*"Careers Australia students have the benefit of learning alongside high quality trainers that provide one-on-one support in both the classroom and in an early childhood service."*

**SONIA PALMER,**  
Regional Manager,  
Sunkids Childcare Centres







## STUDY

# trades & technical

By gaining a nationally accredited certificate, students will be able to gain credit towards a trades traineeship or apprenticeship.

Careers Australia offers students flexible and tailored training which can kick-start a career in their chosen industry.

The trades curriculum combines school-based study with practical on-the-job training. Students have the opportunity to complete Trade based Certificate I and II qualifications providing them with the foundation skills required and sought after by industry employers.





## STUDY

# engineering

Gaining a qualification in engineering opens doors to working in industries all over the world.

Engineers are integral to the growth and sustainability of community, commercial and domestic infrastructure such as manufacturing plants, railways, electricity and communications.

The skills and concepts embedded in our certificate and diploma courses allow students to acquire the base knowledge needed to work in mechanical, industrial and production engineering environments, as well as present students with an insight into the varied engineering fields.

Careers Australia works closely with our industry partners to identify in-demand skills and tailor our course offerings. The skills learned are highly transferable across industries and may lead in to a school based apprenticeship.

### ENGINEERING COURSES

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Certificate I Engineering (Rail Industry)

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Certificate II in Engineering (Pathways)

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Certificate II in Engineering (Traineeship)

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Certificate III in Engineering- Fabrication or Mechanical (Apprenticeship)

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Diploma of Engineering (Technical)

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Further details on these courses can be found on our website at [careersaustralia.edu.au/VET-in-schools](https://careersaustralia.edu.au/VET-in-schools)

*“Rail Skills Australasia works closely with Careers Australia to ensure that the industry is provided with the skills that are needed, where they are needed, when they are needed.”*

**PAUL DALY,**  
Chief Executive Officer,  
Rail Skills Australasia







*"The Careers Australia electrotechnology students demonstrate a clear understanding of the electrotechnology framework and will be an asset to the industry."*

**RICHARD BONATO,**  
Director, Laser Electrical, AYR



## STUDY

# electro technology

Electrotechnology impacts on almost all aspects of daily life.

Roles in this industry are responsible for the installation, servicing, repair and maintenance of electrical and electronic equipment for industrial, commercial and domestic purposes.

Given our insatiable appetite for technology and with significant national investment in new infrastructure, demand for electricians is expected to add 58,900<sup>3</sup> jobs by 2016.

The concepts learned in the Certificate II in Electrotechnology provide students with the base knowledge to work in a wide range of electrical environments and may lead in to a school based apprenticeship.

### ELECTROTECHNOLOGY COURSES

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Certificate II Electrotechnology (Career Start)

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Certificate III in Refrigeration & Air Conditioning (Apprenticeship)

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Certificate III in Electrical (Apprenticeship)

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Certificate IV in Systems Electrical (Apprenticeship)

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Further details on these courses can be found on our website at [careersaustralia.edu.au/VET-in-schools](http://careersaustralia.edu.au/VET-in-schools)





## STUDY

# Construction

Building homes or tomorrow's infrastructure is a rewarding career.

Jobs in the construction industry are predominantly outdoor and suit students who want to work with their hands.

After a recent lull, the construction industry is predicted to boom with 83,500<sup>4</sup> new jobs expected by November 2018. Gaining an entry level qualification for the construction industry during secondary school puts students in the best position to fast track their career in this ever growing industry.

Careers Australia has long term partnerships with some of the largest agencies that facilitate the placement of apprentices for the construction industry. Our courses are specifically designed to prepare students to be site-ready including knowing and understanding work health and safety procedures.

### CONSTRUCTION COURSES

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Certificate I in General Construction

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Certificate III in Carpentry (Apprenticeship)

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Further details on these courses can be found on our website at [careersaustralia.edu.au/VET-in-schools](https://careersaustralia.edu.au/VET-in-schools)

*"Careers Australia has provided a great training experience for our school based apprentices."*

**ANDREW PERATS,**

Employment & Recruitment Director,  
Australian Industry Trade College







*"Our students understand the manufacturing environment and are able to quickly adjust to the workplace."*

**KINGSLEY WRIGHT,**  
Careers Australia  
Program Manager,  
Engineering

## STUDY

# manufacturing

The Australian manufacturing industry is incredibly diverse and includes businesses involved in activities from processing food to smelting steel.

Students will develop an appreciation of the manufacturing process and what is needed to design, plan, manufacture and market a product from beginning to end at a technical level.

A Careers Australia course in manufacturing is well respected in the industry and will provide students with the qualifications they require to start their career.

### MANUFACTURING COURSES

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Certificate II in Manufacturing

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Certificate III in Manufacturing

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Further details on these courses can be found on our website at [careersaustralia.edu.au/VET-in-schools](https://careersaustralia.edu.au/VET-in-schools)





## STUDY

# automotive services

Keeping up with the rapid changes in automotive technology is essential for students who wish to enter the industry.

As the number of cars owned by Australians grows by more than 400,000 each year, the demand for qualified automotive professionals is increasing.

Careers Australia works closely with our industry partners including First Class Taxis, RACQ, Penrite Oils, Century Batteries, Snap On Diagnostics and major automotive dealerships to ensure our graduates have relevant skills that easily transfer to the workplace.

### AUTOMOTIVE COURSES

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Certificate II in Automotive Servicing Technology

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Certificate II in Service Technology (Traineeship)

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Certificate II in Underbody (Traineeship)

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Certificate III in Light Vehicle (Apprenticeship)

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Certificate III in Heavy Vehicle (Apprenticeship)

---

Certificate III in Auto Electrical (Apprenticeship)

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Certificate III in Underbody (Apprenticeship)

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Further details on these courses can be found on our website at [careersaustralia.edu.au/VET-in-schools](https://careersaustralia.edu.au/VET-in-schools)

*"Careers Australia understands the need to continually develop our staff's skills to meet the unique challenges facing business today. The training program is great, but what impressed me the most is the flexibility and the feedback on the student progress."*

**DAVID SCHULTZ,**  
Group Service Manager,  
Robina Auto Village







*"Their approach to tailoring training to suit the needs of the kitchen operations and apprentices is extremely effective for our organisation."*

**ALAN SCHRADER,**  
General Manager  
Pancakes in Paradise



## STUDY

# hospitality

Gaining a qualification in hospitality will opens doors for students to work all over Australia and the world.

Interest in the hospitality industry has exploded over the past 10 years.

The popularity of specialty restaurants and television shows such as Master Chef and My Kitchen Rules is strong evidence of its resurgence.

Demand for qualified hospitality workers over the next five years is expected to be high with between 25,001 and 50,000<sup>2</sup> new job offerings to be added.

### HOSPITALITY COURSES

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Certificate II in Hospitality (Kitchen Operations)

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Certificate III in Bakery- Bread or Combined (Apprenticeship)

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Certificate III in Hospitality (Apprenticeship)

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Certificate III in Commercial Cookery (Apprenticeship)

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Further details on these courses can be found on our website at [careersaustralia.edu.au/VET-in-schools](https://careersaustralia.edu.au/VET-in-schools)



## WHERE TO

*from here?*

### Parents & students

Visit our website or call us directly to discuss the courses of interest. Contact your school's careers advisor or VET in Schools coordinator to express your interest in learning with Careers Australia.

### Careers advisors and VET in School coordinators

Visit our website or call us directly to discuss the courses of interest.

A VET in schools pathway coordinator will contact you to arrange a meeting to discuss your needs, assist with course selection, funding enquiries and possible timetabling for delivery.

### School Leavers

Now more than ever, young people face a highly competitive job market. Careers Australia can provide the edge they need to quickly secure a job.

For the school leaver, we offer an extensive range of accredited short courses, apprenticeships, traineeships, certificates and diplomas. We create thousands of pathways into employment and further study.

Careers Australia is committed to helping our students into the adult learning environment and assisting them to secure the skills they need to improve their employability.

We have also partnered with one of the regions largest employers and recruitment providers, Chandler Macleod. Upon enrolment, students opt-in to become Chandler Macleod candidates and gain access to their job seeker resources.

**For more information about our post school courses, see our website [careersaustralia.edu.au](http://careersaustralia.edu.au) or call us on 1300 887 696.**

### References

1. *Saving is based on the Semester I 2014 Queensland University of Technology Bachelor of Business unit prices*
2. [joboutlook.gov.au](http://joboutlook.gov.au)
3. *Skills for all Australians, Department of Prime Minister and Cabinet, Australian Government ([dpmc.gov.au/publications](http://dpmc.gov.au/publications))*
4. *2014 Industry Employment Projections, Department of Employment, Australian Government*



*All information correct at time of printing 08/2014*



# who is

## CAREERS AUSTRALIA?

Established in 2006, Careers Australia has grown to become Australia's leading private provider of vocational education and training (VET).

Careers Australia has helped 58,000 students open the door to opportunity.

The Careers Australia VET in Schools curriculum is developed specifically for secondary school students and delivered by qualified educators with industry experience. Available to years 11 and 12, our courses are responsive to student needs.

Research confirms that students who undertake VET programs transition more successfully to further study and the workplace. With the youth unemployment rate at an all-time high, our VET in Schools program can provide students with the competitive advantage they need to thrive after school.

The UPREP program is also available for the

- + Diploma of Management
- + Diploma of Project Management
- + Diploma of Marketing
- + Diploma of Human Resources

For more information on the above UPREP programs, or to find out more about Careers Australia's VET in Schools courses, call us on 1300 150 824 or visit [careersaustralia.edu.au/vet-in-schools](https://careersaustralia.edu.au/vet-in-schools)

VET IN SCHOOLS  
**UPREP** *guide*



# what is

## UPREP?

With nearly one in every five students dropping out of university in their first year of study <sup>(2)</sup>, our UPREP (University Preparation and Readiness Program) has been designed to assist students to develop realistic expectations of university and the study skills required to succeed in an adult learning environment.

Studies show these are both critical elements in a student's adjustment from school to university <sup>(3)</sup>.

Our UPREP program allows students to undertake an Accredited Australian Diploma program in their final years of secondary school that provides practical business skills and theoretical knowledge of business and management practices. The course includes university readiness workshops that cover topics such as independent learning, where to find support at university, guidance for writing a variety of assessments, database searching and referencing.

Successful completion of a Diploma through our UPREP program can result in up to 12 months of credit towards a university course and a potential saving of up to \$9,821.

Reference: saving is based on the 2015 annual fee for a Bachelor of Business at Flinders University.

The UPREP program is contextualised to assist South Australian secondary students to successfully transition into one of the following degrees:

- Bachelor of Business
- Bachelor of Commerce

### Entry requirements for UPREP

UPREP requires students to be working towards a SACE and to have sufficient language, literacy and numeracy (LLN) skills. To determine a student's suitability for UPREP, each student is required to undertake a LLN test administered by Careers Australia and participate in a formal interview.

### Benefits for students

- In accordance with the SACE Board's Recognition of VET Policy, students will receive 10 credits for every 70 nominal hours or 5 credits for every 35 nominal hours of successfully completed VET study. The Diploma of business can provide students with approximately 65 credits.
- Students can be eligible to receive up to one year of credit towards related tertiary qualifications at some universities.
- A nationally recognised and industry respected qualification that will assist students gain employment while pursuing further study.

### Benefits for schools and parents

- UPREP Diplomas are designed to be flexible programs that will work within timetable restrictions and student commitments.
- Easy enrolment process with a dedicated member of our staff available to assist with any questions.
- All course materials are inclusive and provided by Careers Australia.
- All administrative and reporting responsibilities including all resulting, compliance audits and end-of-term validation meetings are handled by Careers Australia.

For more information, or to make an appointment with our pathway coordinators, please contact 1300 150 824 or email [vet\\_in\\_schools@careersaustralia.edu.au](mailto:vet_in_schools@careersaustralia.edu.au)

1. Karmel, T. (2007). Vocational Education and Training in Australian Schools. The Australian Educational Researcher, 30, 101-118.

2. Gilmore, H & Marshall, K. (2014) University drop-out rate remains stage as census date looms. Retrieved from <http://www.theage.com.au/victoria/university-dropout-rate-remains-stable-as-census-date-looms-20140329-35qca.html#ixzz3EwWYHSvH>

3. Urquhart, B. A., & Pooley, J. (2007). The Transition Experience of Australian Students to University: The Importance of Social Support. The Australian Community Psychologist, 19(2), 78-91.

STUDY BUSINESS

## DIPLOMA OF BUSINESS

CODE

BSB  
50207

Having a solid understanding of business services offers graduates the opportunity to apply for roles in their industry of choice, work in the family business or start their own.

Successful course completion offers students credit toward future university programs, fast tracking studies. Our courses are designed to empower students, giving them a competitive edge and job ready skills that can be immediately applied in the workforce.

- + Identify and evaluate marketing opportunities
- + Establish and adjust the marketing mix
- + Manage risk
- + Manage recruitment, selection and induction processes
- + Implement continuous improvement
- + Undertake project work

### 12 – 18 month delivery schedule

**DELIVERY** In school delivery, approximately 3 ½ contact hours per week

**DURATION** 4 – 7 Terms

**FUNDING** VET Fee Help is available for eligible Australian Citizens. Payment plans are also available through Careers Australia.

# pathways

Studying UPREP could be the first step on the pathway to university success or career ambitions. By developing skills and knowledge in an adult learning environment, students gain both confidence and qualifications to prepare them for a bright future.

### DIPLOMA OF BUSINESS

Complete as part of your SACE

### UNIVERSITY PATHWAYS

Bachelor of Business  
Bachelor of Commerce

### CAREER OPPORTUNITIES

#### Earn while you pursue further study as a:

Business administrator, human resources officer, marketing assistant, recruiter, project coordinator or start your own small business.

### CAREER OPPORTUNITIES

Depending on the major you choose at university, the following career opportunities are just the start of what will be available to you:

Business management, human resource management, marketing management, employee relations advisor, workforce planning manager, digital strategist, product manager, corporate affairs manager, public relations consultant, publicist, international business specialist, systems analyst.



**CAREERS AUSTRALIA**

# Course guide



**CAREERS  
AUSTRALIA**







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## THE CAREERS AUSTRALIA

# difference

We believe that people thrive in environments where opportunity and ambition meet, so when you walk through the doors at Careers Australia, you don't just step into a classroom.

You step into a community - one that is going to help change your life. You are joining a group of over 14,000 students and the opportunities and connections you encounter will be some of the most valuable you will experience.

We are a modern, dynamic education institution and one of the largest private institutes in Australia. With training centres throughout Australia, our facilities are world class and our staff are experts in their field. Comprehensive theory written by people with real life experience and industry connections, means you have more opportunities than you may have thought possible.

With strong links to business, valuable partnerships with industry groups and universities, we can help create pathways to your future success.

It is your success that is important to us - not just your success in your course, but your long term educational and career success.

We provide courses that equip you with industry-leading skills and offer academic and financial support if you need it. Studying with us can create a pathway into a new career, a promotion or higher educational opportunities.

Our courses are flexible and designed to suit your education level and lifestyle. Your journey towards a successful career starts here.

**So join us at Careers Australia. Where Doors Slam Open.**



**Patrick McKendry**  
Managing Director/CEO









## TOP 10 REASONS TO STUDY WITH

# careers australia

Whether you're working towards that dream job, have your heart set on a trade, or want to kick-start your career – doors slam open with Careers Australia.

Studying with Careers Australia creates your pathway to a great career and helps you fulfil personal goals and achieve success in your workplace.

When it comes to training, studying with Careers Australia is the smart choice because of our strong links with industry, hands-on educators, and access to internships and employment opportunities.

With more than 80 courses offered in Business and Management, Building and Construction, Engineering, Hospitality, Nursing, Healthcare and Community Services, as well as industry specific short courses in First Aid, Hospitality, Construction and Business, there is no limit to your employment prospects with Careers Australia.

Your ambition, combined with Careers Australia's student focussed training and range of courses, will help open the door to new opportunities in work and life.

1

### We have flexible delivery modes and training locations across Australia

At Careers Australia you will join 14,000 domestic and international students studying online or at one of our sixteen training locations across five states including in Queensland, New South Wales, Victoria, South Australia and Western Australia.

2

### We support you throughout your study

Your experience at Careers Australia is important to us. Our Student Support Services, Industry Placement and Student Support Counsellors provide support and guidance to help you reach your personal and career goals.

3

### We offer a wealth of resources

By studying with Careers Australia you have access to state of the art facilities and learning resources including clinical and computer labs. Our teaching equipment, full campus WiFi, library and e-learning resources, are designed to mirror your real life career experiences.

At Careers Australia we are passionate about innovation and continuous improvement. Our industry collaboration, programs and resources are kept at the cutting edge so you are best prepared for your successful future.



4

### We offer expert trainers and educators

To make sure that you receive the best training and education, our educators are as passionate about teaching as you are about learning. They have the qualifications and hands on field experience that sets Careers Australia apart. We partner outstanding educators with industry leading learning materials and methods, so you get the skills you need to be job ready.

5

### We offer a wide range of nationally recognised courses and training across a variety of disciplines

Your training could be an Apprenticeship or a Traineeship. You could study for a Certificate in Aged Care, Automotive, Business and Management, Building and Construction, Community Services, Counselling, Engineering, Finance, Hospitality, or Nursing.

6

### We have developed flexible courses

Our regular start dates mean you have the flexibility to start studying when it best suits you. Our courses vary in duration, from one day to two years, so the right course combination is easy to create.

7

### We teach programs that are constantly evolving

At Careers Australia, our program's additional articulation pathways continue to be negotiated to enable you to have a seamless transition into the university of your choice. Having job-focused qualifications also creates opportunities to gain more relevant and better-paid part-time work for those students who do not meet university entry requirements.

8

### We offer courses that provide practical experience

Your experiences are valuable, they shape your world and your career. At Careers Australia, we make sure you gain practical know-how by putting you in real world industry settings. Many of our courses include work experience in a business related to your study, so you can practice your skills and build links with your industry before you even graduate.

9

### We have strong industry links

We know you are motivated to start your career with practical skills as soon as you can. Our links to industry mean we develop courses that deliver the skills and experience that companies want team members to have. Links with over 3,000 organisations across Australia give you valuable industry knowledge, internship and employment opportunities.

10

### We are your pathway to further education

Your study with Careers Australia might provide the launching platform to further education, rather than a career. With study techniques and disciplines developed in small classes, in a self managed, mature environment, the specialised attention you get from our educators gives you a head start to university success.

Our partnerships with Australian universities and other educational institutions give Diploma graduates recognition for the education and training you have already completed.

Starting university after studying with Careers Australia could mean superior study skills, a semester of credit and a better chance at successful university study.



UNIVERSITY

# pathways

## ★ ★ ★ University entry and articulation

Careers Australia has articulation arrangements with a number of universities across Australia.

Students who successfully complete a Diploma may be eligible for up to one year of credit in a related degree through a system of credit transfer at selected Australian universities.

**Please visit our website to view the current list of articulation arrangements.**



## Study Online

At Careers Australia, online education gives you the opportunity to reach your goals in a way that fits in with your life.

- Study from your own home – no matter where that is
- Study at times that suit you
- Keep your day (or night) job
- Switch to on-campus or back to online study if your situation changes
- Studying the same courses with the same educators and trainers as on-campus students.

Everything we have learned from our on campus and workplace delivery, we have put into our online courses, including outstanding support from our passionate educators.

Our courses can accommodate even the busiest of lives. Careers Australia educators stay up-to-date with the constantly changing face of industry, and our courses have been developed so you can make the most of your learning experience.

As one of Australia's leading providers of Vocational Education and Training online, no matter where you live, we will do our best to keep you connected to your future ambitions.

## VET in Schools Program

Vocational Education and Training (VET) in Schools offers practical and hands on education that is designed to meet the needs of industry and maximise student career pathway opportunities and employment outcomes.

The VET in Schools initiative provides you with the right skills and knowledge to enter a specific career or industry, while giving you the flexibility of having courses delivered online, in person or a blended model.

Our courses provide a solid foundation of skills, knowledge and experience that can articulate to a range of employment options in a specific career or industry. If a pathway to university is what you seek, our Certificate III and IV courses result in selection rankings and OP equivalency – opening the door to further education.

Our close relationships with industry mean that you could have the opportunity to undertake practical work experience with some of the biggest employers in their field.

**To find our more, please contact**  
**VET\_in\_Schools@careersaustralia.edu.au**



# SERVICES & *facilities*



## Student Support Services

A great study experience means successful study outcomes. At Careers Australia, Student Support Services is here to help you create the best learning experience to achieve your goals. The team can assist you with administrative assistance, time management, resume and interviewing skills and career guidance.

## Personal Support

Careers Australia understands that you may need to talk to someone for reasons other than study.

Student Support Counsellors are on hand to offer you confidential support and counselling, to help you cope with any personal or study based challenges. They can also liaise with trainers and educators on your behalf and provide referral information for ongoing support.



## CAMPUS

# locations

Careers Australia delivers courses online, in workplaces and at 16 campuses across the country.

From Townsville in north Queensland, to Melbourne in the south and Perth in the west, and all over the nation through our industry leading online classrooms, your education success is closer than you think with Careers Australia.



### Queensland

**Bowen Hills**  
**Burleigh**  
**Caboolture**  
**Fortitude Valley**  
**Nerang**  
**Salisbury**  
**Southport**  
**Townsville**  
**Toowoomba**

### New South Wales

**Sydney**  
**Newcastle**  
**Parramatta**

### South Australia

**Adelaide**  
**Hindmarsh**

### Victoria

**Melbourne**

### Western Australia

**Perth**



HOW TO

*enrol*

AT CAREERS  
AUSTRALIA



## Applying to study at Careers Australia is simple.

We accept direct enrolment for all courses, with the exception of Apprenticeships and Traineeships.

### Step 1



#### To enrol over the phone, please call 1300 887 696

Our team will talk you through the enrolment process over the phone. We're here to help between 8am and 5pm Monday to Friday.



#### Visit the website [careersaustralia.edu.au/enrol](https://careersaustralia.edu.au/enrol)

You'll find all the information you need to enrol into your course here.

### Step 2



#### What you'll need to provide

- ✓ Personal information
- ✓ Tax file number
- ✓ Proof of Australian Citizenship

## After you have enrolled

Once your enrolment has been accepted, you will receive confirmation of your enrolment and your Welcome Pack.

#### Your Welcome Pack will outline the following:

- ✓ The course in which you have been accepted
- ✓ The campus where you will be studying the course
- ✓ The start and finish date of the course
- ✓ The duration of the course
- ✓ The cost of the course
- ✓ The terms and conditions of enrolment
- ✓ The refund policy.





**AVAILABLE**

*funding*

Study at Careers Australia gives you access to a range of government and industry funded schemes. This makes our education and training amongst the most accessible and affordable in the country.

Available funding and subsidies vary between courses, industries and states and is dependant on a number of personal factors. You can find more information on our website about what funding is available.

### Fees

The fees associated with Careers Australia's courses are dependent on the qualification and mode of study you would like to do. Visit our website at [careersaustralia.edu.au](https://careersaustralia.edu.au) for more information.

### VET FEE-HELP

VET FEE-HELP is an income contingent loan scheme provided to eligible fee-paying students to help pay for part or all of their tuition fees. VET FEE-HELP enables you to begin studying without paying any upfront tuition fees.





### How does it work?

The Australian Government pays the amount of the loan direct to Careers Australia. Students then repay the loan through the tax system once they reach the minimum income threshold.

### Who is eligible for VET FEE-HELP?

To qualify for VET FEE-HELP whilst studying at Careers Australia you must be:

- undertaking study as a full fee-paying student in an approved VET FEE-HELP Diploma program;
- an Australian citizen; or
- a permanent Humanitarian Visa holder who is a resident in Australia for the duration of your study.

**For more information about VET FEE-HELP call us on 1300 887 696**, visit our website at **[careersaustralia.edu.au](http://careersaustralia.edu.au)** or refer to the Department of Education and Workplace Relations website at **[deewr.gov.au/vetfeehelp](http://deewr.gov.au/vetfeehelp)**.



## VOCATIONAL EDUCATION AND TRAINING (VET) TO

*higher  
education*





Vocational Education and Training (VET) is an education framework that focuses on providing skills for work from secondary school to higher education.

All Vocational Education and Training qualifications delivered by Careers Australia create pathways from secondary school to higher education, and with over 200 nationally recognised qualifications across Australia, Careers Australia is sure to have a program that is right for you.

	DURATION	ACADEMIC PREREQUISITE
Bachelor Degrees	2 – 4 years	Grade 12 or Diploma
Diplomas	1 – 2 years	Grade 12
Certificates	6 mths – 1 year	Grade 12 or equivalent

ENTRY REQUIREMENTS



# qualifications

## AT CAREERS AUSTRALIA

Careers Australia can assist you in developing your existing skills in a range of industry occupations. Whether you are trade qualified, or looking to develop your skills to enter a new profession, Careers Australia has something to suit your needs and achieve your career goals.

### Australian Qualifications Framework

The following information is in accordance with the Australian Qualifications Framework. This diagram is a guide to the structure of courses offered at Careers Australia. **For specific course details and articulation pathways, refer to the course section within this guide.**



Level

1

## **CERTIFICATE I**

A Certificate I course will equip you with the essential knowledge and skills required for initial work and provide a platform for further learning. You will be able to apply foundational cognitive, technical and communication skills to undertake defined routine activities and identify and report simple issues and problems. You will be able to demonstrate autonomy in highly structured and stable contexts.

Level

2

## **CERTIFICATE II**

A Certificate II course will equip you with the knowledge and skills for work in a defined context and provide a platform for further learning. You will be able to apply cognitive, technical and communication skills to undertake defined activities and provide solutions to a limited range of predictable problems. You will be able to demonstrate autonomy and judgement in structured and stable contexts.

Level

3

## **CERTIFICATE III**

A Certificate III course will equip you with technical, procedural and practical knowledge for work in a defined context and further learning. You will be able to apply a specialised range of methods, tools and information to complete routine activities and provide solutions to problems. You will be able to demonstrate autonomy and judgement and take limited responsibility in known and stable contexts within established parameters.

Level

4

## **CERTIFICATE IV**

A Certificate IV course will equip you with broad factual, technical and theoretical knowledge of a specific area or broad field of work and learning. Graduates at this level will be able to use their learnings to complete routine and non-routine activities and provide solutions to a variety of problems. You will be able to demonstrate autonomy, judgement and limited responsibility in known or changing contexts within established parameters.

Level

5

## **DIPLOMA**

A Diploma course is the highest level of study from a registered training organisation and will equip you with specialised knowledge and skills for skilled/paraprofessional work and designed to offer the student the most comprehensive skills and experience necessary to enter their chosen industry and a clearer path to further education at university. You can use your learnings to apply method and technologies to analyse information to complete a range of activities, provide solutions to complex problems and transmit information to others. You will demonstrate autonomy, judgement and defined responsibility in known or changing environments and with broad but established parameters.

### **APPROVED ARTICULATION PATHWAYS TO UNIVERSITY**

Level

6

## **ADVANCED DIPLOMA**

Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning.

Level

7

## **BACHELOR DEGREE**

Graduates at this level will have broad and coherent knowledge and skills for professional work and/or further learning.



## INDUSTRY LEADING TRAINING FOR A SKILLED

# *workforce*





At Careers Australia we work to support business and employee growth by providing workforce skills and delivering quality training and education.

We will work with you and your employer to help develop a training plan, deliver your training, assess your achievement of skills and issue you a nationally recognised qualification upon successful completion of your Apprenticeship or Traineeship.

We have the experience and the capacity to provide industry leading training to ensure students develop the skills and knowledge that employers require in order to help their business grow.

## APPRENTICESHIPS & TRAINEESHIPS

Australian Apprenticeships cover approximately 600 vocations in traditional trades as well as a range of emerging careers in most sectors of business and industry.

Apprenticeships and Traineeships are competency based training programs that may be completed full time, part time or while at school. As nationally recognised qualifications, they combine time at work with campus or workplace training and provide entry-level training for new employees to build their career and employment aspirations.

**Careers Australia offers a large range of Apprenticeships and Traineeships, and there are two ways you can be employed as an apprentice or trainee:**

**1. You can be employed directly by a business.**

The business will pay your wages and train you with the support of Careers Australia.

**2. You can be employed by a group training organisation.**

A group training organisation will place you with different businesses to gain on-the-job experience. It will also pay your wages and organise your training with Careers Australia.

Careers Australia can provide you with the essential training required for the successful completion of your qualification. To get started in an Apprenticeship or Traineeship that is right for you, contact your Australian Apprenticeship Centre or visit [australianapprenticeships.gov.au](http://australianapprenticeships.gov.au).

### Minimum requirements

To be eligible to undertake an Apprenticeship or Traineeship you must fit the following criteria:

- be at least 15 years of age;
- be working in a permanent part time or full time capacity; and
- be an Australian citizen and a permanent resident of the state that you are seeking to obtain an Apprenticeship or Traineeship.

### School based Apprenticeships and Traineeships

School based Apprenticeships or Traineeships allow you to work for an employer as a paid employee and undertake training towards a recognised qualification, whilst completing your secondary school studies. School based Apprenticeships combine high school study, training and paid work. On completion of year 12, you will receive your senior certificate and have trained towards a Certificate qualification in your chosen career, as well as being paid for your time spent working.





## **PRE-APPRENTICESHIP AND EMPLOYMENT PROGRAMS**

Pre-apprenticeship and pre-employment programs are available for Certificate I, II and III qualifications and are an opportunity to trial a trade or vocation before you take the plunge and enter into one. These programs are nationally recognised opportunities that can lead to an Apprenticeship or Traineeship and create a point of difference which will help make you a more attractive potential employee and give you valuable industry time and experience.

### **How do they work?**

#### **Pre-apprenticeship Programs**

Pre-apprenticeship programs provide entry into nationally recognised trade qualifications. They are generally structured to run for a period of 12 - 26 weeks and include technical trade training in a simulated training environment which you can then apply within the industry whilst undertaking vocational placement.

#### **Pre-employment Programs**

Pre-employment programs provide 4 - 6 weeks of nationally recognised training, including two weeks of vocational placement with an employer. Pre-employment programs allow you to complete or partially complete a Certificate I, II or III qualification, which may articulate into an Apprenticeship or Traineeship.

#### **What are the benefits?**

Australian Apprenticeships pathways can provide a range of benefits to you as well as your employer:

- entry level skills and the knowledge required to enter sustainable employment;
- improved job placement and numeracy skills related to employment in the trade sectors;
- basic skills for working in trade related industries;
- opportunity for employers to trial a potential apprentice or trainee;
- opportunity for you to promote yourself as a future apprentice or trainee to that employer; and
- up to 9 months credit towards an Apprenticeship or Traineeship.



## APPRENTICESHIPS AND TRAINEESHIP COURSES

At Careers Australia, Apprenticeships and Traineeships are offered nationally across a range of industry sectors and qualifications, including the following:

<b>AUTOMOTIVE</b>	Certificate II	Automotive Air Conditioning Technology
	Certificate II	Automotive Servicing Technology
	Certificate II	Automotive Underbody Technology
	Certificate III	Automotive Light Vehicle – Apprenticeship
	Certificate III	Automotive Heavy Vehicle – Apprenticeship
	Certificate III	Automotive Underbody – Apprenticeship
	Diploma	Automotive Management – Post Trade
<b>BUILDING &amp; CONSTRUCTION</b>	Certificate III	Carpentry – Apprenticeship
	Certificate IV	Building and Construction – Post Trade
	Diploma	Building and Construction (Building) – Post Trade
	<b>INDUSTRY SHORT COURSES</b>	
	Work Safely in the Construction Industry ( <i>Construction Induction White Card</i> )	
<b>CIVIL CONSTRUCTION</b>	Certificate II	Electrotechnology ( <i>CareerStart</i> )
	Certificate III	Civil Construction Plant Operations – Apprenticeship
	Certificate III	Civil Construction – Apprenticeship/Traineeship
	Certificate IV	Civil Construction Supervision – Post Trade
	Diploma	Civil Construction Management – Post Trade
<b>ELECTRICAL, INSTRUMENTATION &amp; CONTROL</b>	Certificate III	Electrotechnology – Apprenticeship
	Certificate IV	Electrotechnology Systems Electrician – Apprenticeship
	Certificate IV	Electrical Instrumentation – Specialist/Post Trade
	<b>INDUSTRY SHORT COURSES</b>	
	Low Voltage Rescue/CPR Course	
<b>ENGINEERING</b>	Certificate III	Engineering – Mechanical Trade ( <i>Maintenance - Diesel Fitting</i> )
	Certificate III	Engineering – Mechanical Trade ( <i>Maintenance - Fitting and/or Turning</i> )
	Certificate III	Engineering Fabrication Trade – Apprenticeship
	Certificate III	Engineering Fabrication Trade ( <i>Light Fabrication - Sheet Metal</i> )
	Certificate III	Engineering Fabrication Trade ( <i>Heavy Fabrication - Boilermaking</i> ) – Apprenticeship
	Certificate IV	Engineering – Post Trade
<b>HAIRDRESSING</b>	Certificate III	Hairdressing
<b>HOSPITALITY</b>	Certificate II	Hospitality
	Certificate III	Hospitality
	Certificate III	Commercial Cookery
<b>REFRIGERATION &amp; AIR CONDITIONING</b>	Certificate II	Split System Air Conditioning
	Certificate III	Refrigeration and Air Conditioning
<b>RAIL</b>	Certificate II	Rail Operations
	Certificate II	Rail Infrastructure
	Certificate III	Rail Operations
	Certificate III	Rail Infrastructure
	<b>INDUSTRY SHORT COURSES</b>	
	Rail Induction Training One Track Training	
	RISI Course	
	Rail Safety Skills Set	
	Safety Access to Rail Corridor (SARC)	



## OUR *Courses*

Here at Careers Australia, courses are based on the practical application of skills and knowledge and delivered through a range of modes including face-to-face facilitation, independent learning, group based workshops, discussions and workplace training.

Please contact our Student Support Services team for more information.







01 Business & Management



02 Engineering & Trades



03 Healthcare & Community



04 Hospitality & Retail



# 01

## OUR COURSES

### BUSINESS & MANAGEMENT



# business & management

Succeed in the world of business and management with a range of courses with Careers Australia.

A solid understanding of business services can make you a valuable asset to any organisation, across every industry and sector, anywhere in the world.

We have worked closely with industry to develop a range of modern and practical courses that provide employers and employees the core business skills and knowledge to achieve a high level of performance in the workplace. Our courses are designed to empower you, give you a competitive edge and job ready skills that you can apply immediately in the workplace.

Whether you're looking for a promotion, wanting to gain new skills or at the very beginning of your career, you'll be able to find a course that's right for you. We offer Certificate, Diploma and Double Diploma courses in business, administration, accounting, training and assessment, human resources management, management and marketing.

**At Careers Australia, we have the business or management course that can slam doors open for you.**

28	<b>CERTIFICATE II IN BUSINESS</b>
29	<b>CERTIFICATE III IN BUSINESS</b>
30	<b>CERTIFICATE IV IN BUSINESS</b>
31	<b>CERTIFICATE III IN BUSINESS ADMINISTRATION</b>
32	<b>DIPLOMA OF BUSINESS</b>
33	<b>DIPLOMA OF MANAGEMENT</b>
34	<b>DOUBLE DIPLOMA OF BUSINESS &amp; MANAGEMENT</b>
35	<b>DIPLOMA OF HUMAN RESOURCES MANAGEMENT</b>
36	<b>DOUBLE DIPLOMA OF BUSINESS &amp; HR MANAGEMENT</b>
37	<b>DIPLOMA OF MARKETING</b>
38	<b>CERTIFICATE IV IN ACCOUNTING</b>
39	<b>DIPLOMA OF ACCOUNTING</b>
40	<b>CERTIFICATE IV IN TRAINING &amp; ASSESSMENT</b>
41	<b>DIPLOMA OF PROJECT MANAGEMENT</b>



## BUSINESS & MANAGEMENT

# short courses

At Careers Australia we offer a number of short courses in business and management that will provide you, or your employees, a quick and effective way to learn critical and specific skills that will improve confidence, effectiveness and efficiency in a business environment.

**Please contact us on 1300 887 696 for further information on the short courses offered by Careers Australia.**



## OUR COURSES

### BUSINESS & MANAGEMENT

# CERTIFICATE II IN business

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

The Certificate II in Business aims to equip students with the necessary work-ready skills, knowledge and confidence to function effectively in a business environment that requires cooperative team work, adherence to organisational goals and values and the acceptance of limited work responsibilities within a defined framework.

Course subjects include one core and eleven elective subjects that include communication in the workplace, deliver a service to customers, process and maintain workplace information, process mail, produce simple word processed documents and create and use spreadsheets.

### Career Outcomes

- + Administration Assistant
- + Office Junior
- + Clerical Worker
- + Receptionist
- + Data Entry Operator
- + Desk Clerk

COURSE CODE		BSB20112
STUDY MODE		
External	Full Time	12 mths
	Part Time	24 mths
Traineeship	Full Time	12 mths
LOCATIONS		
QLD	Burleigh	

For up to date fee information, please refer to [careersaustralia.edu.au](http://careersaustralia.edu.au)



## OUR COURSES

BUSINESS & MANAGEMENT

01

OUR COURSES + BUSINESS & MANAGEMENT

# CERTIFICATE III IN business

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

The Certificate III in Business aims to equip students with the necessary work-ready skills, knowledge and confidence to assist in the day-to-day administration of a business including how to organise workplace information and priorities, and maintain financial records.

You will also gain an understanding of the internet and the computer programs necessary to maintain a small business.

Course subjects include one core and eleven elective subjects that include deliver and monitor a service to customers, provide workplace information and resourcing plans, create and use databases and produce desktop published documents.

### Career Outcomes

- + Customer Service Advisor
- + Data Entry Operator
- + General Clerk
- + Payroll Officer

COURSE CODE		BSB30112
STUDY MODE		
External	Full Time	12 mths
	Part Time	24 mths
Traineeship	Full Time	12 mths
LOCATIONS		
QLD	Burleigh	

For up to date fee information, please refer to [careersaustralia.edu.au](http://careersaustralia.edu.au)



## OUR COURSES

### BUSINESS & MANAGEMENT

# CERTIFICATE IV IN business

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

The Certificate IV in Business aims to further the skills and broaden the knowledge of individuals who are already familiar with the basic day-to-day administration of a business.

This course will assist you to coordinate business resources, work effectively in a business unit, review and maintain a website, report on financial activity and implement and monitor WHS policies, procedures and programs to meet legislative requirements.

Course subjects include one core and nine elective subjects that cover areas that are relevant to an organisation's business operations and the daily functions of an organisation.

## Career Outcomes

- + Accounts Clerk
- + Customer Service Advisor
- + E-Business Practitioner
- + Legal Receptionist
- + Medical Receptionist
- + Office Administration Assistant

COURSE CODE		BSB40212
STUDY MODE		
External	Full Time	12 mths
	Part Time	24 mths
Traineeship	Full Time	12 mths
LOCATIONS		
QLD	Burleigh	

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



# CERTIFICATE III IN business ADMINISTRATION

The Certificate III in Business Administration is an intermediate level qualification designed for individuals employed or seeking employment in a variety of administration based roles.

Course subjects include two core and eleven elective subjects including maintaining financial records, processing payroll, handling customer complaints, creating electronic presentations, spreadsheets and databases.

## Career Outcomes

- + Accounts Receivable Clerk
- + Accounts Payable Clerk
- + Data Entry Operator
- + Junior Personal Assistant
- + Receptionist
- + Office Administrator

## ENTRY REQUIREMENTS

Whilst there are no entry requirements for this course, an eligibility criteria applies to access funded training through the Queensland Government Certificate 3 Guarantee program.

<b>COURSE CODE</b>		BSB30412
<b>STUDY MODE</b>		
Online	Self paced	10 wks
External	Full Time	12 mths
Traineeship	Full Time	12 mths
	Part Time	24 mths
<b>LOCATIONS</b>		
NSW	Online	
SA	Online	
WA	Online	
VIC	Online	
QLD	Online Bowen Hills, Burleigh, Caboolture, Nerang, Salisbury, Southport, Toowoomba, Townsville	



## OUR COURSES

### BUSINESS & MANAGEMENT

# DIPLOMA OF business

## ENTRY REQUIREMENTS

- Minimum 16 years of age
- Study skills assessment for basic literacy and numeracy

The Diploma of Business will provide you with a broad understanding of contemporary business practices and equip you with the knowledge and skills that will boost your business opportunities and employability.

This course also provides an excellent pathway into university, so if you didn't get the results you needed, the Diploma of Business can fast track you there in just six months.

Course subjects include managing work priorities, professional development, workforce planning, risk, projects and budgets, identifying marketing opportunities and planning market research.

## Career Outcomes

- + Business Administrator
- + Business Development Officer
- + Human Resources Officer
- + Marketing Assistant
- + Recruiter
- + Project Coordinator

COURSE CODE		BSB50207
STUDY MODE		
Online	Self paced	6 mths
Campus	Full Time	6 mths
LOCATIONS		
QLD	Bowen Hills, Caboolture, Burleigh, Salisbury, Southport, Townsville	
SA	Hindmarsh	
NSW	Sydney, Parramatta	
VIC	Melbourne	
WA	Perth	

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



## OUR COURSES

BUSINESS & MANAGEMENT

# DIPLOMA OF

# management

## ENTRY REQUIREMENTS

- Minimum 16 years of age
- Study skills assessment for basic literacy and numeracy

The Diploma of Management is designed to increase your skills as a leader by giving you the core tools required to manage others and add value to your organisation.

It focuses on developing the practical skills required to manage real-life work situations, the strategic and operational skills needed for success in today's competitive business world and will give you the confidence to take a business to the next level.

Course subjects include managing work priorities, professional development, workforce planning, risk, projects, people performance and recruitment selection and also ensuring team effectiveness and implementing continuous improvement.

## Career Outcomes

- + Project Coordinator
- + Project Manager
- + Marketing Assistant
- + Frontline Manager
- + Human Resources Officer
- + Business Development Officer

**COURSE CODE** BSB511707

### STUDY MODE

Online	Self paced	6 mths
Campus	Full Time	6 mths

### LOCATIONS

QLD	Bowen Hills, Caboolture, Burleigh, Salisbury, Southport, Townsville
SA	Hindmarsh
NSW	Sydney, Parramatta
VIC	Melbourne
WA	Perth

For up to date fee information, please refer to [careersaustralia.edu.au](http://careersaustralia.edu.au)



## OUR COURSES

### BUSINESS & MANAGEMENT

# DOUBLE DIPLOMA OF *business* & MANAGEMENT

The Double Diploma of Business & Management will provide you with a broad understanding of contemporary and established business and management practices and will equip you with the knowledge, skills and confidence to take your career or your organisation to the next level.

Course subjects include managing work priorities, professional development, workforce planning, risk, projects, diversity in the workplace, budgets, people performance and recruitment selection and also identifying marketing opportunities, planning market research, ensuring team effectiveness and implementing continuous improvement.

## Career Outcomes

- + Project Coordinator
- + Project Manager
- + Marketing Assistant
- + Frontline Manager
- + Human Resources Officer
- + Business Development Officer

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)

## ENTRY REQUIREMENTS

- Minimum 16 years of age
- Study skills assessment for basic literacy and numeracy

COURSE CODE		BSB50207/ BSB51107
STUDY MODE		
Online	Self paced	9 mths
Campus	Full Time	9 mths
LOCATIONS		
QLD	Bowen Hills, Caboolture, Burleigh, Salisbury, Southport, Townsville	
SA	Hindmarsh	
NSW	Sydney, Parramatta	
VIC	Melbourne	
WA	Perth	



# DIPLOMA OF human resources MANAGEMENT

## ENTRY REQUIREMENTS

- Minimum 16 years of age
- Study skills assessment for basic literacy and numeracy

The Diploma of Human Resources Management will provide you with a sound theoretical knowledge base in contemporary HR practices as well as the managerial skills to ensure that key functions are effectively conducted in an organisation or business area.

Course subjects include recruitment selection, managing workforce planning, managing risk and managing employee relations.

### Career Outcomes

- + Human Resources Assistant
- + Human Resources Coordinator
- + Human Resources Administrator
- + Human Resources Officer
- + Payroll Officer

COURSE CODE		BSB50613
STUDY MODE		
Online	Self paced	7 mths
Campus	Full Time	7 mths
LOCATIONS		
QLD	Bowen Hills, Caboolture, Burleigh, Salisbury, Southport, Townsville	
SA	Adelaide, Hindmarsh	
VIC	Melbourne	
WA	Perth	



## OUR COURSES

BUSINESS & MANAGEMENT

# DOUBLE DIPLOMA OF *business* & HUMAN RESOURCES MANAGEMENT

The Double Diploma of Business and Human Resources Management will provide you with a broad understanding of contemporary and established business and HR management practices.

These courses will equip you with a range of comprehensive skills and knowledge to help you take your career or your organisation to the next level. This practical program focuses on establishing a thorough understanding of business operations and HR processes.

### Career Outcomes

- + Executive Officer
- + Program Coordinator
- + Business Consultant
- + Program Development
- + Human Resource Manager
- + Human Resource Senior Manager
- + Human Resource Officer/ Coordinator

### ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

<b>COURSE CODE</b>	BSB40812
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<b>STUDY MODE</b>
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<b>Campus</b>	Full Time	9 mths
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<b>Online</b>	Full Time	9mths
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<b>LOCATIONS</b>
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<b>NSW</b>	Parramatta, Sydney
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<b>QLD</b>	Bowen Hills, Burleigh, Caboolture, Salisbury, Southport, Townsville
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<b>SA</b>	Adelaide, Hindmarsh
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<b>VIC</b>	Melbourne
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<b>WA</b>	Perth
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For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



## OUR COURSES

### BUSINESS & MANAGEMENT

## OUR COURSES + BUSINESS & MANAGEMENT

# DIPLOMA OF

# marketing

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

Discover the role that marketing plays in the success of contemporary organisations. Examine industry trends, consumer needs and how to engage with relevant marketing and business stakeholders.

This qualification gives graduates a firm base in marketing management and knowledge of a range of managerial skills to ensure that marketing functions are effectively conducted in an organisation or business area. Typically graduates would have responsibility for the work of other staff and lead teams in conducting marketing campaigns.

### Career Outcomes

- + Marketing Assistant
- + Marketing Coordinator
- + Public Relations Assistant

COURSE CODE		BSB51207
STUDY MODE		
Campus	Full Time	6 mths
LOCATIONS		
QLD	Southport	
NSW	Sydney	

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



## OUR COURSES

### BUSINESS & MANAGEMENT

# CERTIFICATE IV IN

# accounting

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

The Certificate IV in Accounting can provide you with a pathway to a rewarding and stimulating career in financial services within a wide variety of organisations.

Course subjects include completing business activity statements (BAS), operational reporting, producing management reports, compiling budget information and adhering to legal requirements.

### Career Outcomes

- + Registered BAS Agent
- + Book Keeper
- + Accounts Receivable Officer
- + Accounts Payable Officer
- + Payroll Officer

COURSE CODE		FNS40611
STUDY MODE		
Campus	Full Time	6 mths
	Part Time	12 mths
LOCATIONS		
VIC	Melbourne	

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



## OUR COURSES

BUSINESS & MANAGEMENT

# DIPLOMA OF

# accounting

## ENTRY REQUIREMENTS

- Minimum 16 years of age
- Study skills assessment for basic literacy and numeracy

The Diploma of Accounting will give you the skills to provide professional financial services boosting your job prospects and establishing a career pathway into all industries.

Course subjects include maintaining internal accounting systems, preparing financial statements and tax returns, reporting on financial health and business performance, managing small teams, developing business plans and preparing accounting reports for management

## Career Outcomes

- + Financial Officer
- + Accounts Clerk
- + Book Keeper
- + Office Manager
- + Procurement Officer

**COURSE CODE** FNS50210

### STUDY MODE

Traineeship	Full Time	6 mths
	Part Time	12 mths

### LOCATIONS

VIC	Melbourne
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OUR COURSES  
BUSINESS & MANAGEMENT

# CERTIFICATE IV IN training & ASSESSMENT

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

This program is essential for people who wish to develop their skills in the design, delivery and assessment of vocation-based training.

It also qualifies you to deliver nationally-accredited vocational training in, private and enterprise-based registered training organisations as well as in secondary schools with vocational programs.

The Certificate IV in Training and Assessment has national recognition as the entry-level qualification for those wanting to work in vocational education and training.

### Career Outcomes

- + Enterprise Trainer
- + Enterprise Assessor
- + Registered Training Organisation (RTO) Trainer
- + RTO Assessor
- + Vocational Education Teacher
- + VET in VCE or VCAL Secondary School Teacher

<b>COURSE CODE</b>	TAE40110
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#### LOCATIONS

Please call us on **1300 887 696** for course locations.



# DIPLOMA OF project MANAGEMENT

## ENTRY REQUIREMENTS

- Minimum 18 years of age
- Completion of year 12 or equivalent

The Diploma of Project Management will provide you with the skills, knowledge, techniques and tools to plan and manage projects effectively.

Course subjects include planning, management, administration, payroll, maintaining a workgroup network, documenting design and development, marketing and finance.

### Career Outcomes

- + Project Manager

<b>COURSE CODE</b>	BSB51407
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<b>STUDY MODE</b>
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<b>Campus</b>	Full Time	6 mths
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<b>LOCATIONS</b>
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<b>QLD</b>	Bowen Hills, Southport
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<b>SA</b>	Adelaide
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<b>NSW</b>	Sydney
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<b>VIC</b>	Melbourne
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# 02

## OUR COURSES ENGINEERING & TRADES



# engineering & trades

Do you prefer more of a hands on approach to learning? Do you want a career that will provide a fulfilling outdoor lifestyle?

It could be time to consider an engineering career or enrolling into a trades course.

Careers Australia has established relationships with leading corporations around the world to develop courses that provide hands-on, relevant and in-demand industry experience that will see you fully equipped to take on a role in the workplace.

Suitable for people at all stages of their career, from pre-apprenticeship through to post-trade training, we offer Apprenticeships, Traineeships, Certificate and Diploma courses in building, construction, engineering and logistics.

**At Careers Australia, we have the engineering or trades course that can slam doors open for you.**

- 44 **DIPLOMA OF BUILDING & CONSTRUCTION**
- 45 **DIPLOMA OF ENGINEERING**
- 46 **CERTIFICATE III IN WAREHOUSING OPERATIONS**
- 47 **DIPLOMA OF LOGISTICS**
- 48 **CERTIFICATE IV IN WORK HEALTH & SAFETY**
- 49 **DIPLOMA OF WORK HEALTH & SAFETY**



## ENGINEERING & TRADES

# short courses

At Careers Australia we offer a number of short courses in the trades industry that will provide you, or your employees, a quick and effective way to learn critical and specific skills that will improve confidence, effectiveness and efficiency within a trade environment.

Available Short Courses + Construction Induction (*White Card*)  
+ Mine Induction  
+ Rail Induction  
+ Construction Management  
+ Supervisor Course (*S1, S2, S3*)

And various High Risk Work and Plant Operations Licenses.

**Please contact us on 1300 887 696 for further information on short courses or our licenses.**



OUR COURSES  
ENGINEERING & TRADES

# DIPLOMA OF *building* & CONSTRUCTION

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

The Diploma of Building and Construction provides you with the professional skills and knowledge required for the management, supervision and administration of residential, industrial and commercial building projects.

You will have the opportunity to develop your skills in an environment of self paced learning, which may include study tours and site visits.

This Diploma is nationally recognised by the Building Practitioners Board (BPB), the Australian Institute of Builders (AIB), and the Housing Industry Association (HIA).

## Career Outcomes

- + Builder
- + Building Consultant
- + Site Supervisor
- + Construction Manager
- + Contract Administrator

COURSE CODE		CPC50210
STUDY MODE		
Campus	Full Time	2 yrs
Apprenticeship	Full Time	2 yrs
LOCATIONS		
QLD	Nerang, Salisbury, Toowoomba	
VIC	Melbourne	
WA	Perth	

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



## DIPLOMA OF

# engineering

### ENTRY REQUIREMENTS

- Minimum 16 years of age
- Study skills assessment for basic literacy and numeracy

<b>COURSE CODE</b>	MEM50105
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#### STUDY MODE

<b>Campus</b>	Full Time	12 mths
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#### LOCATIONS

<b>QLD</b>	Bowen Hills, Salisbury
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The Diploma of Engineering will enable you to obtain the skills you need to work in the engineering sector.

With this diploma you will be able to gain entry level jobs, gain entry into university to pursue an engineering degree, improve skills and knowledge and receive professional support.

Successful completion of this diploma will give students the necessary technical skills as well as the professional skills, such as leadership, communication, problem solving, innovation and interpersonal relationship skills, that will prepare them for a solid future in engineering.

### Career Outcomes

- + Builder
- + Building Consultant
- + Site Supervisor
- + Construction Manager
- + Contract Administrator

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



**OUR COURSES**  
ENGINEERING & TRADES

## CERTIFICATE III IN

# warehousing

## OPERATIONS

### ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

The Certificate III in Warehousing Operations will equip you with the knowledge and skills to work effectively in warehouse operations.

You will learn how to receive goods and coordinate goods for distribution to customers, how to select appropriate equipment, use inventory systems and conduct stock counts. This qualification includes a forklift and order picker license.

Course subjects include apply and monitor workplace security procedures, complete receivable and dispatch documentation, deliver and monitor service to customers, identify products and store to specifications, prepare transport for dangerous goods and use inventory systems to organise stock control.

### Career Outcomes

- + Receiving Officer
- + Stock Controller
- + Dispatch Officer
- + Store Person
- + Packer

COURSE CODE		TLI31610
STUDY MODE		
Campus	Full Time	14 wks
LOCATIONS		
QLD	Bowen Hills, Caboolture, Nerang, Salisbury, Toowoomba, Townsville	
VIC	Melbourne	

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



# DIPLOMA OF logistics

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

The Diploma of Logistics equips students with the skills and knowledge to plan and select appropriate equipment, services and techniques, participate in the development of strategic initiatives, perform complex technical operations, and group or team coordination.

This course offers a thorough understanding of the sector and will prepare you for a career in logistics, including roles in warehousing, road transport and freight forwarding.

Course subjects include identify and interpret compliance requirements, build and sustain an innovative work environment, manage people performance, ensure a safe workplace, manage projects and manage risks.

### Career Outcomes

- + Logistics Clerk
- + Stock Clerk
- + Transport Services Manager
- + Inventory Manager

COURSE CODE		TLI50410
STUDY MODE		
Workplace	Full Time	9 mths
LOCATIONS		
QLD	Bowen Hills, Caboolture, Burleigh, Salisbury, Southport, Townsville	
VIC	Melbourne	

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



**OUR COURSES**  
ENGINEERING & TRADES

## CERTIFICATE IV IN

# work health

## & SAFETY

### ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

The Certificate IV in Work Health and Safety will provide you with the essential skills you need to provide leadership and guidance in a work health and safety (WHS) role.

You will learn the rights and obligations under occupational health and safety, worker's compensation and injury management legislation.

Course subjects include assist with compliance WHS laws, contribute to implementing and maintaining WHS consultation and participation processes, implement and maintain WHS management systems, undertake project work and show leadership in the workplace.

### Career Outcomes

- + Work Health and Safety Coordinator
- + Work Health and Safety Advisor
- + Work Health and Safety Facilitator
- + Work Health and Safety Inspector

<b>COURSE CODE</b>	BSB41412
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#### STUDY MODE

Campus	Full Time	12 mths
Workplace	Full Time	12 mths
Blended	Full Time	12 mths
Digital	Full Time	12 mths

#### LOCATIONS

<b>QLD</b>	Bowen Hills, Nerang, Salisbury, Toowoomba, Townsville
<b>NSW</b>	Newcastle



## DIPLOMA OF

# work health

## & SAFETY

The Diploma of Work Health and Safety covers the skills and knowledge required to coordinate and maintain the work health and safety (WHS) program in an organisation.

It reflects the role of practitioners who apply a substantial knowledge base and well-developed skills in a wide variety of WHS contexts.

Course subjects include manage effective WHS consultation and participation processes, manage WHS hazards and risks, investigate WHS incidents, manage rehabilitation and return to work programs and respond to and contain critical incidents.

### Career Outcomes

- + Work Health and Safety Practitioner
- + Occupational Health and Safety Advisor
- + Safety Inspector

### ENTRY REQUIREMENTS

Applicants are required to have completed all core units in BSB41412 Certificate IV in Work Health and Safety or equivalent competencies

<b>COURSE CODE</b>		BSB51312
<b>STUDY MODE</b>		
<b>Campus</b>	Full Time	12 mths
<b>Workplace</b>	Full Time	12 mths
<b>Blended</b>	Full Time	12 mths
<b>Digital</b>	Full Time	12 mths
<b>LOCATIONS</b>		
<b>QLD</b>	Bowen Hills, Nerang, Salisbury, Toowoomba, Townsville	
<b>NSW</b>	Newcastle	



# 03

## OUR COURSES HEALTHCARE & COMMUNITY



# healthcare & community

The Healthcare and Community industry is among the largest and fastest growing industries in the country and employees with qualifications in this field are in high demand.

No two days are ever the same and each day you have the opportunity to make a difference to someone's life, so it's no wonder that a career in this industry is both personally and professionally rewarding.

Careers Australia has a number of courses that can provide you with the much needed advantage to gain employment in your field of choice. All courses offer a hands-on learning experience in state of the art learning facilities and can also provide the ideal pathway to further study at university. In a matter of 18 months, you could be starting a Bachelor of Nursing and closer to your career as a registered Nurse.

We offer Certificate, Diploma and Double Diploma courses in early childhood education and care, aged care, home and community care, disability, health services assistance, community services work, counselling and nursing.

**At Careers Australia, we have the health or community services course that can slam doors open for you.**

- 51 **SHORT COURSES**
- 52 **CERTIFICATE III IN AGED CARE**
- 53 **CERTIFICATE IV IN AGED CARE**
- 54 **DIPLOMA OF NURSING**
- 55 **CERTIFICATE III IN HEALTH SERVICES ASSISTANCE**
- 56 **CERTIFICATE III IN HOME & COMMUNITY CARE**
- 57 **CERTIFICATE IV IN HOME & COMMUNITY CARE**
- 58 **CERTIFICATE III IN DISABILITY**
- 59 **CERTIFICATE IV IN DISABILITY**
- 60 **DIPLOMA OF DISABILITY**
- 62 **DIPLOMA OF COUNSELLING**
- 63 **DOUBLE DIPLOMA OF COUNSELLING & COMMUNITY SERVICES WORK**



## HEALTHCARE & COMMUNITY

# short courses

At Careers Australia we offer a number of short courses in healthcare and community that will provide you, or your employees, a quick and effective way to learn critical and specific skills that will improve confidence, effectiveness and efficiency in a healthcare environment.

**Please contact us on 1300 887 696 for further information on the following short courses.**

- Available Short Courses
- + First Aid
  - + Cardiopulmonary Resuscitation Refresher
  - + Low Voltage Rescue
  - + Manual Handling



OUR COURSES  
HEALTHCARE & COMMUNITY

# CERTIFICATE III IN aged care

The Certificate III in Aged Care will equip you with the skills and knowledge to gain employment within the Aged Care environment, including residential facilities and community services where you will work under the supervision of nurses or other health professionals.

Course subjects include working effectively with older people, participating in the implementation of individualised care plans, supporting older people to maintain their independence and supporting individual's personal needs, health and well being.

The Certificate III in Aged Care is also a great pathway into the Diploma of Nursing, which could see you recognised as an Enrolled Nurse.

## Career Outcomes

- + Personal Care Worker
- + Assistant in Nursing
- + Support Worker
- + Respite Worker
- + Community Care Worker

## ENTRY REQUIREMENTS

- Completion of year 10 or equivalent
- Study skills assessment for basic literacy and numeracy
- National police clearance for vocational placement

## VOCATIONAL PLACEMENT

This course includes 120hrs of unpaid vocational work placement at an aged care facility. This placement is arranged and supported by Careers Australia.

COURSE CODE		CHC30212
STUDY MODE		
Campus	Full Time	10 wks
	Part Time	15 wks*
Workplace	Full Time	10 wks
LOCATIONS		
QLD	Burleigh, Southport, Fortitude Valley, Ipswich, Caboolture, Toowoomba, Townsville	
NSW	Sydney	
VIC	Melbourne	

*\*Duration of study will vary from campus to campus. For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)*



# CERTIFICATE IV IN *aged care*

The Certificate IV in Aged Care is designed to equip students with the skills to work in Aged Care facilities, hostels, group homes and community settings.

With a strong practical focus, you will gain the skills required to offer personal care to elderly individuals and people with complex needs including physical and/or psychological disabilities. You will also learn how to promote independence, foster community participation and supervise a small number of workers.

## Career Outcomes

- + Care Supervisor
- + Personal Care Worker
- + Accommodation Support Worker
- + Program Support Worker

## ENTRY REQUIREMENTS

- Minimum 17 years of age
- Completion of year 10 or equivalent
- Study skills assessment for basic literacy and numeracy
- Completion of the units that comprise the core units from the Certificate III in Aged Care or equivalent.

COURSE CODE		CHC40108
STUDY MODE		
Campus	Full Time	12 wks
Workplace	Full Time	12 mths
LOCATIONS		
QLD	Burleigh	
VIC	Melbourne	



## OUR COURSES

HEALTHCARE & COMMUNITY

# DIPLOMA OF

# nursing

The Diploma of Nursing will provide you with the skills and knowledge to work as an Enrolled Nurse.

Upon successful completion of this course you can seek employment as an Enrolled Nurse or continue your studies at university to complete your Bachelor of Nursing and become a Registered Nurse.

Course subjects include analysing health information, contributing to client assessment and developing nursing care plans, administering and monitoring medications, applying critical thinking and analysis and legal and ethical parameters to nursing practices and implementing and monitoring nursing care for clients with mental health conditions and acute health problems.

## Career Outcomes

+ Enrolled Nurse

## ENTRY REQUIREMENTS^

- Completion of year 12 with pass in English and Maths
- or
- Certificate III in Aged Care or Disability or Home & Community Care or Community Work or other Health related Certificate III qualification
- or
- Mature aged entry
- or
- 2 years experience working in a direct client care role.

COURSE CODE		HLT51612
STUDY MODE		
Campus	Full Time	1.5 yrs
LOCATIONS		
QLD	Burleigh~, Fortitude Valley	
NSW	Sydney	
VIC	Melbourne	
SA	Adelaide	

^All prospective students must also attend an Open Day at the campus, complete a literacy and numeracy assessment (Those who have completed year 12 with passes in English and Maths are exempt) and confirm their physical and mental fitness to safely perform the duties associated with direct care work. ~ ANMAC transition pending. For up to date fee information, please refer to [careersaustralia.edu.au](http://careersaustralia.edu.au)



# CERTIFICATE III IN health services ASSISTANCE

The Certificate III in Health Services Assistance covers workers in a range of roles providing assistance and services to clients in a health care environment, including working in an operating theatre.

## Career Outcomes

- + Orderly
- + Patient service attendant
- + Assistant in Nursing
- + Personal care assistant
- + Patient support assistant
- + Environmental services

## ENTRY REQUIREMENTS

- Study skills assessment for basic literacy and numeracy
- National Police Clearance for clinical placement.

COURSE CODE		HLT32512
STUDY MODE		
Campus	Full Time	10 wks
Traineeship	Full Time	21 wks
	1 week on campus/ 20 weeks in the workplace	
LOCATIONS		
QLD	Burleigh, Caboolture, Fortitude Valley, Southport	
VIC	Melbourne	

\*Check availability varies from campus to campus. For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



OUR COURSES  
HEALTHCARE & COMMUNITY

## CERTIFICATE III IN

# home & community CARE

The Certificate III in Home & Community Care will equip you with the skills and knowledge to work as a personal care worker, providing personal care and assistance to the elderly and disabled people in their homes and communities.

Course subjects include working effectively with older people and those with a disability, implementing individualised care plans, working effectively with carers, applying first aid and delivery of care services using a palliative approach.

### Career Outcomes

- + Carer
- + Community Support Worker
- + Personal Care Assistant
- + Disability Support Worker
- + Home Care Worker
- + Planned Activity Assistant

### ENTRY REQUIREMENTS

- Completion of year 10 or equivalent
- Study skills assessment for basic literacy and numeracy
- National Police Clearance for clinical placement.

### VOCATIONAL PLACEMENT

This course includes 120hrs of unpaid vocational work placement arranged and supported by Careers Australia.

COURSE CODE		CHC30312
STUDY MODE		
Campus	Full Time	10 wks
	Part Time	15 wks
LOCATIONS		
QLD	Burleigh, Caboolture, Fortitude Valley, Southport, Ipswich, Toowoomba, Townsville	
VIC	Melbourne	

*\*Additional units with Certificate III in Aged Care gives dual qualification in Aged Care and Home and Community Care. For up to date fee information, please refer to [careersaustralia.edu.au](http://careersaustralia.edu.au)*



## CERTIFICATE IV IN

# home & Community CARE

The Certificate IV in Home & Community Care is designed to equip students with the skills to provide physical and social support to elderly individuals and people with a physical and/or psychological disability in residential facilities.

This course has a strong practical focus and includes learning how to communicate appropriately with clients and colleagues and how to support group activities.

### Career Outcomes

- + Assistant in Nursing
- + Community Care Worker
- + In-home Respite Worker
- + Disability Support Officer

### ENTRY REQUIREMENTS

- Study skills assessment for basic literacy and numeracy
- Competent against the following core units:
  - CHCAC318B Work effectively with older people
  - CHCDIS301B Work effectively with people with a disability
  - CHCICS304B Work effectively with carers.

<b>COURSE CODE</b>	CHC40212
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### LOCATIONS

<b>QLD</b>	Burleigh, Fortitude Valley
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## OUR COURSES

HEALTHCARE & COMMUNITY

# CERTIFICATE III IN

# disability

## ENTRY REQUIREMENTS

- Minimum 18 years of age
- Study skills assessment for basic literacy and numeracy.

<b>COURSE CODE</b>	CHC30408
<b>LOCATIONS</b>	
<b>QLD</b>	Burleigh, Caboolture

The Certificate III in Disability is designed to equip students with the skills needed to work in community and/or residential facilities.

This course has a strong practical focus, where you will develop key skills in communication, networking and group work and provide vital services in personal care, residential support and community integration.

## Career Outcomes

- + Disability Support Officer
- + Personal Care Assistant
- + Residential Care Officer
- + School Support Officer
- + Community House Worker
- + Accommodation Support Worker
- + Family Support Worker

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



OUR COURSES  
HEALTHCARE & COMMUNITY

03

OUR COURSES + HEALTHCARE & COMMUNITY

# CERTIFICATE IV IN disability

The Certificate IV in Disability is suitable for people who work in residential group homes, clients' homes, training resource centres, day respite centres, open employment services and other community settings.

This course focuses more on the skills required as a supervisor or a manager than the basic care skills, which would have been covered off at Certificate III level.

On completion of this course you will be able to provide assistance and support to people with disabilities to enhance their ability, independence and community participation.

## Career Outcomes

- + Behavioural Support Officer
- + Development Officer
- + Disability Officer
- + Residential Care Officer
- + Disability Support Worker
- + Senior Personal Care Assistant
- + Lifestyle Support Officer

## ENTRY REQUIREMENTS

- Minimum 18 years of age
- Study skills assessment for basic literacy and numeracy
- National Police Clearance for clinical placement.

COURSE CODE		CHC40312
STUDY MODE		
Campus	Full Time	24 wks
LOCATIONS		
VIC	Melbourne	

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



## OUR COURSES

HEALTHCARE & COMMUNITY

# DIPLOMA OF

# disability

The Diploma of Disability is designed for workers who are responsible for the coordination and management of agencies delivering services to people with a disability.

The qualification provides workers with the skills and knowledge to work directly with clients and/or community development projects.

## Career Outcomes

- + Case Manager
- + Case Coordinator
- + Client Service Assessor
- + Local Area Coordinator
- + Senior Disability Worker
- + Manager

## ENTRY REQUIREMENTS

- Competent against these core units common to CHC40312 Certificate IV in Disability:
    - CHCCS400C Work within a relevant legal and ethical framework
    - CHCCS411C Work effectively in the community sector
    - CHCDIS301C Work effectively with people with a disability
    - CHCDIS410A Facilitate community participation and inclusion
    - CHCICS402B Facilitate individualised plans
- OR
- Relevant work experience in the disability sector to indicate likely success at this level of qualification.

COURSE CODE		CHC50108
STUDY MODE		
Campus	Full Time	6 mths
LOCATIONS		
QLD	Burleigh, Caboolture	

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)





EVERYONE SHOULD HAVE

*a job they love*



## OUR COURSES

HEALTHCARE & COMMUNITY

# DIPLOMA OF

# counselling

The Diploma of Counselling will equip you with the skills, knowledge and confidence to enter a rewarding and growing field that encompasses diverse client groups including young people, the elderly and the disadvantaged.

This course is suitable for those looking for a new career path, those seeking to establish their own counselling practice, and for those with other qualifications such as human resources, massage therapy, naturopathy, teaching, nursing or first line management.

Course subjects include working effectively in the community sector, providing advocacy and representation services, working within a structured counselling framework, applying personality and development theories and developing, facilitating and monitoring all aspects of case management.

## Career Outcomes

- + Counselling Practitioner
- + Family Support Worker
- + Case Manager
- + Youth Worker
- + Social and Support Work
- + Community Services Worker

## ENTRY REQUIREMENTS

- Minimum 18 years of age
- Study skills assessment for basic literacy and numeracy
- Applicants must have relevant work experience to indicate likely success at this level of qualification.

COURSE CODE		CHC51712
STUDY MODE		
Campus	Full Time	12 mths
LOCATIONS		
QLD	Bowen Hills, Caboolture, Salisbury, Southport, Townsville	
NSW	Newcastle	
VIC	Melbourne	

For up to date fee information, please refer to [careersaustralia.edu.au](http://careersaustralia.edu.au)



## OUR COURSES

HEALTHCARE & COMMUNITY

# DOUBLE DIPLOMA OF

# Counselling

## & COMMUNITY SERVICES WORK

### ENTRY REQUIREMENTS

- Minimum 18 years of age
- Study skills assessment for basic literacy and numeracy
- Competent against the following core units of competency common to CHC40708 Certificate IV in Community Services Work:
  - CHCCS411C Work effectively in the community sector
  - HLTHIR403C Work effectively with culturally diverse clients and co-workers

COURSE CODE	CHC51712 / CHC50612
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### STUDY MODE

Campus	Full Time	1.5 yrs
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### LOCATIONS

QLD	Bowen Hills, Burleigh, Caboolture, Salisbury, Southport, Townsville
NSW	Newcastle, Parramatta
VIC	Melbourne
WA	Perth

The Double Diploma of Counselling and Community Services Work will equip you with the skills and knowledge to work as a counsellor or professional community services worker.

This course is suitable for those looking for a new career path, those seeking to establish their own counselling practice and for those with other qualifications such as human resources, massage therapy, naturopathy, teaching, nursing or first line management.

Course subjects include working effectively in the community sector, providing advocacy and representation services, working within a structured counselling framework, applying personality and development theories and developing, facilitating, monitoring all aspects of case management, analysing the impacts of sociological factors on clients' community work and services and improving your professional practice.

### Career Outcomes

- + Case Coordinator
- + Community Service Worker
- + Early Intervention Worker
- + Pastoral Care Counsellor
- + Family Support Worker
- + Youth Worker

For up to date fee information, please refer to [careersaustralia.edu.au](http://careersaustralia.edu.au)



# 04

## OUR COURSES HOSPITALITY & RETAIL



# hospitality & retail

The Hospitality and Retail sectors are two of the largest industries and employers in most countries around the world.

With Careers Australia, you can enter a career that has the ability to take you anywhere in the world.

Most of the world's population rely on these industries every day to access shopping, dining, catering, entertainment and accommodation services that suit their increasingly busy lives.

Become a chef, bar attendant, service manager, or choose from thousands of diverse and highly rewarding careers in the global service industry.

Whether you're looking for a career, or just the skills to land your first job in the hospitality or retail industry, we have a course that will get you there. We offer Certificate, Diploma and Double Diploma courses in hospitality, commercial cookery and retail operations as well as short courses for a barista accreditation, the responsible service of alcohol or gambling and food safety or hygiene.

**At Careers Australia, we have the hospitality or retail course that can slam doors open for you.**

- 65 **SHORT COURSES**
- 66 **CERTIFICATE III IN COMMERCIAL COOKERY**
- 67 **CERTIFICATE III IN RETAIL BAKING**
- 68 **CERTIFICATE III IN HOSPITALITY**
- 69 **DIPLOMA OF HOSPITALITY**
- 70 **CERTIFICATE III IN RETAIL OPERATIONS**
- 71 **CERTIFICATE III IN HAIRDRESSING**



## HOSPITALITY & RETAIL

# short courses

At Careers Australia we offer a number of short courses in hospitality that will provide you, or your employees, a quick and effective way to learn critical and specific skills that will improve confidence, effectiveness and efficiency in a hospitality environment.

**Please contact us on 1300 887 696 for further information on the following short courses.**

- Available Short Courses
- + Barista (*Coffee Making*)
  - + Food Hygiene
  - + Food Safety
  - + Responsible Service of Alcohol (*RSA*)
  - + Responsible Service of Gambling (*RSG*)



## OUR COURSES

HOSPITALITY & RETAIL

# CERTIFICATE III IN

# Commercial

# COOKERY

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

The Certificate III in Commercial Cookery will equip you with the skills to become a qualified chef and allow you to enter the dynamic world of the hospitality industry.

With this qualification you will be able to work in a variety of venues where food is prepared and served including restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops.

Course subjects include organising, preparing and presenting food such as appetisers, stocks, meats, seafood and poultry, desserts and pastries, following health and safety procedures, maintaining kitchen premises, developing hospitality industry knowledge, developing cost effective menus and preparing food according to dietary and cultural needs.

## Career Outcomes

- + Cook
- + Commis Chef

COURSE CODE		SIT30813
STUDY MODE		
Campus	Full Time	12 mths
Apprenticeship	Full Time	3 yrs
LOCATIONS		
QLD	Burlleigh	
VIC	Melbourne	

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



## CERTIFICATE III IN

retail

BAKING

### ENTRY REQUIREMENTS

Applicants must be working in the food processing industry.

The Certificate III in Retail Baking is designed to develop and extend practical skills and knowledge in the area of bread, pastry and cake making qualifications.

You will create new recipes and become familiar with contemporary research trends and market developments to support the skills and knowledge required in the retail bakery environment.

Course subjects will cover the implementation of food safety programs and procedures, the use of numerical applications in the workplace, the preparation of fillings, production of pastry, decorating cakes, processing dough, baking bread and participate in environmentally sustainable work practises.

### Career Outcomes

- + Baker
- + Pastry Chef
- + Cake Decorator

<b>COURSE CODE</b>	FDF30710
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#### STUDY MODE

Apprenticeship	Full Time	3 yrs
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#### LOCATIONS

QLD	Burleigh
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## OUR COURSES

HOSPITALITY & RETAIL

# CERTIFICATE III IN hospitality

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

The Certificate III in Hospitality has an emphasis on front-of-house food and beverage service and will equip you with the skills and knowledge you need to work in a variety of venues including restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops.

Students will experience hands-on training in state of the art kitchen facilities on campus.

Course subjects include developing hospitality industry knowledge, providing quality customer service, following health and safety procedures and processing financial transactions.

### Career Outcomes

- + Espresso Coffee Machine Operator
- + Food and Beverage Attendant
- + Front Desk Receptionist
- + Function Attendant
- + Function Host
- + Gaming Attendant
- + Housekeeper
- + Restaurant Host
- + Senior Bar Attendant
- + Waiter / Waitress

COURSE CODE		SIT30713
STUDY MODE		
Campus	Full Time	6 mths
Apprenticeship	Full Time	24 mths
LOCATIONS		
QLD	Bowen Hills, Burleigh	
VIC	Melbourne	

For up to date fee information, please refer to [careersaustralia.edu.au](http://careersaustralia.edu.au)



**OUR COURSES**  
HOSPITALITY & RETAIL

04

OUR COURSES + HOSPITALITY & RETAIL

# DIPLOMA OF hospitality

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

The Diploma of Hospitality is designed for people who want to work as a manager in the hospitality industry.

You will learn how to plan and control a range of hospitality products, control stock, promote goods and services to customers, maintain premises and outlets, maintain business compliance within legislative requirements, develop and manage financial budgets and develop operational plans. Students will experience hands-on training in state of the art kitchen facilities on campus.

Course subjects include managing customer service, managing finances within a budget, leading and managing people, controlling and ordering stock, establishing and conducting business relationships, coordinating a hospitality service, developing menus and preparing, cooking and serving different types of courses and cuisines.

## Career Outcomes

- + Banquet or Function Manager
- + Front Office Manager
- + Gaming Manager
- + Motel / Hotel Manager
- + Restaurant Manager

For up to date fee information, please refer to [careersaustralia.edu.au](http://careersaustralia.edu.au)

COURSE CODE		SIT50313
STUDY MODE		
Campus	Full Time	24 mths
LOCATIONS		
VIC	Melbourne	



**OUR COURSES**  
HOSPITALITY & RETAIL

# CERTIFICATE III IN

# retail

# OPERATIONS

The Certificate III in Retail Operations provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic retail operational knowledge and limited practical skills in a defined context.

Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. Individuals may work with some autonomy or in a team but usually under close supervision.

## Career Outcomes

- + Sales Assistant
- + Customer Service Representative
- + Crew Member
- + Shift Manager
- + Team Leader
- + Checkout Supervisor
- + Merchandise Coordinator

## ENTRY REQUIREMENTS

Applicants must have previous retail experience and may be required to provide job descriptions and references from current or past employers in the entry interview to determine retail operational experience.

COURSE CODE		SIR30212
STUDY MODE		
Blended	Full Time	12 mths
Workplace	Full Time	12 mths
Digital	Full Time	12 mths
LOCATIONS		
QLD	Bowen Hills, Burleigh, Caboolture, Salisbury, Southport, Townsville	
VIC	Melbourne	

For up to date fee information, please refer to [careersaustralia.edu.au](https://careersaustralia.edu.au)



# CERTIFICATE III IN hairdressing

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

The Certificate III in Hairdressing provides an apprenticeship pathway for those wishing to step into the hairdressing industry.

You will develop a layering of skills and knowledge to build foundations in hair design techniques. You will learn to structure your cuts and perform services including colour skills, to prepare you for the next step in your path to become a hair designer.

Course subjects include providing service to clients, design haircut structures, perform chemical curling and volumising services, apply the principles of hairdressing science, and develop and expand a client base.

## Career Outcomes

- + Hairdresser
- + Hair Stylist
- + Hair or Beauty Salon Assistant

COURSE CODE		SIH30111
STUDY MODE		
Campus	Full Time	12 mths
	Part Time	24 mths
Apprenticeship	Full Time	12 mths
	Part Time	24 mths
LOCATIONS		
QLD	Burleigh	
VIC	Melbourne	



