CHC51015

Diploma of Counselling

18 MONTHS / 17 UNITS
Smart City Vocational College is currently offering CHC51015 Diploma of Counselling through Fee for Service and VET FEE-HELP arrangements.

This qualification reflects the role of counsellors, who work with clients on personal and psychological issues using established counselling modalities. They use communication, micro-counselling and interviewing skills and draw on varied counselling therapies to assist clients. At this level, the counsellor will be working in defined and supported counselling roles in established agencies rather than in independent practice.

QUALIFICATION INFORMATION
Smart City Vocational College is currently offering CHC51015 Diploma of Counselling through Fee for Service and VET FEE-HELP arrangements.

There are no specific entry requirements for the qualification, CHC51015 Diploma of Counselling.

In order to apply for a VET FEE-HELP student loan to cover your Diploma course fees, Smart City Vocational College must reasonably believe that you are academically suited and you must meet one of the following requirements:

• Provide a copy of your senior secondary certificate of education that has been awarded by an Australian authority or agency when you apply to enrol.

Or both

• Undertake a literacy and numeracy assessment using an approved assessment tool and display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF). Your Course Advisor will advise you how you may undertake this assessment; and

• Smart City Vocational College must be confident that you completed this test independently, with honesty and integrity and that you have the required skills to complete your study.
Smart City Vocational College will assess a learner’s competency at or above Exit Level 3 in ACSF via the Learner undertaking the Core Skills Profile for Adults (CSPA) test. This is an approved testing tool as specified in the VET Guidelines in both reading and numeracy. You will be provided with the links to this online tool at the time of enrolment.

For further information on entry requirements for the VET FEE-HELP program, please refer to the Student Entry Procedure on our website, www.smartcitycollege.edu.au

Learners enrolled into this qualification must also:

- Have competent computer knowledge and skills to enable them to navigate the internet, conduct online research, write case notes and client plans, communicate effectively to a diverse audience and take responsibility for their own professional development
- Have access to a computer with internet access, webcam and audio capability and a minimum of Microsoft Office 2007

**MODE OF TRAINING DELIVERY**

Blended learning, with online delivery via the Hub learning materials and tutors in campus for support with learning and assessment.

Learners will be required to attend campus for roleplay assessments

Learners will be required to attend Campus for completion of assessments.

**DURATION**

The current timeframe for the completion of this Diploma qualification is 18 months from the date of commencement.

**HOW TO PAY**

You can choose to pay for your qualification:

- all your tuition fees in full to Smart City Vocational College (fee for service);
- pay some of your tuition fees and use the VET FEE-HELP loan for the rest, or;
- use a VET FEE-HELP loan for all your tuition fees (up to your FEE-HELP limit).

**LICENSENING, LEGISLATIVE, REGULATORY OR CERTIFICATION CONSIDERATIONS**

Whilst it is not necessary for completing the Diploma of Counselling, after successful completion and in the event of gaining employment, learners may be required to obtain a Criminal History check and/ or a working with children check.

**VET FEE-HELP INFORMATION**

VET FEE-HELP is an Australian Government loan scheme that helps eligible Learners to pay their tuition fees for higher-level vocational education and training (VET) courses undertaken at approved providers. The loan will remain as a personal debt obligation until it is repaid to the Commonwealth.

To be eligible for VET FEE-HELP you must:

- be an Australian citizen OR permanent humanitarian visa holder (resident in Australia for the duration of the qualification) OR a New Zealand citizen holding a Special Category Visa who meets the long term residency eligibility and evidence requirements (as per: http://studyassist.gov.au/sites/studyassist/helpfulresources/pages/faqs-nz); AND
- have not exceeded the FEE HELP limit (see below); AND
• meet course requirements as follows:
  ♦ are a full fee-paying / fee for service student studying a diploma, advanced diploma, graduate certificate or graduate diploma level course at an approved VET FEE HELP provider; AND
  ♦ are enrolled with an approved provider in an eligible unit of study by the census date for that unit.

**Applying**

To apply for VET FEE-HELP you must submit a valid Request for VET FEE-HELP assistance form provided by Smart City Vocational College prior to the census date. This signed form applies to a loan for the entire qualification, charged on a unit by unit basis, unless you pay some of the tuition fees.

Census dates will apply to each of the VET units of study in which you enrol, with you taking out a loan for any tuition fees that remain unpaid at the end of each census date.

A census date is the date most important for you to know about. The census date is the last date you can:
  • Submit form to access a VET FEE-HELP loan or
  • Withdraw/cancel enrolment without incurring the cost or debt for that unit of study

Please refer to our website, [www.smartcitycollege.edu.au](http://www.smartcitycollege.edu.au) for a current copy of the VET Tuition Schedule (which outlines cost and census dates) and census date calculator.

**Protection for learners under 18 years**

Smart City Vocational College will not accept a Request for VET FEE-HELP loan form as a complete form from a learner under the age of 18 unless a parent or guardian (responsible parent) has co-signed the form.

Exceptions are permitted in limited circumstances where a learner under the age of 18 is receiving youth allowance (within the meaning of the Social Security Act 1991) on the basis that the person is independent. Learners seeking exemption will need to provide suitable evidence to Smart City Vocational College from Centrelink to this effect.

**Two business day gap**

From 1st January 2016, Smart City Vocational College will not accept a VET-FEE-HELP loan request (CAF) from a learner until two business days have elapsed after enrolment.

**Cost**

The table below displays the current fees for this qualification via VET FEE-HELP

<table>
<thead>
<tr>
<th>Qualification Code</th>
<th>Qualification Title</th>
<th>Tuition Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHC51015</td>
<td>Diploma of Counselling</td>
<td>$19,500.00</td>
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</table>

A 20% loan fee applies for VET FEE HELP loans accessed by fee paying/fee for service students. The loan fee does not count towards your FEE HELP limit. The VET FEE-HELP loan is subject to yearly CPI increases.
A VET FEE-HELP Invoice Notice will be issued to learners at least 14 days prior to all census dates. The Invoice Notice provides learners with course information including the unit of study tuition fees to be incurred. It will be delivered to the learners email or mailing address.

**Important, please note:**
- The VET FEE-HELP loan is subject to yearly CPI increases
- The VET FEE-HELP loan impacts on your credit rating

You may wish to seek independent financial advice prior to applying for a VET FEE-HELP loan.

Throughout your training, you will note reference to Units of Study (UOS). This is not a unit of competency or subject. A unit of study is a group of units of competency. You should work towards completing all units of competency within a unit of study before you progress to the next unit of study.

**Commonwealth Assistance Notice**

**After** each of your census dates, Smart City Vocational College will send you a Commonwealth Assistance Notice (CAN). The CAN includes important information about your enrolment, any HELP debt you have incurred or student contribution amounts you have paid, and any loan fee you may have incurred. The CAN will include information on:
- the tuition fees for your units of study;
- the units for which you have received FEE-HELP or VET FEE-HELP;
- any up-front payments you have made;
- any FEE-HELP loan fee incurred for undergraduate units of study; and
- any VET FEE-HELP loan fee incurred.

**Minimum units of study (Fee periods)**

Any VET FEE-HELP qualifications offered by Smart City Vocational College will meet the Department of Education and Trainings requirement of a minimum of three units of study (fee periods). This minimum requirement ensures that your fee amount is evenly distributed over the period of your study.

**Repaying the loan**

You will need to start repaying your VET FEE-HELP debt through the taxation system once your income is above the compulsory repayment threshold, even if still studying. The compulsory repayment threshold is adjusted each year. The amount repaid each year is a percentage of repayment income. The percentage increases as income increases, so the more earned, the higher the repayment will be. The loan will affect (by reducing) take-home (after-tax) wage or salary until the debt is repaid and may affect borrowing capacity until the debt is repaid to the Commonwealth. Currently, the compulsory repayment threshold for the 2016-2017 income year is $54,869.00. Please refer to the Study Assist website for more detailed information. www.studyassist.gov.au

**Extensions**

As a Learner with Smart City Vocational College, you are responsible for your own academic progress in your course. If however, you do experience circumstances, or have concerns that impact on your ability to complete your course within the required timeframe, you must contact your Trainer or Student Support Officer as soon as possible. They will provide you with support and advice to plan and implement techniques to assist you in working towards completion.

Learners will be considered for a one (1), six (6) month only course extension without incurring any additional fees. However, subsequent requests for extensions will not be approved and will result in the need to re-enrol and thus incur a new VET FEE-HELP debt.
Withdrawal from VET FEE-HELP

It is important to correctly withdraw from your course or unit of study. If you do not withdraw properly or if the withdrawal deadline is missed, you will incur a HELP debt.

If you wish to withdraw from your qualification, please ensure you complete either of the following as soon as possible. You should ensure your withdrawal request is submitted prior to your census date/s to ensure you don’t incur any unnecessary debt.

- Contact Service Desk on 1800 BE SMART (1800 23 76278)
- Email - send an email to our Service Desk advising you wish to withdraw from your qualification, ensuring you include in your email:
  • your full name
  • address
  • USI
  • qualification name
- Website - Download withdrawal form from our website, complete and send to servicedesk@smartcitycollege.edu.au

A copy of Smart City Vocational College’s Withdrawal Policy is located in the policy section of our website, www.smartcitycollege.edu.au.

Successful withdrawal from VET FEE-HELP will result in you:
- not incurring a VET FEE-HELP debt for your enrolled Unit of Study; and/or
- receiving a refund for any up-front tuition fee payments made on or before the census date

Refund - VET FEE-HELP

Refund information specific to this program is found in the Learner Handbook or on our website. Adjustment of VET FEE-HELP tuition fees will also be made appropriately where a learner applies for and is successful in their application for RPL or Credit Transfer.

Expiry of enrolment

If you have not completed your course within the required timeframe (and an extension has not been approved), your enrolment will be recorded as expired. You will be unenrolled from the course and if you wish to continue, you must re-enrol and be liable for another VET FEE-HELP debt.

Course re-enrolment request

If you have been unable to complete your course within the specified timeframe (including with an approved extension), and you wish to continue, you will be required to re-enrol in the course and incur a new debt for the units of competency you have not previously completed. If you wish to re-enrol you must contact your Trainer or local Campus Manager.

Re-enrolment in a VET FEE-HELP course with Smart City Vocational College will:
- be granted at the discretion of Smart City Vocational College
- in respect of a superseded course, only be permitted to re-enrol until the prescribed ‘teach out’ date
ASSESSMENT

CHC51015 Diploma of Counselling is made up of 17 units of competency. To be awarded the qualification you need to be assessed as competent in each unit. A number of different types of assessment will be conducted throughout your course. The assessment methods used will be explained to you during the induction. Your Trainer/Assessor will provide you with specific information on how to complete the assessments as you go through your course. Assessment may include:

- written questions/workplace project, observation, verbal questioning, supplementary evidence including, evidence portfolio, referee report, photographic evidence, workbook activities, log book
- recognition of your past experience/qualifications (RPL).

Your assessments will be marked; ‘satisfactory’ or unsatisfactory’. If your assessment is marked ‘unsatisfactory’ your assessor will give you feedback that identifies any areas needing improvement and you will be able to resubmit this piece of work. You need to be awarded ‘satisfactory’ in all assessment tasks in all units of competency in order to be awarded your qualification.

Your Trainer/Assessor will provide you with due dates for your assessments. If you cannot meet the set due dates please contact your trainer before the due date to ask for an extension.

Assessment will be modified where necessary.

When submitting assessment items, ensure you have followed the guidelines as outlined in the assessment booklet

At Smart City Vocational College we recognise there may be a need for reasonable adjustments to our assessment and learning plans. Any individual need that you have will be addressed as it arises. Please speak confidentially to your trainer and assessor about any concerns or individual needs you may have with regard to your assessments.

CREDIT TRANSFER/NATIONAL RECOGNITION

Credit transfer is where you may have completed units of competency or an accredited course with another Registered Training Organisation and it is relevant and/or able to be used for your current and anticipated study. Please note that Smart City Vocational College is committed to applying Credit Transfer to Qualifications/Units completed at other training organisations. Please ensure you mention this to your trainer on/before enrolment.

CAMPUS/STUDY HUBS

Smart City Vocational College’s extensive network of campuses and StudyHubs across Australia allow you to have face-to-face time with a qualified SmartCity trainer, undertake study or an assignment or just escape the daily grind.

SmartCity’s campuses and StudyHubs are designed and purpose built to help you achieve something great. They all feature the latest technology and a friendly, comfortable and inviting atmosphere. Many also feature barista machines and a kids play area as well. The technology within the campuses and StudyHubs are available to you for study purposes, e.g. computers, printer, photocopier, wifi. Feel free to use our tea and coffee facilities and chill out in the lounge area.

You can call us to arrange an appointment to meet with a trainer or simply pop in anytime during trading hours and have a chat with a Student Support Officer or Campus Manager.

SUPPORT SERVICES

If you feel that you may require personal assistance and/or support please talk to our staff. If we are unable to assist, we will put you in touch with a service that may be able to help you. We have a range of contacts with people who are skilled in dealing with difficult situations. If you feel more comfortable speaking with a female/male staff member or a person of same cultural background, please do not hesitate to ask. Any matters relating to Welfare/Guidance Services will be kept in strictest confidence – we respect your privacy on these issues.

Learners have access to learning support with Smart City Vocational College Trainers/Staff, 5 days per week between the hours of 8.00am and 4.00pm via face-to-face, telephone, email, fax, Skype, Lync or where appropriate in person. Please note that where a Learner makes contact via email, a staff member from Smart City Vocational College will endeavour to respond within 48-72 hours.
COMPLAINTS/APPEALS
Smart City Vocational College seeks to prevent complaints and/or appeals by ensuring learners are satisfied with their training product and its outcomes. Trainers/Assessors will be fair, courteous and helpful in all dealings with learner.

Any complaint about any assessment will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. Appeals must be made within 21 days of receipt of assessment outcome. Please refer to your learner handbook for further information.

USI (Unique Student Identifier)
All learners who will be completing or commencing nationally recognised training with Smart City Vocational College (campus, distance or blended) will need to have a Unique Student Identifier (USI). This is a requirement of the Australian Government - Department of Industry.

A USI account will contain all your nationally recognised training records and results from 1st January 2015 onwards. Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study at a new training organisation, your USI will be used to store your training records and results.

If you require assistance in creating your own USI, please contact your local campus or Smart City Service Desk on 1800 BE SMART

YOUR REponsibilities
As a Learner enrolled with Smart City Vocational College, you are expected to:

• Participate fully as an independent and active Learner
• Be responsible for the choices you make in relation to your course of study
• Be committed to your learning and own education
• Be responsible for your own academic progress in your course
• Provide accurate and up-to-date information as required for enrolment and continuing enrolment
• Abide by the Smart City Vocational College Learner Code of Conduct
• Meet any further requirements applicable to the program or funding type of your qualification

A Learner Responsibilities statement and Learner Code of Conduct are contained in the Smart City Vocational College Learner Handbook, this can be easily accessed from our website www.smartcitycollege.edu.au
17 units of competency are required to complete this qualification. 
13 core units and 4 elective units

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<tr>
<th>Unit Code</th>
<th>Unit Title and Description</th>
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<tbody>
<tr>
<td>CHCCSL001</td>
<td>Establish and confirm the counselling relationship</td>
</tr>
<tr>
<td>CHCCSL002</td>
<td>Apply specialist interpersonal and counselling interview skills</td>
</tr>
<tr>
<td>CHCCSL007</td>
<td>Support counselling clients in decision making processes</td>
</tr>
<tr>
<td>CHCDIV001</td>
<td>Work with diverse people</td>
</tr>
<tr>
<td>CHCDIV002</td>
<td>Promote Aboriginal and/or Torres Strait Islander cultural safety</td>
</tr>
<tr>
<td>CHCCCS014</td>
<td>Provide brief interventions</td>
</tr>
<tr>
<td>CHCCSL003</td>
<td>Facilitate the counselling relationship and process</td>
</tr>
<tr>
<td>CHCPHRP003</td>
<td>Reflect on and improve own professional practice</td>
</tr>
<tr>
<td>CHCCSL005</td>
<td>Apply learning theories in counselling</td>
</tr>
<tr>
<td>Unit Code</td>
<td>Unit Title and Description</td>
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| CHCCSL004   | **CORE**  
Research and apply personality and development theories  
This unit describes the skills and knowledge required to research key concepts and constructs of theories of personality and human development, and link those to counselling practice. This unit applies to individuals whose job role involves working with clients on personal and psychological issues within established policies, procedures and guidelines. |
| CHCCSL006   | **CORE**  
Select and use counselling therapies  
This unit describes the skills and knowledge required to select and use different counselling therapies to meet client needs. This unit applies to individuals whose job role involves working with clients on personal and psychological issues, within established policies, procedures and guidelines. |
| CHCLEG001   | **CORE**  
Work legally and ethically  
This unit describes the skills and knowledge required to identify and work within the legal and ethical frameworks that apply to an individual job role. This unit applies to community services and health workers who play a proactive role in identifying and meeting their legal and ethical responsibilities. |
| CHCMHS001   | **Elective**  
Work with people with mental health issues  
This unit describes the skills and knowledge required to establish relationships, clarify needs, and then work collaboratively with people who are living with mental health issues. This unit applies to support workers in contexts outside the mental health sector, but who come into contact with people with mental health issues. The services and support provided are not mental health specific. |
| CHCCCS017   | **Elective**  
Provide loss and grief support  
This unit describes the skills and knowledge required to recognise and respond to the needs of people who are experiencing loss, grief and bereavement. This unit applies to support workers in a range of community services and health contexts. |
| CHCCSM005   | **CORE**  
Develop, facilitate and review all aspects of case management  
This unit describes the skills and knowledge required to undertake case management meetings to plan, monitor and review service provision. Workers at this level work autonomously and are responsible for their own outputs within organisation guidelines. This unit applies to work in a range of health and community services contexts. |
| CHCCCS019   | **CORE**  
Recognise and respond to crisis situations  
This unit describes the skills and knowledge required to recognise situations where people may be in imminent crisis, and then to work collaboratively to minimise any safety concerns and make plans to access required support services. This unit applies to any community services worker involved in crisis intervention. Management of the crisis may involve face-to-face, telephone or remote contact with persons involved. |
| CHCCCS003   | **Elective**  
Increase the safety of individuals at risk of suicide  
This unit describes the skills and knowledge to identify and manage immediate suicide risk and work with the individual to achieve safe outcomes. It includes the requirements for developing a clear safety plan for addressing any immediate danger to the person at risk or others, mobilising access to emergency medical help when needed and facilitating links with further support. This unit applies to people in formal helping roles in any community service context. Suicide safety may involve face-to-face, telephone or remote contact with the person involved. |

For further information or to access our Learner Handbook, visit our website,  
[www.smartcitycollege.edu.au](http://www.smartcitycollege.edu.au)