2016 Course Guide
Estrada... where your career begins

Whether you are starting, restarting or wanting to advance your career, Estrada College provides you with highly supported, flexible learning options. Central to our philosophy is creating an enjoyable learning experience, as we believe happy learners are successful learners.

When you embark on your journey toward a professional career you want confidence that what you’re studying will be applicable in the real-world. You want to learn from people that have successfully travelled the path before you. And you want the journey to be an enjoyable one. Estrada is uniquely able to provide you those assurances.

We view your education as a journey we travel together; not a series of challenges that you need to overcome. Your successes are our successes. Please review this course guide and we look forward to joining you on your path to a successful and enjoyable career.
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About Estrada College

What makes Estrada different?

Estrada College is a leading national trainer in the vocational education (certificate, diploma, advanced diploma) sector. Our focus is on assisting you gain a qualification to progress your career. But it’s how we go about it that makes Estrada different.

ESTRADA BASES ITS TRAINING AND SUPPORT AROUND ITS SEVEN PRINCIPALS OF DIFFERENCE. THESE PRINCIPALS DEFINE OUR APPROACH TO TRAINING. THEY ARE:

1. **UNDERSTANDING**. What we do is tailored around an understanding of our student’s needs. We understand that you’re balancing competing needs in your life, of which education is just one; that you may not have studied for a while; that you may have doubts about your ability to pass; or that English isn’t your first language.

2. **FOCUS**. We have a strong learner-centric focus. That means we put you – the learner – at the centre of everything we do. Most institutions are ‘course’ focussed, so you’re endlessly bending to their rules. At Estrada, we place you at the centre, providing options and flexibility that make learning less stressful and more achievable.

3. **ENVIRONMENT**. Your environment dramatically affects your ability to learn. Happy learners are good learners. Our objective is to create a positive, supportive learning environment where you can thrive.

4. **CURRICULUMS**. Have you ever tried to learn something that you saw no point to? We dislike that as much as you do. Our curriculums are carefully designed so they ‘make sense’ – they’re written in plain English; incorporate lots of examples; are applicable in the real world; and not needlessly complicated.

5. **SUPPORT**. Support is always at hand. We know that at times education can get isolating. So we ensure that whether you choose to learn in-class or online (or any blend), support is always available.

6. **PATHWAYS**. Many of our graduates go on to higher studies. Estrada has relationships and articulation arrangements with other providers. So if you decide to progress your education you’ll get recognition for your completed studies.

7. **INDUSTRY RELEVANCE**. Estrada works hard to develop industry relevant courses so you enjoy diverse work opportunities and optimal employment outcomes.
A message from the Head of College

EDUCATION WILL IMPROVE YOUR LIFE. THAT’S FACT.

Education increases your wage earning capacity, your socio-economic status, and even your health outcomes.

Now more than ever, you have the opportunity to access education and shape your future. The Australian government recognises the value of education to society and is willing to invest in your training through tuition assistance schemes such as VET FEE-HELP.

Barriers to education, advancement and reward have been removed. What remains is a playing field more level than ever before. This puts you firmly in the driver’s seat of your future.

With the government willing to invest in your future, the only question that remains is – are you willing to invest in your future? If you are, Estrada College stands ready to provide you with an unprecedented learning experience to set you on your way.

We look forward to receiving your application and joining you as you proudly advance your career.

Sandra Poletto

Sandra Poletto
Head of College

"Barriers to education, advancement and reward have been removed. What remains is a playing field more level than ever before. This puts you firmly in the driver’s seat of your future."
Tuition Assistance with VET FEE-HELP

While all students have the option to pay their own tuition fees upfront, eligible Australian students have access to a VET FEE-HELP loan of up to $97,728 (for Diploma or Advanced Diploma qualifications), through the Australian Government’s VET FEE-HELP scheme. This scheme helps you pay for all, or part of, your tuition fees toward eligible courses.

To be eligible you must be either an Australian citizen or a Permanent Humanitarian Visa holder who will be resident in Australia for the duration of the unit of study.

Once approved, you can either loan the entire tuition amount for your course or you can pay part of the amount and loan the rest. Signing the Request for a VET FEE-HELP loan form means you are signing up to a loan for the whole course of study (charged progressively for each Unit of Study in your course) less any tuition fees that you choose to pay yourself. If you withdraw from a Unit of Study before or on the Census Date of the term you are scheduled to complete the Unit of Study, then you will not be charged the tuition fee for the Unit of Study.

You only start repaying your loan, through your tax, once you start earning over $54,126 for the 2015-2016 financial year. You may find that repayment of your VET FEE-HELP loan may reduce your take-home pay until the debt is repaid. You will also find that financial institutions will take into account your VET FEE-HELP loan when assessing your borrowing capacity. For this reason, some students choose to seek independent financial advice prior to applying for a VET FEE-HELP loan.

To check your eligibility for VET FEE-HELP please contact your local Estrada College campus.

To find out more about VET FEE-HELP, visit www.studyassist.gov.au.
Learning & Teaching Philosophy

The Estrada teaching philosophy is learner-centric, meaning we put you at the centre of everything we do.

The manner and style you learn is as unique as your fingerprint. In today’s “one size fits all” approach to teaching, Estrada stands alone as the educator focussed on tailoring its teaching methodology to fit your preferred learning style.

Our learner-centric approach is carried throughout our curriculum development, program resources, delivery approach, teaching modes, support systems, assessments – and even our teacher selection.

Many Estrada students may not have studied for a while and are concerned about their ability to succeed. Our supportive learner-centric approach taps into your abilities and maximises your chances for success.

ENVIRONMENT HAPPY LEARNERS ARE SUCCESSFUL LEARNERS. THAT’S OUR MANTRA.
Your ability to learn begins with your environment. Even gifted students, placed in a poor learning environment, will struggle. Acknowledging that happy learners are more successful, Estrada aims to provide you with an enjoyable environment.

- We strip away bureaucracy, allowing you to focus on what’s important
- We pre-empt where students may have challenges, and remove barriers before you even get to them
- We create flexible and varied options for doing things, so you’re not boxed in by a rigid system
- We’re communication focussed – we don’t talk at you, we talk with you
- We’re team focussed – we travel your journey with you rather than setting hurdles for you to jump over.

FLEXIBLE DELIVERY OPTIONS
Our lives today are busier than ever. We understand that life can be a balancing act. Learning today needs to fit around your competing obligations. Estrada has a national network of campuses to support your learning needs. But we also deliver our programs externally and online. These varied delivery options allow you to choose your preferred method – or even blend them.

RELEVANT LEARNING YOU DON’T HEAR ESTRADA STUDENTS SAYING “I’LL NEVER USE THAT IN THE REAL WORLD.”
When content is relevant, it’s easier to understand and more enjoyable. If you don’t understand why you’re learning something, it won’t stick. So we carefully develop our programs for the real world – the world you’ll apply your new knowledge in when you’re out in the field.

Our teachers and tutors are scrutineered for their real-world experience and their ability to relate that experience to your learning. Our programs incorporate relevant case studies and scenarios so you can relate what you do in class to what you’ll do in the field.

The final objective to learning is employment, and Estrada graduates are amongst the most job-ready of any institution in the country.

BEYOND LEARNING
Life can be like a game of chess. To succeed you need to think beyond a single move, preferably several moves ahead. Now that you’re thinking about your education, you also need to be thinking beyond that – to employment and career advancement.

Estrada programs are designed to equip you with real-world skills. This makes the transition from learning to earning so much easier.

Many Estrada graduates progress on to University as a means to further their careers. Our courses articulate to higher education programs. This means that your educational and financial investment at Estrada will serve you well if you decide to progress on to higher level studies.
Facilities, Services & Support

CAMPUSES
Estrada has campuses in Brisbane, Gold Coast, Sydney, Port Macquarie, Melbourne, Adelaide and Perth. We also service the ACT, Tasmania and Northern Territory. Each campus is designed to maximise your learning. All your needs are catered for, including study resources, amenities, teachers and tutors.

ONLINE LEARNING
Getting to campus can be difficult when balancing other demands on your time. You’ll have 24-hour access to the state of the art My.Estrada eCampus. All your course resources, notes and assessments are available online. You can also join online forums to network with other students, and communicate with your lecturer for academic support. Even if you choose to study online, you’ll never feel alone.

SUPPORT
Whether you’re learning on campus or online, you’ll have access to extensive support services. These include your lecturer and tutor while on campus; as well as our Toll Free Study Assistance Help Line, email and forum support while studying externally. Our extensive academic and administrative support services mean you can progress through your course worry free, knowing support is at hand whenever required.

STUDENT WELFARE
Maintaining your health while studying is crucial to your success. If you experience difficulties in your personal life or the stress and anxiety associated with academic study, we can refer you to relevant services, including counselling.
“Everyone’s learning style and personal circumstances are different. Estrada’s learner-centric focus puts you at the centre of everything we do. You can learn in-class, online or any blend, all the time knowing you’ll be fully supported.”
Diploma of Business

Our Diploma of Business opens the doors to a career in the exciting and dynamic world of business.

The Estrada course uniquely develops your communication, negotiation, leadership, project management, marketing and HR skills.

Our program is practical and relevant. Your knowledge and skills will be developed by experienced professionals.

ON COMPLETION
You’ll be well equipped to enter fields such as marketing, human resources, IT, banking, accounting, retail or commercial. You’ll have the skills to be employed as a valuable team contributor in a business, or to start and manage your own business.

COURSE DELIVERY
Learn internally, online or any blend. Our programs are designed to fit around your needs. Study entirely online (anywhere) or come into our campuses in Brisbane, Gold Coast, Sydney, Port Macquarie, Melbourne, Adelaide and Perth.

DURATION
12-months

COURSE STRUCTURE
Our Diploma of Business (BSB50215) is structured around 4 Units of Study with a duration of 12 weeks per Unit of Study.

| DB1A | BSBADM506 - Manage business document design and development |
| DB1A | BSBADM504 - Plan and implement administrative systems |
| DB2A | BSBADM502# - Manage meetings |
| DB2A | BSBPMG522 - Undertake project work |
| DB3A | BSBRSK501 - Manage risk |
| DB3A | BSBWOR501 - Manage personal work priorities and professional development |
| DB4A | BSBHRM506 - Manage recruitment, selection and induction processes |
| DB4A | BSBHRM512 - Develop and manage performance management processes |

Units of Competency marked with a # require the practical demonstration of skills in a simulated work environment.

A variety of options are available to complete this including through a private one-on-one or small group assessment (in person or via Skype), submitting a video recording, or in your own workplace.

Progress through your course is achieved by completing each Unit of Competency’s assessment book and the 1 practical demonstration.

How to apply
Application into the Diploma of Business is completed online at: www.estrada.edu.au/diploma-of-business
Diploma of Leadership & Management

Are you a ‘big picture thinker’?

Are you excited by achieving targets and motivating people to improve the effectiveness, efficiency and profitability of a business? If you are, a career in management may be the path for you.

Our Diploma of Leadership & Management is the entry point to your corporate career. It will provide you with the skills, knowledge and confidence to effectively lead teams and excel in the business environment. You’ll develop your creative thinking, decision making, leadership, communication, negotiation and project management skills, allowing you to manage and lead in any role, in any industry.

Our program is practical and relevant. Your knowledge and skills will be developed by experienced professionals.

How to apply
Application into the Diploma of Leadership and Management is completed online at: www.estrada.edu.au/diploma-of-leadership-and-management

ON COMPLETION
You’ll be prepared to work as a business manager, government officer, adviser or administrator in any industry sector, including marketing, human resources, IT, banking, accounting, retail or commercial roles.

COURSE DELIVERY
Learn internally, online or any blend. Our programs are designed to fit around your needs. Study entirely online (anywhere) or come into our campuses in Brisbane, Gold Coast, Sydney, Port Macquarie, Melbourne, Adelaide and Perth.

DURATION
12-months

COURSE STRUCTURE™
Our Diploma of Leadership & Management (BSB51915) is structured around 4 Units of Study with a duration of 12 weeks per Unit of Study.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Course Code</th>
<th>Course Title</th>
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</thead>
<tbody>
<tr>
<td>LM1A</td>
<td>BSBWOR501#</td>
<td>Manage personal work priorities and professional development</td>
</tr>
<tr>
<td></td>
<td>BSBBLDR501#</td>
<td>Develop and use emotional intelligence</td>
</tr>
<tr>
<td></td>
<td>BSBBLDR502#</td>
<td>Lead and manage effective workplace relationships</td>
</tr>
<tr>
<td>LM2A</td>
<td>BSBMGT502#</td>
<td>Manage people performance</td>
</tr>
<tr>
<td></td>
<td>BSBWOR502#</td>
<td>Lead and manage team effectiveness</td>
</tr>
<tr>
<td></td>
<td>BSBHRM506</td>
<td>Manage recruitment selection and induction processes</td>
</tr>
<tr>
<td>LM3A</td>
<td>BSBWHS401#</td>
<td>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
</tr>
<tr>
<td></td>
<td>BSBCU501#</td>
<td>Manage quality customer service</td>
</tr>
<tr>
<td></td>
<td>BSBFM501 #</td>
<td>Manage budgets and financial plans</td>
</tr>
<tr>
<td>LM4A</td>
<td>BSBRSK501#</td>
<td>Manage risk</td>
</tr>
<tr>
<td></td>
<td>BSBPMG522#</td>
<td>Undertake project work</td>
</tr>
<tr>
<td></td>
<td>BSBMGT517#</td>
<td>Manage operational plan</td>
</tr>
</tbody>
</table>

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A variety of options are available to complete this including through a private one-on-one or small group assessment (in person or via Skype), submitting a video recording, or in your own workplace.

Progress through your course is achieved by completing each Unit of Competency’s assessment book and the 3 practical demonstrations.
Diploma of Marketing

Are you an innovator that thinks outside the box?

If you are, the exciting and creative world of marketing may be the career for you. Successful businesses rely heavily on marketing to stay ahead of competition. As a marketer, you’ll create value – for business and consumers. You’ll learn to understand the complex needs and desires of consumers; and how to position business offerings so they’re desirable.

The Estrada College Diploma of Marketing is uniquely structured to unleash your natural marketing flair. You’ll learn about identifying market opportunities; consumer behaviour; the world of e-marketing; integrated communications; structuring marketing plans; conducting research and implementing marketing activities.

Our program is practical and relevant. Your knowledge and skills will be developed by experienced professionals.

ON COMPLETION
You’ll be well equipped to be a productive team member in any industry, or even start and manage your own marketing business. You could pursue a career as an account executive, creative writer, market research manager, organisational communication specialist, publishing professional or events coordinator.

COURSE DELIVERY
Learn internally, online or any blend. Our programs are designed to fit around your needs. Study entirely online (anywhere) or come into our campuses in Brisbane, Gold Coast, Sydney, Port Macquarie, Melbourne, Adelaide and Perth.

DURATION
12-months

COURSE STRUCTURE
Our Diploma of Marketing (BSB51215) is structured around 4 Units of Study with a duration of 12 weeks per Unit of Study.

| MK1A | BSBMKG501 - Identify and evaluate marketing opportunities |
| MK1A | BSBMKG502 - Establish and adjust the marketing mix |
| MK2A | BSBFIM501 - Manage budgets and financial plans |
| MK2A | BSBMKG506 - Plan market research |
| MK3A | BSBMKG507# - Interpret market trends and developments |
| MK3A | BSBWOR501 - Manage personal work priorities and professional development |
| MK4A | BSBMKG514 - Implement and monitor marketing activities |
| MK4A | BSBMKG510 - Plan e-marketing communications |

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A variety of options are available to complete this including through a private one-on-one or small group assessment (in person or via Skype), submitting a video recording, or in your own workplace.

Progress through your course is achieved by completing each Unit of Competency’s assessment book and the 1 practical demonstration.

How to apply
Application into the Diploma of Marketing is completed online at: www.estrada.edu.au/ diploma-of-marketing
Diploma of Human Resources Management

If you love working with people and assisting them achieve their potential, Human Resources Management (HRM) may be for you.

As a Human Resource Professional you’d be responsible for optimising the most valuable asset of any enterprise – the people.

The Estrada College Diploma of Human Resources Management will develop your people skills (communication, negotiation and leadership) and knowledge of HR functions. You’ll learn recruitment strategies, staff development, team building and how to optimise employee performance.

Our program is practical and relevant. Your knowledge and skills will be developed by experienced professionals.

How to apply
Application into the Diploma of Human Resources Management is completed online at: www.estrada.edu.au/diploma-of-human-resources-management

ON COMPLETION
The Diploma of Human Resources Management prepares you for a career as a human resource officer, human resource manager, recruitment consultant, government adviser, administrator or manager. You’ll have the skills to be employed as a valuable team contributor in any industry including IT, banking, accounting, retail or commercial.

COURSE DELIVERY
Learn internally, online or any blend. Our programs are designed to fit around your needs. Study entirely online (anywhere) or come into our campuses in Brisbane, Gold Coast, Sydney, Port Macquarie, Melbourne, Adelaide and Perth.

DURATION
12-months

COURSE STRUCTURE
Our Diploma of Human Resources Management (BSB50615) is structured around 4 Units of Study with a duration of 12 weeks per Unit of Study.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Course Code</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR1A</td>
<td>BSBHRM501</td>
<td>Manage human resources services</td>
</tr>
<tr>
<td></td>
<td>BSBWH5401</td>
<td>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
</tr>
<tr>
<td>HR2A</td>
<td>BSBFIM501</td>
<td>Manage budgets and financial plans</td>
</tr>
<tr>
<td></td>
<td>BSBPMG522</td>
<td>Undertake project work</td>
</tr>
<tr>
<td>HR3A</td>
<td>BSBRSK501</td>
<td>Manage risk</td>
</tr>
<tr>
<td></td>
<td>BSBWRK510</td>
<td>Manage employee relations</td>
</tr>
<tr>
<td>HR4A</td>
<td>BSBHRM506</td>
<td>Manage recruitment selection and induction processes</td>
</tr>
<tr>
<td></td>
<td>BSBHRM512</td>
<td>Develop and manage performance management processes</td>
</tr>
<tr>
<td></td>
<td>BSBHRM513</td>
<td>Manage workforce planning</td>
</tr>
</tbody>
</table>

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A variety of options are available to complete this including through a private one-on-one or small group assessment (in person or via Skype), submitting a video recording, or in your own workplace.

Progress through your course is achieved by completing each unit’s assessment book and the 1 practical demonstration.
Diploma of Business Administration

Want to make your mark in the business world?

The Estrada College Diploma of Business Administration will prepare you for a career in business management. You’ll learn the ins and outs of management, strategy, marketing, business law, HR and finance. It’ll provide you with a broad knowledge base so you can stay flexible and respond to the job market.

Whilst developing your knowledge and skills in business practices, you’ll also build on your social and personal development. When you graduate, you’ll be ready to contribute to any organisation.

Our program is practical and relevant. Your knowledge and skills will be developed by experienced professionals.

ON COMPLETION
The Diploma of Business Administration prepares you for a management career in any business sector, and any type of organisation - private, government or not-for-profit. You’re flexible skill and knowledge base will prepare you to excel in any workplace setting.

COURSE DELIVERY
Learn internally, online or any blend. Our programs are designed to fit around your needs. Study entirely online (anywhere) or come into our campuses in Brisbane, Gold Coast, Sydney, Port Macquarie, Melbourne, Adelaide and Perth.

DURATION
12-months

COURSE STRUCTURE™
Our Diploma of Business Administration (BSB50415) is structured around 4 Units of Study with a duration of 4 weeks per Unit of Study.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Course Code</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>DBA1A</td>
<td>BSBADM506</td>
<td>Manage business document design and development</td>
</tr>
<tr>
<td></td>
<td>BSBADM504</td>
<td>Plan and implement administrative systems</td>
</tr>
<tr>
<td>DBA2A</td>
<td>BSBADM502#</td>
<td>Manage meetings</td>
</tr>
<tr>
<td></td>
<td>BSBPMG522</td>
<td>Undertake project work</td>
</tr>
<tr>
<td>DBA3A</td>
<td>BSBADM503</td>
<td>Plan and manage conferences</td>
</tr>
<tr>
<td></td>
<td>BSBWOR501</td>
<td>Manage personal work priorities and professional development</td>
</tr>
<tr>
<td>DBA4A</td>
<td>BSBCUS501#</td>
<td>Manage quality customer service</td>
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<tr>
<td></td>
<td>BSBMGTS02#</td>
<td>Manage people performance</td>
</tr>
</tbody>
</table>

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Progress through your course is achieved by completing each Unit of Competency’s assessment book and the 3 practical demonstrations.

How to apply
Application into the Diploma of Business Administration is completed online at: www.estrada.edu.au/diploma-of-business-administration
Diploma of Project Management

Learn to lead key projects to successful and timely completion.

Project management is one of the most useful fields you can learn in business. Many industries require leaders to manage projects of various scales to enhance the business’ growth or improvement. Developing a sound knowledge of project management concepts will vastly improve your success.

Our Diploma of Project Management covers all the essential stages of managing projects. You’ll learn to manage the scope and risks of projects, control timing and cost, and sufficiently resource the project to a profitable conclusion.

Our program is practical and relevant. Your knowledge and experience will be developed by experienced professionals.

How to apply
Application into the Diploma of Project Management is completed online at: www.estrada.edu.au/diploma-of-project-management

ON COMPLETION
You’ll be able to apply project management skills in a variety of project contexts across a range of industries. Your capability will enable you to take responsibility for achieving project objectives, and pursue job opportunities as a project manager or leader, vendor manager, contract manager or project administrator.

COURSE DELIVERY
Learn internally, online or any blend. Our programs are designed to fit around your needs. Study entirely online (anywhere) or come into our campuses in Brisbane, Gold Coast, Sydney, Port Macquarie, Melbourne, Adelaide and Perth.

DURATION
12-months

COURSE STRUCTURE
Our Diploma of Project Management (BSB51415) is structured around 4 Units of Study with a duration of 12 weeks per Unit of Study.

| PM1A | BSBWOR501 - Manage personal work priorities and professional development |
|      | BSBPMG511 - Manage project scope |
|      | BSBPMG512 - Manage project time |
| PM2A | BSBPMG513 - Manage project quality |
|      | BSBPMG514 - Manage project cost |
|      | BSBPMG515 - Manage project human resources |
| PM3A | BSBMGT502# - Manage people performance |
|      | BSBPMG516 - Manage project information and communication |
|      | BSBPMG517 - Manage project risk |
| PM4A | BSBWH5401 - Implement and monitor WHS policies, procedures and programs to meet legislative requirements |
|      | BSBPMG519 - Manage project stakeholder engagement |
|      | BSBPMG521 - Manage project integration |

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Progress through your course is achieved by completing an assessment book for each Unit of Competency and the 1 practical demonstration.
"Whether you are starting, restarting or wanting to advance your career, Estrada College provides you with highly supported, flexible learning options. Central to our philosophy is creating an enjoyable learning experience, as we believe happy learners are successful learners."
Diploma of Counselling

Counselling is recognised as one of the most personally enriching careers.

As a counsellor you’ll help people each and every day overcome their challenges and go on to lead happy lives. And learning to be a counsellor is an eye-opening journey of self discovery as you learn why you think and behave as you do.

Our Diploma of Counselling is accredited by the Australian Counselling Association (ACA), a peak membership body for counsellors.

How to apply
Application into the Diploma of Counselling is completed online at: www.estrada.edu.au/diploma-of-counselling

ON COMPLETION
You’ll be able to work in a diverse variety of mental health and community health settings, or set up your own counselling practice. You’ll be able to join as a member of the Australian Counselling Association, ensuring professional recognition of your qualification, as well as access to practice insurance.

COURSE DELIVERY
Learn internally, online or any blend. Our programs are designed to fit around your needs. Study entirely online (anywhere) or come into our campuses in Brisbane, Gold Coast, Sydney, Port Macquarie, Melbourne, Adelaide and Perth.

DURATION
24-months. If your circumstances permit, you may choose to study more than one Unit of Study at a time.

COURSE STRUCTURE
Our Diploma of Counselling (CHC51712) is structured around 8 Units of Study with a duration of 12 weeks per Unit of Study.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Titles</th>
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<tbody>
<tr>
<td>CDC1A</td>
<td>Counselling and the Counselling Process:</td>
</tr>
<tr>
<td></td>
<td>CHCCS501AF - Work within a structured counselling process and</td>
</tr>
<tr>
<td></td>
<td>CHCCS507B - Support clients in decision making processes</td>
</tr>
<tr>
<td></td>
<td>Communication and the Counselling Interview:</td>
</tr>
<tr>
<td></td>
<td>CHCCS502AF - Apply specialist interpersonal and counselling interview skills</td>
</tr>
<tr>
<td>CDC2A</td>
<td>The Counselling Relationship:</td>
</tr>
<tr>
<td></td>
<td>CHCCS503AF - Facilitate the counselling relationship</td>
</tr>
<tr>
<td>CDC3A</td>
<td>Personality, Development and Learning Theories:</td>
</tr>
<tr>
<td></td>
<td>CHCCS504A - Apply personality and development theories</td>
</tr>
<tr>
<td></td>
<td>CHCCS505A - Apply learning theories in counselling</td>
</tr>
<tr>
<td>CDC4A</td>
<td>Cognitive Behaviour Therapy:</td>
</tr>
<tr>
<td></td>
<td>CHCCS506A - Apply counselling therapies to address a range of client issues</td>
</tr>
<tr>
<td>CDC5A</td>
<td>Person Centred Therapy:</td>
</tr>
<tr>
<td></td>
<td>CHCCS507A - Apply counselling therapies to address a range of client issues</td>
</tr>
<tr>
<td>CDC6A</td>
<td>Gestalt Therapy:</td>
</tr>
<tr>
<td></td>
<td>CHCCS508A - Apply counselling therapies to address a range of client issues</td>
</tr>
<tr>
<td>CDC7A</td>
<td>Solution Focused Therapy:</td>
</tr>
<tr>
<td></td>
<td>CHCCS509A - Apply counselling therapies to address a range of client issues</td>
</tr>
<tr>
<td>CDC8A</td>
<td>Narrative Therapy:</td>
</tr>
<tr>
<td></td>
<td>CHCCS506A - Apply counselling therapies to address a range of client issues</td>
</tr>
<tr>
<td>CDC9A</td>
<td>Legal and Ethical Issues:</td>
</tr>
<tr>
<td></td>
<td>CHCCS508B - Apply legal and ethical responsibilities in counselling practice and HLTWHS300A - Contribute to WHS processes</td>
</tr>
<tr>
<td>CDC10A</td>
<td>Counselling and Personal Reflection:</td>
</tr>
<tr>
<td></td>
<td>CHCCS509A - Reflect and improve upon counselling skills</td>
</tr>
<tr>
<td>CDC11A</td>
<td>Relationship Issues:</td>
</tr>
<tr>
<td></td>
<td>CHCCS510A - Work effectively with relationship issues</td>
</tr>
<tr>
<td>CDC12A</td>
<td>Family Therapy:</td>
</tr>
<tr>
<td></td>
<td>CHCCS506A - Apply counselling therapies to address a range of client issues</td>
</tr>
<tr>
<td></td>
<td>CHCCS511A - Provide interventions to address family issues</td>
</tr>
<tr>
<td>CDC13A</td>
<td>Client Suitability and Clients at Risk:</td>
</tr>
<tr>
<td></td>
<td>CHCCS512A - Determine suitability of client for counselling services and CHCCS514B - Recognise and respond to individuals at risk</td>
</tr>
<tr>
<td>CDC14A</td>
<td>Case Management:</td>
</tr>
<tr>
<td></td>
<td>CHCCS503D - Develop, facilitate and monitor all aspects of case management</td>
</tr>
<tr>
<td>CDC15A</td>
<td>Diversity and Group Counselling:</td>
</tr>
<tr>
<td></td>
<td>HLTIR403C - Work effectively with culturally diverse clients and co-workers and CHCCS405B - Facilitate groups for individual outcomes</td>
</tr>
</tbody>
</table>

Units of Competency marked with a # require the practical demonstration of skills in a simulated work environment.

A variety of options are available to complete this including through a private one-on-one or small group assessment (in person or via Skype) or submitting a video recording.

Progress through your course is achieved by completing each topic’s assessment book and the 11 practical demonstrations.

Where more than one practical is included in a Unit of Study, they will be grouped into one assessment session where possible.
Diploma of Community Services (Case Management)

Community Services is one of the fastest growing employment sectors in the country.

The Estrada College Diploma of Community Services (Case Management) will prepare you to work in case management and client support roles in the community services sector. You gain the expertise and knowledge necessary to facilitate case management, assess and analyse client needs, communicate effectively with clients and staff, and support client self-management.

Industry placements will be handpicked, where possible, to suit your interests, objectives and needs to seamlessly connect to your desired career pathway.

How to apply
Application into the Diploma of Community Services (Case Management) is completed online at: www.estrada.edu.au/diploma-of-community-services-case-management

ON COMPLETION
You’ll have the diverse skills and knowledge required to work as a community services worker in a wide variety of settings such as youth services, child protection, family welfare organisations, disability services, and community health services and employment.

COURSE DELIVERY
Learn internally, online or any blend. Our programs are designed to fit around your needs. Study entirely online (anywhere) or come into our campuses in Brisbane, Gold Coast, Sydney, Port Macquarie, Melbourne, Adelaide and Perth.

DURATION
12-months

COURSE STRUCTURE
Our Diploma of Community Services (Case Management) (CHC52008) is structured around 4 Units of Study with a duration of 12 weeks per Unit of Study.

| CM1A | Case Management 1A/1: CHC5400C# Work within a legal and ethical framework CHCCOM403A# Use targeted communication skills to build relationships |
| CM1A | Case Management 1A/2: HLTWH5030A Contribute to WHS processes CHCNET404B# Facilitate links with other services |
| CM1A | Case Management 1A/3: CHC52000# Develop, facilitate and monitor all aspects of case management |
| CM1A | Case Management 1A/4: CHC52000# Promote high quality case management CHCCS607E# Coordinate in-service assessment and response to address client needs |

| CM2A | Case Management 2A/1: CHCCS405B# Facilitate groups for individual outcomes |
| CM2A | Case Management 2A/2: CHCCM503C# Develop, facilitate and monitor all aspects of case management |
| CM2A | Case Management 2A/3: CHCCM504D# Promote high quality case management CHCCS607E# Coordinate in-service assessment and response to address client needs |

| CM3A | Case Management 3A/1: CHCAD504B# Provide advocacy and representation services HLTIR403C Work effectively with culturally diverse clients and co-workers |
| CM3A | Case Management 3A/2: CHCCW503A# Work intensively with clients |
| CM3A | Case Management 3A/3: CHCCS416B# Assess and provide services for clients with complex needs CHC52000# Support client self-management |

| CM4A | Case Management 4A/1: CHDEV001# Confirm client developmental status CHDEV003# Analyse client information for service planning and delivery |
| CM4A | Case Management 4A/2: CHCORG428A# Reflect on and improve own professional practice |

Units of Competency marked with a # require the practical demonstration of skills in a simulated work environment.

A variety of options are available to complete practical assessments including through private one-on-one or small group assessment (in person or via Skype) or submitting a video recording.

Units marked with a * require completion of a work placement. Guidelines and assistance are provided to students to arrange their placement and students are expected to take an active role in identifying suitable workplaces for their placement and liaising with the workplace to arrange the placement.

Progress through your course is achieved by completing each topic’s assessment book and the 10 practical demonstrations and 1 work placement.

Where more than one practical is included in a Unit of Study, they will be grouped into one assessment session where possible.
Diploma of Youth Work

Do you want to positively influence the next generation?

Working with young people is a challenging, yet very rewarding, field of work. Supporting young people with their social, behavioural, welfare, developmental and protection needs is such an important role in today’s society.

The Diploma of Youth Work will teach you how to develop and implement programs which contribute to youth welfare and wellbeing, identify and respond to risk factors, and link in with services to ensure your client’s needs are met.

During the Diploma of Youth Work, you will spend time working with youth in a community services setting. The work placement allows you to explore and apply the knowledge and skills you have learned.

Our program is practical and relevant. Your knowledge and experience will be developed by experienced professionals.

How to apply

Application into the Diploma of Youth Work is completed online at: www.estrada.edu.au/diploma-of-youth-work

ON COMPLETION

The Diploma of Youth Work enables you to work with young people across a range of services. As a Youth Worker, you will establish programs for young people, proactively respond to the needs of your client, and work with young people in both individual and group settings.

COURSE DELIVERY

Learn internally, online or any blend. Our programs are designed to fit around your needs. Study your theoretical units online (anywhere) or come into our campuses in Brisbane, Gold Coast, Sydney, Port Macquarie, Melbourne, Adelaide and Perth.

DURATION

Up to 24-months. If your circumstances permit, you may choose to study more than one Unit of Study at a time.

COURSE STRUCTURE

Our Diploma of Youth Work (CHC50413) is structured around 8 Units of Study each with a duration of 12 weeks.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Units of Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>YW1A</td>
<td>CHCDEV002* - Analyse impacts of sociological factors on clients in community work and services</td>
</tr>
<tr>
<td></td>
<td>CHCCOM003* - Develop workplace communication strategies</td>
</tr>
<tr>
<td></td>
<td>CHCDEV001* - Work with diverse people</td>
</tr>
<tr>
<td>YW2A</td>
<td>CHCDEV002* - Promote Aboriginal and/or Torres Strait Islander cultural safety</td>
</tr>
<tr>
<td></td>
<td>CHCLEG003* - Manage legal and ethical compliance</td>
</tr>
<tr>
<td></td>
<td>HLTHHY001 - Participate in work health and safety</td>
</tr>
<tr>
<td>YW3A</td>
<td>CHCSSM005* - Develop, facilitate and review all aspects of case management</td>
</tr>
<tr>
<td></td>
<td>CHCADV002* - Provide advocacy and representation services</td>
</tr>
<tr>
<td></td>
<td>CHCPPR001* - Develop and maintain networks and collaborative partnerships</td>
</tr>
<tr>
<td>YW4A</td>
<td>CHCDEV001* - Confirm client developmental status</td>
</tr>
<tr>
<td></td>
<td>CHCMH001* - Work with people with mental health issues</td>
</tr>
<tr>
<td>YW5A</td>
<td>CHCYTH005* - Develop and implement procedures to enable young people to address their needs</td>
</tr>
<tr>
<td></td>
<td>CHCYTH006* - Work with young people to establish support networks</td>
</tr>
<tr>
<td></td>
<td>CHCYTH009* - Support youth programs</td>
</tr>
<tr>
<td>YW6A</td>
<td>CHCCSD007* - Develop and implement service programs</td>
</tr>
<tr>
<td></td>
<td>CHCYTH008* - Manage service response to young people in crisis</td>
</tr>
<tr>
<td>YW7A</td>
<td>CHCYTH009* - Support young people to take collective action</td>
</tr>
<tr>
<td>YW8A</td>
<td>CHCPRT001* - Identify and respond to children and young people at risk</td>
</tr>
<tr>
<td></td>
<td>CHCDEV001* - Support youth programs</td>
</tr>
<tr>
<td></td>
<td>CHCYTH005* - Work effectively with young people in a work context</td>
</tr>
<tr>
<td></td>
<td>CHCYTH006* - Engage respectfully with young people</td>
</tr>
<tr>
<td></td>
<td>CHCYTH002* - Work effectively with young people in a work context</td>
</tr>
<tr>
<td></td>
<td>CHCPSY001 - Participate in work health and safety</td>
</tr>
</tbody>
</table>

Units of Competency marked with a # require the practical demonstration of skills in a simulated work environment.

A variety of options are available to complete practical assessments including through private one-on-one or small group assessment (in person or via Skype) or submitting a video recording. Where more than one practical is included for a Unit of Study, the practicals will be grouped into one assessment session where possible.

Units marked with an * require completion of a work placement in the final Unit of Study. Guidelines and assistance are provided to students to arrange their placement and students are expected to take an active role in identifying suitable workplaces for their placement and liaising with the workplace to arrange the placement. The work placement involves an average of 12 hours per week in the workplace with some time spent at home completing activities that contribute to assessment.

Some organisations may require students to satisfy state-specific Criminal History and/or Working With Children Checks (or similar) prior to undertaking the work placement. These checks are undertaken at the student’s own cost.

Progress through your course is achieved by completing the assessment book for each Unit of Competency, the practical demonstrations, and the work placement.

The minimum age requirement to study the Diploma of Youth Work is 21 years.
Diploma of Life Coaching

Life Coaching is one of the fastest growth industries. It affords you numerous career opportunities, either employed or self-employed.

As a Life Coach you’d work with individuals and teams to improve their performance and assist them excel. The Estrada College Diploma of Life Coaching integrates cutting edge human performance research and strategies, preparing you to work in this highly desired and exciting field.

Our program is practical and relevant. Your knowledge and skills will be developed by experienced professionals.

ON COMPLETION
You’ll be well prepared to apply your coaching skills across a variety of employed or self-employed settings. You could work in niche areas such as Small Business performance coaching, or with groups such as Executives or corporate teams. The possibilities are limitless.

COURSE DELIVERY
Learn internally, online or any blend. Our programs are designed to fit around your needs. Study entirely online (anywhere) or come into our campuses in Brisbane, Gold Coast, Sydney, Port Macquarie, Melbourne, Adelaide and Perth.

DURATION
12-months

COURSE STRUCTURE
Our Diploma of Life Coaching (30968QLD) is structured around 4 Units of Study with a duration of 12 weeks per Unit of Study.

<table>
<thead>
<tr>
<th>LC1A</th>
<th>LCF401A - Work within a structured coaching framework</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LCC402A - Facilitate change through Life Coaching</td>
</tr>
<tr>
<td></td>
<td>LCC403A# - Apply communication processes in coaching interviews</td>
</tr>
<tr>
<td>LC2A</td>
<td>LCC404A# - Examine cognitive approaches to Life Coaching</td>
</tr>
<tr>
<td></td>
<td>LCC405A# - Examine contemporary approaches to Life Coaching</td>
</tr>
<tr>
<td></td>
<td>LCN500A# - Apply Neuro Linguistic Programming to Life Coaching</td>
</tr>
<tr>
<td></td>
<td>LCN502A# - Apply the Narrative approach to Life Coaching</td>
</tr>
<tr>
<td>LC2A</td>
<td>LCC503A# - Apply the Solution Focused approach to Life Coaching</td>
</tr>
<tr>
<td></td>
<td>LCC504A# - Apply the Cognitive Behavioural approach to Life Coaching</td>
</tr>
<tr>
<td></td>
<td>LCT505A# - Apply specialist Life Coaching tools of the trade</td>
</tr>
<tr>
<td></td>
<td>LCD406A - Manage own professional coaching development</td>
</tr>
<tr>
<td>LC4A</td>
<td>BSBSMB302A - Develop a micro business proposal</td>
</tr>
<tr>
<td></td>
<td>LCL506A - Manage legal and risk management requirements of a life coaching business</td>
</tr>
<tr>
<td></td>
<td>LCB507A - Manage life coaching business planning and operations</td>
</tr>
<tr>
<td></td>
<td>BSBSMB403A - Market the small business</td>
</tr>
</tbody>
</table>

Units of Competency marked with a # require the practical demonstration of skills in a simulated work environment.

A variety of options are available to complete this including through a private one-on-one or small group assessment (in person or via Skype) or submitting a video recording.

Progress through your course is achieved by completing each Unit of Competency’s assessment book and the 8 practical demonstrations and 7 teleclasses.

Where more than one practical is included in a Unit of Study, they will be grouped into one assessment session where possible.
“Learn now with absolutely no costs upfront. Use VET FEE-HELP to finance all or part of your tuition and only start repaying when you’re employed, earning over $54,126 per annum.”
Entry Requirements, VET FEE-HELP Eligibility & Enrolment

Course Entry Requirements

The College has broad entry requirements to ensure people of all backgrounds have access to its courses. All courses have the same entry requirements.

You are able to gain entry to your course if you have:

- Completed Year 12, or
- Completed a Certificate III qualification, or
- Have at least 3 years of sufficient life experience (work or study) (if over 21 years of age)

Fee & VET FEE-HELP Eligibility

WHAT IS VET FEE-HELP?

VET FEE-HELP is an Australian Government loan scheme that assists eligible students to pay their tuition fees. It cannot be used for additional study costs such as accommodation or text books. VET FEE-HELP can cover all or part of a student’s tuition fees. For more information visit www.studyassist.gov.au.

AM I ELIGIBLE FOR VET FEE-HELP?

You are likely eligible for VET FEE-HELP if you:

- meet the citizenship and residency requirements
- are enrolled in an eligible unit of study by the census date for that unit;
- have not exceeded the VET FEE-HELP limit; and
- meet the tax file number (TFN) requirements

To confirm your eligibility, and for assistance applying for VET FEE-HELP, contact your local Estrada College campus.

FEES

Current tuition fees and loan fees (for VET FEE-HELP) for all courses and units of study are published on the Estrada College website at www.estrada.edu.au/fees-dates-policies

Course Enrolments

Once you have decided on your course and determined your VET FEE-HELP eligibility, you can apply for course enrolment. To enrol, simply:

2. Once we receive your enrolment we will send you a link to apply for VET FEE-HELP.
3. Once your VET FEE-HELP is approved you will be provided introductory information to commence your course.

Start dates

The start dates for each course are listed at www.estrada.edu.au/dates. It’s important that regardless of your course start date you complete your enrolment as soon as practicable to secure your place.

Recognition of Prior Learning and Credit Transfers

Students may apply for recognition of prior learning and exemptions from units of competency, where an equivalence of earlier learning and achievement can be established. Evidence of prior learning is assessed through written application. All applications for recognition of prior learning will be assessed against relevant unit competencies in the course in which the applicant has applied for enrolment.

Cancellation and Refund Policy

For the full Cancellation Policy please see the Estrada College Student Handbook at www.estrada.edu.au.

If you remain enrolled in the Unit of Study the day after Census Date, then you are liable for the tuition fee for the Unit of Study. If you are paying your fees with VET FEE-HELP, the tuition fee and loan fee for the Unit of Study is added to your VET FEE-HELP debt.

If you withdraw from the Unit of Study either before or on the Census Date, then you are not liable for the tuition fee (or loan fee) for the Unit of Study and receive a refund on any of the tuition fee you have paid yourself. To withdraw from a Unit of Study, you need to submit your notification in writing by email or post to the campus you are enrolled with. Please find contact details for all campuses at: www.estrada.edu.au.

Census Dates

Each course has a series of Units of Study which you complete in a term of 12 weeks duration. Each term has a commencement (start) and finish (end) date and a Census Date set. A list of each term’s Census Dates is located at: www.estrada.edu.au/fees-dates-policies.

Graduation

Upon successful completion of all course requirements, your Certificate and Transcript of Academic Record will be issued by Estrada College.
The College is committed to supporting students and has documented this commitment in a number of student policies contained in the Student Handbook. The full version of the student policies is available by accessing the College’s website at www.estrada.edu.au and visiting the Policies item in the Students section of the site.

The College recommends that you read these policies prior to applying for enrolment.

The student policies cover the following areas:

**Rights and Obligations**
Under the training arrangement, both the College and its students have various rights and obligations. Details of each party’s rights and obligations are included in the Rights and Obligations statement contained in the Student Handbook available at the “Students” section of the College’s website at www.estrada.edu.au or request a copy of the Student Handbook from the College’s Head Office by phoning 1800 683 884.

**Recognition of Prior Learning**
Recognition of Prior Learning is the recognition of skills and knowledge obtained through previous education, training or work, which may entitle the student to a unit exemption.

Individuals who consider they possess the skills and knowledge of one or more of the course competencies are able to apply for Recognition of Prior Learning (RPL) through the College’s Credit Transfer Application Kit.

Details of the Recognition of Prior Learning process and the Recognition of Prior Learning and Credit Transfer Application Kit can be obtained from the College’s Head Office by phoning TOLL FREE 1800 683 884.

**Mutual Recognition (Credit Transfer) of Qualifications**
Estrada College recognises the Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other training organisations. Students who have completed any of the units listed in the Course Overview’s are able to apply for Transfer of Competency.

If similar units to those listed in the Course Overview’s have previously been completed, you are able to apply for Recognition of Prior Learning.

Further details of the Recognition of Prior Learning process and a Recognition of Prior Learning and Credit Transfer Application Kit can be obtained from the College’s Head Office by phoning TOLL FREE 1800 683 884.

To apply for mutual recognition, complete the Recognition of Prior Learning and Credit Transfer Application Kit and forward it to the College, along with certified copies of your results in these units.

**Language, Literacy and Numeracy Assistance**
Estrada College has a process in place to identify students with language, literacy or numeracy difficulties. Details of the College’s Language, Literacy and Numeracy assessment can be obtained from the Student Handbook at the “Students” section of the College’s Web Page at: www.estrada.edu.au, or request a copy of the handbook from the College’s Head Office by phoning 1800 683 884.

**Student Conduct**
Estrada College is a professional educational institute. College staff are required to provide a high level of educational and administrative service to all enquirers and students. To maintain the integrity of this service, students also have certain obligations and are requested to abide by the College’s Student Conduct Policy. Details of the Student Conduct Policy may be obtained from the Student Handbook at the “Students” section of the College’s Web Page at: www.estrada.edu.au or request a copy of the handbook from the College’s Head Office by phoning 1800 683 884.

**Access and Equity**
Estrada College acknowledges the diverse nature of the population and aims to meet the educational need of all students, irrespective of their background. Our Access and Equity Policy ensures that equity principles for all trainees are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

Please refer to the Student Handbook for further details relating to the College’s Access and Equity Policy at the “Students” section of the College’s Web Page at: www.estrada.edu.au, or request a copy of the handbook from the College’s Head Office by phoning 1800 683 884.

**Complaints**
Estrada College has a fair and equitable process for dealing with grievances and complaints. In the event that grievances cannot be resolved internally to the student’s satisfaction, the student will be advised of the appropriate external body where they can seek further assistance.

Details of the College’s Complaints Policy can be obtained from the Student Handbook at the “Students” section of the College’s Web Page at: www.estrada.edu.au or request a copy of the handbook from the College’s Head Office by phoning 1800 683 884.

**Appeals**
Estrada College provides an avenue for students to appeal decisions made or the awarding of course and unit results by an independent panel. Students are able to appeal against their results within 28 days from issue of the result.

Further details of the College’s Appeal Policy can be obtained from the Student Handbook at the “Students” section of the College’s Web Page at: www.estrada.edu.au or request a copy of the handbook from the College’s Head Office by phoning 1800 683 884.

**Protection of Student Fees Paid in Advance**
The College is a member of the ACPET ASTAS and also has a Bank Guarantee in place to protect students fees paid in advance.

Further details on the College’s Protection of Student Fees Paid in Advance Policy can be obtained from the Student Handbook at the Students section of the College’s Web Page at www.estrada.edu.au or request a copy of the handbook from the College’s Head Office by phoning 1800 683 884.

**Fees for Additional Items**
While all fees to complete the respective course are disclosed on the Application Form, and all learning materials are provided to successfully complete the program are included in the course fees, there are some optional items and services that students may need to pay additional charges for from time-to-time during their course of study.

Further details on the College’s Fees for Additional Items can be obtained from the Student Handbook at the Students section of the College’s Web Page at www.estrada.edu.au or request a copy of the handbook from the College’s Head Office by phoning 1800 683 884.

**Re-issuing Certificates and Statements of Attainment**
In the event of loss, damage, destruction or a change of name, students are able to request a reprint of their Certificate, Academic Record and/or Statement of Attainment by completing the ‘Request to Re-issue Certificate/Statement of Academic Record/Statement of Attainment’ Form.

Further details on the College’s Re-Issuing Certificates and Statements of Attainment can be obtained from the Student Handbook at the Students section of the College’s Web Page at www.estrada.edu.au or request a copy of the handbook from the College’s Head Office by phoning 1800 683 884.

**Teachout of Courses**
The College is obligated to keep its courses up to date with industry and educational requirements. If updating of a course leads to a new version of the course being released, students enrolled in the current course will be advised of a timeframe in which the current course will be taught out. In the event of not completing their course before the teach out date, students will be able to transition to the new course, and receive RPL towards units in the new course for components already completed in their current course.

Further details on the College’s Teachout of Courses can be obtained from the Student Handbook at the Students section of the College’s Web Page at www.estrada.edu.au or request a copy of the handbook from the College’s Head Office by phoning 1800 683 884.
Campuses & Contacts

Estrada College Campuses

BRISBANE, QLD
PO Box 484, Carina QLD 4152
336 Stanley Road, Carina QLD 4152
P | (07) 3843 4799 or Free Call: 1800 784 311
F | (07) 3843 3599

SYDNEY, NSW
PO Box 3635, Parramatta NSW 2124
Level 2, Suite 21, 152 Marsden St, Parramatta NSW 2150
P | (02) 9633 4404 or Free Call: 1800 637 276
F | (02) 9687 9698

REGIONAL NSW
PO Box 5106, Port Macquarie NSW 2444
2/34 Jindalee Road, Port Macquarie NSW 2444
P | (02) 6581 4217 or Free Call: 1800 774 993
F | (02) 6581 5117

MELBOURNE, VIC
PO BOX 716, Melbourne VIC 3001
Suite 3, Level 9, 474 Flinders Street, Melbourne VIC 3000
P | (03) 9621 2255 or Free Call: 1800 637 518
F | (03) 9620 0365

ADELAIDE, SA
PO Box 21, Edwardstown SA 5039
616 South Road, Glandore SA 5037
P | (08) 8371 5089 or Free Call: 1800 637 598
F | (08) 8297 5177

PERTH, WA
PO Box 1147, Cloverdale WA 6985
3/216 Belmont Avenue, Cloverdale WA 6105
P | (08) 9277 4049 or Free Call: 1800 683 881
F | (08) 9277 4063

GOLD COAST, QLD
Unit 7, 153 Cotlew St, Ashmore QLD 4214
P | (02) 6581 4217 or Free Call: 1800 774 993
F | (02) 6581 5117

TASMANIA & NORTHERN TERRITORY
PO Box 484, Carina QLD 4152
336 Stanley Road, Carina QLD 4152
P | (07) 3843 4799 or Free Call: 1800 784 311
F | (07) 3843 3599

Head Office
FREE CALL: 1800 683 884

Locked Bag 15, Fortitude Valley QLD 4006
47 Baxter Street, Fortitude Valley QLD 4006

*Important Notes (Pages 11-21):
1. All Nationally Recognised Training Programs are subject to regular industry review and modification from time to time. The information included in the Course Outline is indicative of the final curriculum but may not necessarily contain all units necessary for completion of the qualification. Any changes, upgrades or expansions to the curriculum will be instigated in such a way that your studies are affected as little as possible.

2. Please contact your Student Support Centre if you have any questions about the requirements to complete your course.

3. You need to adhere to the due dates shown for each unit to ensure you complete your course within the appropriate timeframe. If you are having difficulty meeting the timeframes, please contact your Student Support Centre to discuss your options.

4. A summary of the Employability Skills developed through the qualifications can be downloaded from www.training.gov.au.
ENQUIRIES & APPLICATIONS
Online: www.estrada.edu.au/enrolment
Email: enquiry@estrada.edu.au
Phone: 1800 683 884
For more details visit: www.estrada.edu.au

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