



## Training Guide July - Dec 2017

The Centre for Excellence is a Registered Training Organisation (RTO) that provides training for people and organisations working with children, young people and families to strengthen their capacity to provide services that best suit the needs of their clients.



## Acknowledgements

We respectfully acknowledge the traditional land of the Kulin Nation and we acknowledge the Wurundjeri people who are the traditional custodians of this land. We pay respects to their elders past and present and recognise that their sovereignty was never ceded and the structural inequality created by colonisation continues to this day.

We appreciate and celebrate diversity in all its forms. We believe diversity of all kinds makes our teams, services and organisation stronger and more effective.



Centre for Excellence  
in Child and Family Welfare Inc.

## Our Vision

As the peak body for child and family services in Victoria, we advocate for the rights of children and young people to be heard, to be safe, to access education and to remain connected to family, community and culture.

## Our Purpose

**Policy and Ideas** Develop, influence and advocate for public policies that advance the rights and wellbeing of children, young people and families and address the social, economic and cultural barriers to improving their lives.

**Research and Practice** Lead and share research to support innovation and evidence-informed practice.

**Capacity Building** Strengthen the capacity of organisations to provide services that best suit the needs of vulnerable families and children.

Centre for Excellence in  
Child and Family Welfare  
Level 5, 50 Market Street  
Melbourne VIC 3000 Australia  
ABN: 24 629 376 672  
RTO: 3696

Telephone: (03) 9614 1577  
Facsimile: (03) 9614 1774  
Email: [admin@cfecfw.asn.au](mailto:admin@cfecfw.asn.au)  
Website: [www.cfecfw.asn.au](http://www.cfecfw.asn.au)  
Find us on Twitter @CFECFW  
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**Welcome to our July to December 2017 Training Guide. Our training program supports the sector’s workforce learning and development needs.**

Over the past year, our sector has seen substantial reform in the child and family services sector. The government’s Roadmap for Reform program and Prevention of Family Violence agenda has resulted in workshops, symposiums, conferences and planning for the future of our sector. Looking ahead, the next 12 months will see those discussions translated into project implementation.

It’s a critical time for our workforce to build skills and capabilities. Our training offerings for July to December 2017 focus on building a workforce with an expert understanding of child development, trauma and the dynamics of family violence and inter-generational transmission of disadvantage. Our training focus is building a workforce with different specialisations and expertise to identify and respond to risks and challenges within vulnerable families.

<b>Improving outcomes for children and young people</b>	<b>page 06</b>
<b>Building stronger families</b>	<b>page 11</b>
<b>Building a responsive and flexible workforce</b>	<b>page 13</b>
<b>Preparing leaders and managers for a changing world</b>	<b>page 20</b>
<b>Implementing culturally aware and safe practices</b>	<b>page 26</b>



You’ll notice in this edition of the Training Guide, we’ve included more detail about the expanded customised training offerings that tailor programs to the needs and locations of participants.

The Centre is a Registered Training Organisation (RTO) – with qualifications offered through nationally recognised training and using Recognition of Prior Learning (RPL).

We hope the Training Guide offers you a range of professional development opportunities to support the critical work you do.

  
Deb Tsorbaris CEO

# Learning streams

In the second half of 2017, we are focusing on customised options and five priority training areas: children and young people, building stronger families, practitioners, managers and diverse client groups.

The training courses and dates listed in this document are a base guide. We know that organisations and individuals within the sector juggle competing priorities and have differing needs, which is why we offer customised training sessions. Get in touch at any time to find out how we can accommodate you.

## Customised training

The Centre provides a wide range of professional learning and development training to meet the needs of individuals and organisations across the sector. We can tailor courses to the needs of groups and individuals, and assist workers sector-wide.

## Improving outcomes for children and young people

Focusing on children and young people, *Improving outcomes for children and young people* offers training in Out of Home Care practices and child/youth development. These courses will provide you with the skills to help improve the lives of the children and young people you work with.

## Building stronger families

*Building stronger families* focuses on the best ways to assist vulnerable families, looks at family violence and explores evidence based practices and techniques. The courses aim to equip workers with the expertise and confidence to navigate complex cases.

## Building a responsive and flexible workforce

Focusing on the skills practitioners need, *Building a responsive and flexible workforce* offers a range of specialised training units for practitioners working in the Child, Youth and Family sector. Courses cover topics from case noting and documentation to self-care.

## Preparing leaders and managers for a changing world

*Preparing leaders and managers for a changing world* focuses on capacity building for those in leadership and management roles, offering advanced training in operational skills and program management. These courses also provide pathways for people wanting to move into leadership and management roles.

## Implementing culturally aware and safe practices

*Implementing culturally aware and safe practices* trains practitioners to skilfully support diverse groups, including culturally and linguistically diverse communities, Aboriginal and Torres Strait Islander Communities and LGBTI young people and families.

# Training calendar

Course Name (*Nationally accredited course)	Duration	Start date	Page
<b>Improving outcomes for children and young people</b>			
Strategies to support learning for young people who have experienced trauma	1/2 day	Thurs 20 July	06
P.L.A.Y. - Play, Laughter, Art and You therapy for vulnerable children and families	1 day	Wed 2 August	06
Appropriate screening of carers	1 day	Mon 14 August	07
Risk assessments on identifying vulnerable children	1 day	Tues 22 August	07
Sexual behaviour across childhood and adolescence: what's normative, what's not?	3 hours	Thurs 24 August	08
How developmental trauma impacts our therapeutic partnerships with sexually abusive youth	1/2 day	Thurs 14 September	08
Practicalities of porn: 10 practical tips on speaking to kids about porn use	3 hours	Thurs 19 October	09
Mastery and milestones: promoting healthy psychosocial development	1 day	Mon 16 October	09
<b>CHCMHS007</b> Work effectively in trauma informed care*	1 day	Fri 1 December	10
Skilled in looking after children (LAC)	2 days	Tue 12 December Wed 13 December	10
<b>Building stronger families</b>			
Difficult conversations within a family violence context	1 day	Wed 6 September	11
A casework approach to working with vulnerable families	1 day	Tue 17 October	12
Engaging with men in the family context	1/2 day	Tue 31 October	12
<b>Building a responsive and flexible workforce</b>			
<b>BSBWHS501</b> Ensure a safe workplace*	1 day	Fri 21 July	13
Small "c" counselling - skills for non-counsellors	1 day	Wed 26 July	13
<b>CHCMHS013</b> Implement trauma informed care	1 day	Fri 28 July	14
Understanding trauma in a child protection context	1 day	Thurs 3 August	14
Methamphetamine (Ice) training and Intoxicated young people: responding to reduce harm	1 day	Tue 8 August	15
Clinical supervision skills	1 day	Thurs 31 August	15
<b>BSBRK501</b> Manage risk*	1 day	Fri 1 September	16
Interviewing skills and documentation when addressing Quality of Care concerns	1 day	Mon 11 September	16
Identify mental health crisis situations and how to respond	1 day	Thurs 28 September	17
Advanced case management practice	1 day	Tue 24 October	18
Strengths approach to practice	1 day	Mon 20 November	18
<b>CHCCS016</b> Respond to client needs*	2 days	Wed 29 November	19
<b>CHC MHS001</b> Work with people with mental health issues*		Thurs 30 November	
Self-care, wellbeing, managing stress	1/2 day	Thurs 7 December	19
<b>Preparing leaders and managers for a changing world</b>			
<b>BSB51915</b> Diploma of leadership and management*	18 days	Fri 28 July	20
<b>BSBLDR502</b> Lead and manage effective workplace relationships*	1 day	Fri 16 June	21
<b>BSBFIM501</b> Manage budgets and financial plans*	2 days	Fri 4 August Fri 11 August	21
<b>BSBPMG522</b> Undertake project work*	1 day	Fri 8 September	22
De-escalation and critical incident management	1 day	Wed 13 September	22
<b>BSBMGT502</b> Manage people performance*	2 days	Fri 13 October	23
<b>BSBWOR502</b> Lead and manage team effectiveness*		Fri 20 October	
Vicarious traumatisation and resilience - coping with and recovering from constant exposure to critical incidents	1 day	Wed 25 October	23
<b>BSBMGT516</b> Facilitate continuous improvement*	1 day	Fri 3 November	24
Operational supervision skills	1 day	Wed 22 November	24
<b>BSBWOR501</b> Manage personal work priorities and professional development*	1 day	Fri 24 November	25
<b>Implementing culturally aware and safe practices</b>			
Cultural awareness - working with Aboriginal children, young people and families	1 day	Fri 7 July	26
Culturally competent practice working with vulnerable families	1 day	Mon 28 August	26
Culturally competent youth practice	1 day	Tue 10 October	27
Supporting practitioners working with LGBTI children, young people and families	1/2 day	Wed 6 December	27

Book in early, spaces are limited. Visit [www.cfecfw.asn.au/training](http://www.cfecfw.asn.au/training)



## Customised training

**The Centre provides a range of professional learning and development training to meet the needs of individuals and organisations across the sector.**

Customised training can be developed to include your organisations policies and procedures, risk management strategies, strategic plans or encompass any specific requirements in which there is a training need. The Centre will work directly with your organisation to identify training needs and incorporate appropriate or relevant case studies, cultural competencies or scenarios to develop the training to your requirements. Assessments, course material and follow up sessions can also be arranged to evaluate the effectiveness of the training.

The Centre delivers in locations across Victoria and Tasmania, condenses sessions to adapt to the busy work days of professionals, and customises training to closely relate to the needs of various job roles. If you have a training topic of interest and want it delivered on your site, please contact Corinne to discuss your needs.

Contact our learning and development team for a quote [training@cfecfw.asn.au](mailto:training@cfecfw.asn.au).

# Customised training options

## The Centre can provide customised training in the following course areas:

### Improving outcomes for children and young people

#### Understanding and supporting children and youth

- Trauma informed care
- Child development theory
- Applied suicide intervention
- Addressing Quality of Care
- Screening of Carers

#### Engaging with/working with children and youth

- Tehcniques for building resilience in children and young people
- Skills for engaging and connecting children and young people
- Life story work, Looking After Children
- Strengths based approach
- Sexual behaviours
- Strategies to support learning

### Building stronger families

#### Supporting families together

- Family Group Conferencing
- Working with families
- Working with men
- Case planning

#### Keeping families safe

- Assessments
- Human rights

### Building a responsive and flexible workforce

#### Case noting and documentation

- Case notes and documentation
- Recording for court

#### Staff development

- Case management
- Out of Home Care systems
- Child protection
- Self care

#### Practice areas

- Mental health
- Drug and alcohol
- Disability
- Sexual abuse

### Preparing leaders and managers for a changing world

#### Operational

- Feedback and evaluation
- Compliance and quality

#### Staff development

- Management skills
- Leadership
- Supervision skills

### Implementing culturally aware and safe practices

- Working with Aboriginal children and families
- Culturally competent practices
- Diversity
- Child safe practices

To find out more about specific courses or discuss tailoring training to your organisation's needs, contact our learning and development team [training@cfecfw.asn.au](mailto:training@cfecfw.asn.au).

# Improving outcomes for children and young people

## Strategies to support learning for young people who have experienced trauma

Thursday 20 July 2017

**Training Delivery Duration:** 1/2 day  
9.15am - 1.30pm

**Cost:** \$155/\$185  
(Members/Non-members)

**Course Description:** This 4-hour workshop gives you strategies you can apply to encourage positive engagement to support young people in their learning.

It is designed for professionals and carers who want to better understand trauma, its effects on behaviour and impact on learning.

The workshop can be adapted to the needs of teachers, school-based staff, youth workers, community health workers, carers and people who work with young people. It can be delivered at your workplace / location close to you.

### Learning Outcomes:

- Theory of trauma and understanding the impact of trauma on learning
- Identifying and working with young people affected by trauma
- Engaging young people in their learning
- Practical strategies to apply in your work environment
- Applying different learning strategies

## P.L.A.Y.: Play, Laughter, Art and You therapy for vulnerable children and families

Wednesday 2 August 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** This one day workshop will explore the theoretical underpinnings of trauma work with children and young people in the context of the neurobiological impact, including on the social engagement system. It will explore issues such as observation, trauma assessment, suitability, for P.L.A.Y. therapy and therapy type, the use of language, the use of the self, transference, counter-transference and resistance. Such strategies will be explored in the context of working individually, in groups and in families.

### Learning Outcomes:

- Understand the impact of trauma on the development of the child and young person's brain and subsequent behavioural responses and therapeutic enrichment and intervention strategies
- Develop P.L.A.Y. strategies to confront avoidance behaviours and educate children and young people about the purpose these behaviours serve for them
- Learn about P.L.A.Y. as the language, and strategies as the words, to transform trauma and find solutions to its behavioural manifestations
- Develop P.L.A.Y. based practice skills in trauma assessment and neurobiological intervention and transformation in a range of contexts
- Have fun!

## Appropriate screening of carers

Monday 14 August 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** The workshop will provide practitioners and managers working in the child and family services sector with key skills and knowledge in initial screening of potential carers for children and young people in out of home care. This workshop will highlight the processes and the skills involved in appropriate screening of carers and provide participants with an opportunity to evaluate their own and work-place practices in this area.

### Learning Outcomes:

- Identify and understand the various background checks required by Department of Health and Human Services (DHHS) registration standards
- Identify factors for effective and ineffective caring
- Manage risk to minimise potential child abuse
- Develop a Code of Conduct for volunteer caregivers
- Identify the training, support and supervision required for potential carers
- Develop protective behaviour training and resources for children and young people

## Risk assessments on identifying vulnerable children

Tuesday 22 August 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** This course explores how we assess and respond to situations where children and/or young people are exposed to risk, danger, harm or loss.

This workshop will cover behaviours and situations that could cause harm, how to assess the level of harm and consider if it will have a long term impact.

### Learning Outcomes:

- Be able to assess risk
- Know how to use risk assessment tools and frameworks
- Understand risk and protective factors
- Understand high risk factors – Infant/Youth
- Understand vicarious trauma
- Self-care

“This course helped me feel more confident using different methods for interacting with young people”.

P.L.A.Y training participant



# Improving outcomes for children and young people

## Sexual behaviour across childhood and adolescence: what's normative, what's not?

Thursday 24 August 2017

**Training Delivery Duration:** 3 hours  
9.15am - 12.30pm

**Cost:** \$110/\$135  
(Members/Non-members)

**Course Description:** Those who work with adolescents in complex settings such as child protection, therapeutic settings and residential and foster care are often faced with situations concerning sexual language, sexual behaviours and even sexual provocation.

It is vital that we recognise what is occurring and can have some understanding of what is normative and what is not. Using a framework of developmental ages and stages for children and youth between 5 and 18 years, participants will gain understanding of what is age appropriate sexual behaviour, and strategies to deal with what is not.

### Learning Outcomes:

- Skills development in identifying what is concerning or problem sexual behaviour
- Learn how to respond to problem and concerning sexual behaviour
- Define normative, concerning and problem sexual behaviour across developmental stages and ages,
- Gain skills in managing issues as they occur

These courses will be run by Dr Russell Pratt, one of Australia's most experienced forensic psychologists working in the field of sexual abuse and child protection issues.

## How developmental trauma impacts our therapeutic partnerships with sexually abusive youth

Thursday 14 September 2017

**Training Delivery Duration:** 4 hours  
9.15am - 1.30pm

**Cost:** \$155/\$185  
(Members/Non-members)

**Course Description:** Sexually abusive youth who have experienced developmental trauma may be difficult to engage in meaningful therapeutic interventions, particularly when we begin to incorporate relational work. As such, the process of connecting, and then working through trauma, can be extremely difficult for all who work with these youth, whether we do so as treatment providers, therapists, or residential staff.

### Learning Outcomes:

- Learn the theory behind why youth may become sexually inappropriate
- Gain an understanding of why traumatic experiences, attachment difficulties and poor familial environments may lead to youth engaging in sexually abusive behaviour
- Move from just understanding the theory of trauma and attachment models to acting on the theory
- Learn to work within the 'trauma-centric lens' – and learn to use teachable moments

## Practicalities of porn: 10 practical tips on speaking to kids about porn use

Thursday 19 October 2017

**Training Delivery Duration:** 3 hours  
9.15am - 12.30pm

**Cost:** \$110/\$135  
(Members/Non-members)

**Course Description:** In this half-day workshop, we look at the history of pornography and the more recent digital-explosion of porn. We explore how pornography has changed and what this means for sexual practice and body image in general. We touch on the research and pornography might impact on special populations. For the majority of the workshop we focus on 10 practical ways to talk about 'big-ticket' issues to do with porn, and thus sexual matters with youth.

### Learning Outcomes:

- Understand pornography: How it has changed and how pervasive it currently is
- Gain knowledge on what it looks like and why this is a problem,
- Gain skills in talking with youth about 'what porn means' in developmental terms.
- Leave the workshop with practical, useable skills for spotting issues emerging and discussing these difficult issues with youth they live with, work with, or interact with.

## Mastery and milestones: promoting healthy psychosocial development

Monday 16 October 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** In this workshop participants will be introduced to various theories of development, major milestones and challenges, as well as effective strategies for working with individuals at different stages of their psychosocial development.

### Learning Outcomes:

- A framework for understanding a range of behaviours practitioners commonly encounter in their work with clients who have experienced abuse, neglect and/or complex trauma
- An introduction to various theories of development
- An introduction to major milestones and challenges across the lifespan
- Effective strategies for working with individuals at different stages of their psychosocial development

# Improving outcomes for children and young people

## CHCMHS007 Work effectively in trauma informed care

Friday 1 December 2017

**Training Delivery Duration:** 1 day  
9.15am - 5.00pm

**Cost:** \$375/\$430  
(Members/Non-members)

**Course Description:** This unit describes the skills and knowledge required to practice and contributes to the continuous improvement of trauma informed care within a service. This unit applies to individuals working in the community services and health sectors where services are informed by the knowledge and understanding of central trauma, particularly the impact of interpersonal violence.

### Learning Outcomes:

- Be able to work from a trauma informed care perspective
- Self-care strategies
- Contribute to the continuous improvement of trauma informed care in services
- To demonstrate knowledge of legal and ethical considerations (international, national, state/territory, local) for trauma related practice, and how these are applied in organisations and individual practice
- Understand how common beliefs and attitudes towards people who experience interpersonal violence impacts on their access to services
- Identify the potential for and causes of re-traumatisation, in particular in accessing or receiving services

## Skilled in looking after children (LAC)

Tuesday 12 and Wednesday 13 December 2017

**Training Delivery Duration:** 2 days  
9.15am - 4.45pm

**Cost:** \$485/\$540  
(Members/Non-members)

**Course Description:** This two day workshop will cover Looking after Children (LAC) processes & framework, legislation, trauma informed practice, attachment theory, systems theory, grief and loss, and the role workers, volunteers and clients play.

### Learning Outcomes:

- Understand the LAC process and framework
- Understand the charter of rights and how to embed the into the LAC processes and framework
- Document and complete the Looking After Children Records
- Understand how the Best Interest Case Practice Model and LAC processes and framework are integrated to ensure best practice and good outcomes for children in out of home care
- How to navigate the seven LAC developmental dimensions and how complex trauma impacts on these dimensions
- Understand how to complete the LAC care and placement plans and other records, including navigating a Department of Health and Human Services (DHHS) referral



This Certificate is a nationally recognised qualification, and participants who successfully complete the course will receive a Statement of Attainment.

*This unit is recognised within the Diploma of leadership and management*

# Building stronger families

## Difficult conversations within a family violence context

Wednesday 6 September 2017

**Training Delivery Duration:** 1 day  
9:15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** This workshop will provide participants with an understanding of the theory and current practice guidelines in connection with domestic violence, including safety planning and risk management strategies.

This workshop is aimed at workers who are in contact with women and children who may be at risk of family violence.

### Learning Outcomes:

- How to implement a strengths based model for working with families
- How to manage challenging conversations with clients about family violence
- Safety planning and risk management skills
- Communication skills to manage challenging conversations
- Develop self-care strategies
- Understand trauma informed care practice



“Training opened my eyes to the high prevalence of trauma, and that I will encounter it once I begin working as a doctor. I feel better equipped to recognise and manage it.”

Medical student

# Building stronger families

## A casework approach to working with vulnerable families

Tuesday 17 October 2017

**Training Delivery Duration:** 1 day  
9:15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** Explore theories behind family practice and current evidence based practices and techniques. Participants will draw on case studies and individual casework experience to explore the practicalities of working with families using a casework model.

### Learning Outcomes:

- Understand the process of change in families, assessment in family practice, demystifying family based casework
- Use strengths based approaches and formulating goals with families, use trauma informed techniques for working with families, take the hard-line and ask difficult questions in family based work
- Establish relationships with families, manage relationships within the family, work with complex needs, communication skills when working with families
- Self-care

## Engaging with men in the family context

Tuesday 31 October 2017

**Training Delivery Duration:** 1/2 day  
9:15am - 1:30pm

**Cost:** \$155/\$185  
(Members/Non-members)

**Course Description:** This course aims to raise awareness of the importance of father's influence on child development across the lifespan and how workers can establish and maintain connections with fathers to increase their engagement in their children's lives.

### Learning Outcomes:

- Gain understanding of the value of fathers in the lives of their children
- Identify factors impacting why fathers are not presently engaged
- Engage fathers using the father inclusive practice principles and the generative framework
- Build respectful collaborative partnerships and constructive relationships with fathers
- Challenge deficit models of fatherhood by utilising strengths based approaches when working with fathers
- Understand a father's needs and preferences when accessing community services
- Demonstrate effective ways for female workers to engage with and work with fathers

# Building a responsive and flexible workforce

## BSBWHS501 Ensure a safe workplace

Friday 21 July 2017

**Training Delivery Duration:** 1 day  
9.15am - 5.00pm

**Cost:** \$375/\$430  
(Members/Non-members)

**Course Description:** This unit describes the skills and knowledge required to establish, maintain and evaluate the organisation's work health and safety policies, procedures and programs in the relevant work area. It takes a systems approach and addresses compliance with relevant legislative requirements.

This unit applies to managers working in a range of contexts who have, or are likely to have responsibility for WHS as part of their broader management role.

### Learning Outcomes:

- Establish a WHS management system in a work area
- Establish and maintain effective and compliant participation arrangements for managing WHS in a work area
- Establish and maintain procedures for effectively identifying hazards, and assessing and controlling risks in a work area
- Evaluate and maintain a work area WHS management system



This Certificate is a nationally recognised qualification, and participants who successfully complete the course will receive a Statement of Attainment.

*This unit is recognised within the Diploma of leadership and management*

## Small 'c' counselling: skills for non-counsellors

Wednesday 26 July 2017

**Training Delivery Duration:** 1 day  
9:15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** In this interactive course participants will learn the skills required to provide basic effective counselling in a direct practice setting to better support children, youth and families.

### Learning Outcomes:

- Understand the theoretical approaches and models underpinning effective counselling
- Demonstrate effective communication skills
- Demonstrate effective general counselling and motivational interviewing skills
- Understand the role of self-reflection in practice
- Demonstrate understanding of working in the best interest of the client throughout the professional relationship

# Building a responsive and flexible workforce

## CHCMHS013 Implement trauma informed care

Friday 28 July 2017

**Training Delivery Duration:** 1 day  
9.15am - 5.00pm

**Cost:** \$375/\$430  
(Members/Non-members)

**Course Description:** This unit describes the skills and knowledge required to promote trauma informed care, and to develop strategies to address people's specific trauma needs.

Trauma informed care involves providing services that are informed by the knowledge and understanding of the impact of trauma, in particular interpersonal violence and varying service practice to reduce the likelihood of re-traumatisation.

This unit applies to work with people with mental illness in a range of community services work contexts.

### Learning Outcomes:

- Work in trauma informed ways
- Develop strategies to address people's specific trauma needs
- Promote trauma informed practices
- Maintain safety in practice



*This unit is recognised within the Diploma of leadership and management*

## Understanding trauma in a child protection context

Thursday 3 August 2017

**Training Delivery Duration:** 1 day  
9:15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** This training provides the practitioner with an understanding on how to embed a trauma informed approach within the child protection system that supports clients to heal and recover at the same time as building the necessary scaffolding for the practitioner in order to prevent vicarious stress.

### Learning Outcomes:

- The theoretical frameworks that underpin trauma informed care and practice systems
- How to integrate and embed a trauma informed system of care into existing service delivery
- Overview of the child protection system and best interest case practice model using a trauma informed lens
- The definition and impact of complex trauma
- How to convey information about trauma informed care and practice within and across the organisation
- How to promote best practice for the prevention of re-traumatisation
- How to integrate knowledge on sensory activation to promote self-awareness and an understanding of the impact of triggers
- How to promote recovery to build resilience and work towards healing
- The impact of vicarious trauma and strategies to prevent or manage situations
- How to embed stress management and self-care strategies for workers and carers

## Methamphetamine (Ice) training and Intoxicated young people: responding to reduce harm

Tuesday 8 August 2017

**Training Delivery Duration:** 1 day  
9.45am - 5.00pm

**Cost:** \$155/\$185  
(Members/Non-members)

**Course Description:** The morning session consists of free training about methamphetamine (Ice) and its effects. Participants will develop knowledge of how Ice affects the brain and body, patterns of use and risk. This training will assist participants in gaining a greater understanding of challenging presentations of Ice use and how to promote treatment and change.

The afternoon session will allow participants to develop knowledge and confidence in responding when they encounter young people who are substance affected. This is particularly designed for people who work in community settings, not in youth-specific roles, but who encounter young people who may be using substances.

### Learning Outcomes:

- Understand drug effects (including poly-drug use)
- Understand the different factors that influence intoxication
- Assess and manage risks to self, young person, and others
- Create potential for an interaction as a result of the interaction
- When and how to get further information, support, and treatment option

*The Centre and YSAS are able to offer the morning session training session for free, thanks to the support of DHHS.*

## Clinical supervision skills

Thursday 31 August 2017

**Training Delivery Duration:** 1 day  
9:15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** Clinical supervision assists staff to provide a more confident and creative service to clients. It assists participants to understand approaches to supervisory practice and explores clinical education frameworks and models, to ensure that services to clients are safe and ethical as well as providing a reflective space for a supervisee to enhance their competence and confidence when working with clients.

### Learning Outcomes:

- The role of the clinical educator
- Understanding outcomes and reliable and valid assessments
- The clinical support model and quality of clinical supervision
- Strategies for preparing and supporting students in a safe learning environment
- Overcoming the theory-practice gap

# Building a responsive and flexible workforce

## BSBRSK501 Manage risk

Friday 1 September 2017

**Training Delivery Duration:** 1 day  
9.15am - 5.00pm

**Cost:** \$375/\$430  
(Members/Non-members)

**Course Description:** This unit describes skills and knowledge required to manage risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting.

It applies to individuals who are working in positions of authority and are approved to implement change across the organisation, business unit, and program or project area. They may or may not have responsibility for directly supervising others.

### Learning Outcomes:

- Establish risk context
- Identify risks
- Analyse risks
- Select and implement treatments



*This unit is recognised within the Diploma of leadership and management*

## Interviewing skills and documentation when addressing Quality of Care concerns

Monday 11 September 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** This one day workshop is for any worker who may be involved in addressing or investigating quality of care concerns when a child or young person is in care. It will provide you with an understanding of the Department of Health and Human Services (DHHS) process for addressing Quality of Care concerns along with guidelines to ensure the rights of the child or young person who is the subject of the quality of care concerns are respected as well as the rights of the adults involved. Documenting Quality of Care concerns will be discussed along with how to interview children, young people and carers in situations where there may be Quality of Care concerns.

### Learning Outcomes:

- Develop an understanding of DHHS process for addressing quality of care concerns
- Understand how to protect the rights of the child or young person while also respecting the rights of the adults involved
- Develop an understanding of how to interview children, young people and adults in relation to quality of care concerns
- Develop an understanding of the importance of recording and how to record when there are quality of care concerns

## Identify mental health crisis situations and how to respond

Thursday 28 September 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** This one day course will assist staff in identifying mental health crisis situations and how to respond.

### Learning Outcomes:

- Gain an understanding of major mental illness groups
- Identify signs of mental illness
- Improved communication skills
- Establish respectful relationships with people with mental health issues
- Identify issues that impact people with mental illness
- Recognise the need for additional support and how to facilitate that



“I feel more confident about creating more opportunity for group reflection and professional development as a result of this training.”

Clinical Supervision Skills

# Building a responsive and flexible workforce

## Advanced case management practice

Tuesday 24 October 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** This one-day workshop will explore theoretical frameworks and models that underpin complex case management and how to assess and engage individuals and families who are experiencing complex and multiple issues in their case planning and goal setting.

### Learning Outcomes:

- Overview of complex case management
- Building professional working relationships and networking
- Trauma informed practice
- Assessment models and frameworks
- Risk assessment and analysing information
- How to negotiate family structures and systems
- Manage and support change processes
- Communication and establishing rapport with clients
- Child centred, family focused, strengths based and solution focused approaches
- Goal setting and planning
- Documentation best practice
- Supervision best practice
- Reflective practice methods
- Stress management and self-care

## Strengths approach to practice

Monday 20 November 2017

**Training Delivery Duration:** 1 day  
9:15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** Learn how to identify, mobilise and celebrate client strengths, expertise, skills and resources. Through this approach, participants can become a catalyst for building cultures where strengths and connectedness flourish, so that clients build resilience, capacity for lasting change and genuine agency in their own lives.

### Learning Outcomes:

- Define and articulate strengths-based, solution-focused practice
- Consider the dynamics of 'power over' and how to work from a 'power with' perspective
- Identify conditions that maximise each person's participation in their own change process
- Practice strengths-based, solution-focused skills including externalising, normalising, reframing, scaling, list building and straight talk
- Learn about a strengths approach to documentation

## CHCCCS016 Respond to client needs CHCMHS001 Work with people with mental health issues

Wednesday 29 and Thursday 30 November 2017

**Training Delivery Duration:** 2 days  
9.15am - 4.30pm

**Cost:** \$700/\$755  
(Members/Non-members)

**Course Description:** Participants will gain a basic understanding of the major mental illness labels, how to recognise potential signs and how to support clients who are struggling to manage stress.

This course offers two accredited units at a Certificate IV level. (Approved for National Schools Chaplaincy Programme (NSCP) 2015-2018 )

### Units of Competency:

CHCCCS016 Respond holistically to client needs provides participants with the knowledge and skills required to assess a range of client issues and refer appropriately

CHCMHS001 Work effectively in mental health provides participants a person-centred approach to care, involving a variety of health and community service professionals working collaboratively with the client, their carer/s and family.

### Learning Outcomes:

- Establish interpersonal relationship with client
- Determine the needs of Identify the range of issues impacting on the client and assess client needs
- Determine appropriate course of action to be followed
- Refer client to other services to provide coordinated support
- Work within the context of the mental health sector
- Develop knowledge of the mental health sector
- Demonstrate commitment to the philosophies and standards of the mental health sector
- Work with people from culturally and linguistically diverse backgrounds

## Self-care, wellbeing, managing stress

Thursday 7 December 2017

**Training Delivery Duration:** 1/2 day  
9.15am - 1.30pm

**Cost:** \$155/\$185  
(Members/Non-members)

**Course Description:** Learn how to recognise burn-out and its causes. You will be introduced to mindfulness as a tool to build self-awareness and resilience, and learn to balance compassion with assertive boundaries.

### Learning Outcomes:

- Recognising burn-out and its causes
- Mindfulness in practice and how it helps to be present in the moment
- Assertive boundary setting
- Self-reflection exercises and strategies



This Certificate is a nationally recognised qualification, and participants who successfully complete the course will receive a Statement of Attainment.

# Preparing leaders and managers for a changing world

## BSB51915 Diploma of leadership and management

*Diploma units are able to be completed individually. For more information on each of the units available July to December see the Training Calendar page 3.*

Full Course Units	Dates
CHCMHS013 Implement trauma informed care	28 July 2017
BSBLDR501 Develop and use emotional intelligence	5 May 2017 12 May 2017
BSBMGT517 Manage operational plan	2 June 2017 9 June 2017
BSBWOR502 Lead and manage effective workplace relationships	16 June 2017
Study Day	30 June 2017
BSBWHS501 Ensure a safe workplace	21 July 2017
BSBFIM501 Manage budgets and financial plans	4 Aug 2017 11 Aug 2017
BSBR5K501 Manage risk	1 Sep 2017
BSBPMG522 Undertake project work	8 Sep 2017
Study Day	22 Sep 2017
BSBMGT502 Manage people performance	13 Oct 2017
BSBWOR502 Lead and manage team effectiveness	20 Oct 2017
BSBMGT516 Facilitate continuous improvement	3 Nov 2017
BSBWOR501 Manage personal work priorities and professional development	24 Nov 2017
Summary Day - Individual Support	1 Dec 2017

**Training Delivery Duration:** 18 days  
9.15am - 5.00pm

**Cost:** \$4,200/\$5,100  
(Members/Non-members)



This Diploma is a nationally recognised qualification, and participants who successfully complete the course will receive a Statement of Attainment.

**Course Description:** The course consists of 12 units of competencies including 4 core units and 8 elective units selected to reflect the specific needs of the child, youth and families sector.

Training will be carried out via classroom delivery and the student's workplace will provide the live environment in which to apply newly acquired knowledge and skills during the course of normal work day. The majority of assessments will be workplace based where skills and knowledge will be applied in the students live work environment

### Learning Outcomes:

- Development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace
- Lead and manage effective workplace relationships
- Develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans
- Lead teams in the workplace and to actively engage with the management of the organisation
- Undertake financial management within a work team in an organisation
- Present and negotiate persuasively, lead and participate in meetings and make presentations to customers, clients and others
- Manage the performance of staff who are direct reports
- Lead and manage continuous improvement systems and processes
- Undertake a straightforward project or a section of a larger project
- Manage risk
- Establish, maintain and evaluate the organisation's Work Health and Safety (WHS) policies, procedures and programs in the relevant work area, according to WHS legislative requirements
- Create systems and processes to organise information and prioritise tasks.

"This training was fantastic, and easy to understand."

Diploma Training participant

## BSBLDR502 Lead and manage effective workplace relationships

Friday 16 June 2017

**Training Delivery Duration:** 1 day  
9.15am - 5.00pm

**Cost:** \$375/\$430  
(Members/Non-members)

**Course Description:** This unit describes the skills and knowledge required to lead and manage effective workplace relationships.

It applies to individuals in leadership or management who have a prominent role in establishing and managing processes and procedures to support workplace relationships taking into account the organisation's values, goals and cultural diversity.

At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

### Learning Outcomes:

- Manage ideas and information
- Establish systems to develop trust and confidence
- Manage the development and maintenance of networks and relationships
- Manage difficulties to achieve positive outcomes



This Certificate is a nationally recognised qualification, and participants who successfully complete the course will receive a Statement of Attainment.

*This unit is recognised within the Diploma of leadership and management*

## BSBFIM501 Manage budgets and financial plans

Friday 4 August and Friday 11 August 2017

**Training Delivery Duration:** 2 days  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes.

It applies to managers in a wide range of organisations and sectors who have responsibility for ensuring that work team financial resources are used effectively and are managed in line with financial objectives of the team and organisation.

### Learning Outcomes:

- Plan financial management approaches
- Implement financial management approaches
- Monitor and control finances
- Review and evaluate financial management processes

# Preparing leaders and managers for a changing world

## BSBPMG522 Undertake project work

Friday 8 September 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** This unit describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.

This unit applies to individuals who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.

### Learning Outcomes:

- Define project
- Develop project plan
- Administer and monitor project
- Finalise project
- Review project



## De-escalation and critical incident management

Wednesday 13 September 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** This training will provide participants with the tools needed to maintain their safety and the safety of their client. The training will also include overview and analysis on best practice of critical incident procedures.

### Learning Outcomes:

- Implement a range of de-escalation techniques
- Implement key principles of negotiation
- Develop skills to protect oneself from violent and dangerous situations

## New individual and student memberships

The Centre now offers new Student and Individual Memberships for \$10/\$50 a year. Benefits include:

- ✓ Up to \$115 off the price of our Learning and Development courses, events and forums
- ✓ Early access to leading research, practice resources and capacity-building information
- ✓ Invitations to key policy and practice forums and seminars
- ✓ Regular member updates that ensure you're across the latest developments in the child, youth and family services space.

For more information email [member@cfecfw.asn.au](mailto:member@cfecfw.asn.au)

## BSBMGT502 Manage people performance BSBWOR502 Lead and manage team effectiveness

Friday 13 and Friday 20 October 2017

**Training Delivery Duration:** 2 days  
9.15am - 5.00pm

**Cost:** \$700/\$755  
(Members/Non-members)

**Course Description:** BSBMGT502 Manage people performance covers the the skills and knowledge required to manage the performance of staff who report directly to you. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement.

BSBWOR502 Lead and manage team effectiveness makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers. It also covers the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.

### Learning Outcomes:

- Work allocation
- Performance assessment
- How to provide feedback
- How to follow up issues with staff
- Establishing team performance plans
- Developing and facilitating team cohesion
- How to facilitate teamwork
- Stakeholder liaison



This Certificate is a nationally recognised qualification, and participants who successfully complete the course will receive a Statement of Attainment.

*These units are recognised within the Diploma of leadership and management*

## Vicarious traumatisation and resilience: coping with and recovering from constant exposure to critical incidents

Wednesday 25 October 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** This training is designed for all those working in challenging and stressful human service settings and will help to identify indicators of stress and trauma. Concepts of resistance, resilience and recovery will be considered as they apply to managing both cumulative stress and vicarious trauma. The training also focuses on managing professional boundaries with challenging clients, which is an important aspect of protecting workers from stress and trauma.

### Learning Outcomes:

- Differentiate vicarious traumatisation from other types of stress and trauma
- Understand resistance, resilience and recovery
- Develop coping strategies to deal with the impact of constant exposure
- Enhance self-care strategies to assist with the recovery from constant exposure
- Develop strategies to manage boundaries as a way to protect from constant exposure

# Preparing leaders and managers for a changing world

## BSBMGT516 Facilitate continuous improvement

Friday 3 November 2017

**Training Delivery Duration:** 1 day  
9:15am - 5.00pm

**Cost:** \$375/\$430  
(Members/Non-members)

**Course Description:** This unit describes the skills and knowledge required to lead and manage continuous improvement systems and processes. Emphasis is placed on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.

### Learning Outcomes:

- Lead continuous improvement systems and processes
- Monitor and adjust performance strategies
- Manage opportunities for further improvement



*This unit is recognised within the Diploma of leadership and management*

## Operational supervision skills

Wednesday 22 November 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** Aimed at beginning supervisors, this training is designed to provide an overview of the key models of both operational and clinical supervision. The training focuses on understanding how to run an effective supervision session, addressing challenges as they arise. Participants will be able to define and differentiate the various models of supervision, learn strategies to manage both operational and clinical roles in session and enhance the delivery of effective supervision sessions with their teams.

### Learning Outcomes:

- Define the concepts supervision, including the different modalities of supervision
- Differentiate operational management and clinical supervision, developing strategies to manage both roles within a supervision session where appropriate
- Describe the core competencies necessary for effective supervision
- Develop, implement and review a supervision session
- Respond effectively to emerging challenges in supervision

## BSBWOR501 Manage personal work priorities and professional development

Friday 24 November 2017

**Training Delivery Duration:** 1 day  
9.15am - 5.00pm

**Cost:** \$375/\$430  
(Members/Non-members)

**Course Description:** This unit describes the skills and knowledge required to create systems and processes to organise information and prioritise tasks.

It applies to individuals working in managerial positions who have excellent organisational skills. The work ethic of individuals in this role has a significant impact on the work culture and patterns of behaviour of others as managers at this level are role models in their work environment.

### Learning Outcomes:

- Establish personal work goals
- Set and meet own work priorities
- Develop and maintain professional competence



This Certificate is a nationally recognised qualification, and participants who successfully complete the course will receive a Statement of Attainment.

*This unit is recognised within the Diploma of leadership and management*



“I learnt to have more self-confidence, and different ways of communicating and coaching.”

**Team leader**  
Operational supervision skills

# Implementing culturally aware and safe practices

## Cultural awareness: working with Aboriginal children, young people and families

Friday 7 July 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** Learn about Aboriginal history, the Stolen Generation and its continued effects, and Aboriginal family roles and responsibilities to help inform the way you work with Aboriginal children, young people and families.

### Learning Outcomes:

- Aboriginal history - life before and after colonisation
- Key effects of Stolen Generation and the continued effects- grief loss and trauma
- Aboriginal culture
- Understanding of Aboriginal culture and the resilience and strength in Aboriginal communities
- Knowledge of Aboriginal family roles and responsibilities
- Working respectfully with Aboriginal children, youth, families and workers

## Culturally competent practice working with vulnerable families

Monday 28 August 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** This two-day workshop will develop the cultural competency of practitioners and organisations working with families, children and young people. It enables workers to value diversity and adapt to the cultural context of the communities they serve.

### Learning Outcomes:

- Increase awareness of migration policy, visa types and the impact on children and families.
- Understand linguistic and cultural diversity profile of culturally and linguistically diverse (CALD) children and families in Victoria
- Understand how to effectively communicate with culturally diverse communities, interpreters and bicultural workers
- Identify child rearing and parenting norms and differences within and across cultures and laws relevant to parenting in Australia.
- Become familiar with place-based community development approaches, ethnic organisations, examples of positive bridging across cultures
- Understand cultural competency at an organisational level



## Culturally competent youth practice

Tuesday 10 October 2017

**Training Delivery Duration:** 1 day  
9.15am - 4.45pm

**Cost:** \$300/\$355  
(Members/Non-members)

**Course Description:** This course explores the essential skills and knowledge for effective work with young people from migrant and refugee backgrounds and will improve the confidence and capacity of participants to provide a culturally inclusive and responsive service. The course covers the cultural competency framework, and the settlement experiences and needs of young people from migrant and refugee backgrounds.

### Learning Outcomes:

- Explore concepts of culture and the cultural competency framework
- Reflect on cross-cultural interactions and communication skills
- Identify and apply cultural competency practice strategies to support effective work with young people
- Identify key pre-settlement experiences for young people, particularly those with a refugee background
- Explore factors which impact on good settlement for young people
- Identify and apply strategies for supporting good settlement

## Supporting practitioners working with LGBTI children, young people and families

Wednesday 6 December 2017

**Training Delivery Duration:** 1/2 day  
9.15am - 1.30pm

**Cost:** \$155/\$185  
(Members/Non-members)

**Course Description:** This session has been created to support practitioners working with LGBTI children and young people in care. The training covers principles for effective communication and 'strengths-based' best practice.

### Learning Outcomes:

- Developed knowledge and comfort with key terminology around sexual orientation, gender expression and gender identity
- Increased understanding of healthy child development as it relates to sexual orientation and gender identity, while differentiating between these two development processes
- Improved ability to recognise and respond to instances of anti-gay bias, anti-transgender bias and heterosexism within work environments and in a child's living environment
- Understand the importance of environmental cues and affirming behaviours in promoting safe and affirming environments for all youth
- Knowledge of legal and professional responsibilities in regards to protecting the safety and wellbeing of LGBTI young people in care



# Evidence-based learning

The Centre is committed to strengthening capability of member and sector agencies delivery services to children, young people and families. Utilising learning and development resources, training and customised support.

We believe that all people engaged in working with in the sector have the right to access training which will enhance their capacity to assist clients. The Centre provides an evidence based framework to maximise their learning potential and reflect best practice standards and wisdom to enhance positive outcomes.

## Evidence based Learning Cycle<sup>1</sup>

Learning cycle	Current goals and evidence indicators	Elements of teaching principles <sup>2</sup>
1. What knowledge and skills do our participants need?	<p>The learning process needs to support increasing learner independence and organisational needs</p> <ul style="list-style-type: none"> <li>• Stated Organisational needs (directly addressing a deficit or improving on current skill)</li> <li>• Applicable policies and procedures (funding agreements and best practice)</li> </ul>	<ul style="list-style-type: none"> <li>• Clear Lesson Goals</li> </ul>
2. What do facilitators need to know and be able to do in response to our participants needs?	<p>The learning process needs to reflect individual circumstances and needs</p> <ul style="list-style-type: none"> <li>• Position and why they are requiring training</li> <li>• Industry related knowledge</li> <li>• Understanding of policies and legislation</li> <li>• Expert knowledge on context</li> </ul>	<ul style="list-style-type: none"> <li>• Share who they are and what they know on the topic</li> </ul>
3. Deepen professional knowledge and refining skills	<p>The sector workforce has a range of expertise and life experience which is valued and acknowledged</p> <ul style="list-style-type: none"> <li>• Sharing of expert knowledge</li> <li>• Focus on application and practice of skill</li> </ul>	<ul style="list-style-type: none"> <li>• Questioning to check for understanding</li> <li>• Teach Strategies not just content</li> <li>• Meta-cognition (thinking about your options, your choices and your results)</li> <li>• Summarise new learning in a graphical way</li> </ul>
4. Engage participants in new learning experiences	<p>The emphasis should be on experiential and participative learning, applying theoretical frameworks into practice</p> <ul style="list-style-type: none"> <li>• Respect learning styles of adults</li> <li>• The learning will reflect the principles of Evidence Based Learning</li> </ul>	<ul style="list-style-type: none"> <li>• Plenty of practice</li> <li>• Provide students with feedback</li> <li>• Be flexible about how long it takes to learn</li> <li>• Group work</li> </ul>
5. What impact did our learning have on our practice and on our participants?	<ul style="list-style-type: none"> <li>• Building capacity for staff to assist in positive outcomes for vulnerable children, youth and families</li> </ul>	<ul style="list-style-type: none"> <li>• Teach strategies not just content</li> </ul>

1 <http://www.education.vic.gov.au/Documents/school/teachers/profdev/studassessforprofllearning.pdf>

2 <http://www.evidencebasedteaching.org.au/evidence-based-teaching-strategies>

For information about the Centre's evidence-based learning, visit [www.cfecfw.asn.au/training](http://www.cfecfw.asn.au/training)

# Enrolment

Enrol early to avoid missing out. All of our courses have limited spots and enrolment closes when classes are filled.

## Who can enrol?

Students must be a minimum of 18 years old at time of enrolment. Pre-requisites and prior experience may apply to some courses. See the course description or website for more information.

## How to enrol

For enrolment visit [www.cfecfw.asn.au/training](http://www.cfecfw.asn.au/training). If you have any questions, please contact our training team by phone **03 9614 1577** or email [training@cfecfw.asn.au](mailto:training@cfecfw.asn.au)

## Payment options

Acceptable payment methods are: electronic funds transfer, credit card (no AMEX or Diners Club) or cheque. Please make cheques payable to *The Centre for Excellence in Child and Family Welfare*. Payment must be made in full prior to course start date.

## Confirmation of enrolment

Confirmation will be sent via email within five working days, along with location information and what to bring. Most courses are delivered at the Centre, Level 5, 50 Market Street Melbourne.

**Important note:** On receipt of confirmation please check to see that you are enrolled in the correct course. Check location, date and starting times carefully.

## Disclaimer

The Centre for Excellence in Child and Family Welfare reserves the right to cancel courses, adjust fees, dates and times of advertised courses and consultancy services offered.



The Centre acknowledges the support of the Victorian Government

## Cancellation and Refund

**Cancellation by the Centre:** While we make every attempt to ensure that courses proceed, we reserve the right to alter any arrangements including course cancellation if required. We will advise you by phone and the email address you provided when registering any cancellations and changes 14 days prior to the course commencement date.

### Outline of Refund Arrangements

The Centre is unable to commence the course for which the original enrolment and payment has been made	Full refund or alternative placement in a course
Change of venue and timing of course by the Centre	Full refund or alternative placement in a course
The Centre is unable to continue to deliver the course as agreed	Partial refund or alternative placement in a course

### Cancellation by the student or sponsor employer:

Where a student is unable to attend the course less than 15 days prior to the course date, they may transfer their place to another participant from their organisation by completing 'Enrolment Transfer/Withdrawal Form'. Where a student withdraws from the course with extenuating circumstances only a partial refund is payable at the discretion of the Manager of Learning and Development.

### Outline of Refund Arrangements

Withdrawal at least 15 working days prior to the agreed start date	Full refund
Withdrawal less than 15 working days prior to the agreed start date	No refund

\*Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. All efforts must be made to internally transfer the enrolment within the organisation. Where evidence can be successfully provided to support the student's circumstances, including Line Manager Sign Off, partial course fees may either be transferred to a credit note, or a refund of unused course fees will be issued. This decision of assessing the extenuating is determined by the Manager, Learning and Development and shall be assessed on a case by case basis, on completion of the 'Enrolment Transfer/Withdrawal Form'.

**Refunds** will be issued within 30 working days. We cannot accept responsibility for changes in personal circumstances, so please choose your course carefully.



*Centre for Excellence*  
in Child and Family Welfare Inc.

Centre for Excellence in  
Child and Family Welfare

Level 5, 50 Market Street  
Melbourne VIC 3000 Australia

ABN: 24 629 376 672

RTO: 3696

Telephone: (03) 9614 1577

Facsimilie: (03) 9614 1774

Email: [admin@cfecfw.asn.au](mailto:admin@cfecfw.asn.au)

Website: [www.cfecfw.asn.au](http://www.cfecfw.asn.au)

Find us on Twitter @CFECFW  
and Facebook

[www.cfecfw.asn.au](http://www.cfecfw.asn.au)

ABN: 24 629 376 672 RTO: 3696

