

International Students



Student Handbook 2018

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Table of Contents

Introduction.....	6
About Us.....	6
Living in Australia	8
Living in Brisbane.....	9
About Brisbane.....	9
More about Brisbane	9
About the Weather.....	9
Bureau of Meteorology.....	9
A little bit more about Brisbane!	10
Health Care.....	10
Religion.....	10
Food.....	10
Clean, safe, cosmopolitan	10
Sightseeing.....	11
Work conditions for student visa holders.....	11
Work conditions for student visa holders	11
Family members granted permission to work.....	11
Fortnights.....	11
Defining course in session and out of session	12
Additional information about student visa work conditions.....	12
Tax file number	12
Your workplace rights.....	12
Workplace rights for all visa holders working in Australia	12
Fair Work Ombudsman	13
Getting Around Brisbane.....	13
Currency.....	14
Our expectation of you	14
Introduction to Australian Vocational Education and Training.....	15
What is VET?	15
National recognition.....	15
What is competency based training?	16

Training Packages	16
More about Australian Vocational Education and Training.....	16
Results and certificates	16
<i>Legislative and Regulatory Responsibilities</i>	17
Work Health and Safety (WHS) Act 2011	17
Privacy Act 1988	17
Anti Discrimination Act 1991 (Commonwealth)	18
Disability Discrimination Act 1992	18
Sex Discrimination Act 1984.....	18
Copyright Act 1968 (Commonwealth)	19
Industrial Relations Act 1999.....	19
Fair Work Act 2009	19
<i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i>	20
The ESOS Framework.....	20
Protection for Overseas Students Overseas	20
<i>Commonwealth Register of Institutions and Courses for Overseas Students.....</i>	21
<i>Provider Registration and International Students Management System</i>	22
Conditions of your visa	22
Tax file number	22
Living in Australia Costs	23
Notifying change of address	23
Schooling for dependants	23
Overseas Student Health Cover	24
Course entry requirements	24
<i>Your Student Journey</i>	24
Verification of provided documents	25
Successful Student Visa.....	26
Unsuccessful Student Visa.....	26
Travel Arrangements	26
Arriving in Brisbane	26
Orientation Day.....	26
Orientation Program.....	27

Monitoring student attendance and progress	27
Student Deferrals or Suspension	28
College Suspension or Cancellation	28
Student Transfers	29
Student amenities	30
Accommodation	30
Shared Accommodation	30
Homestay Accommodation	30
Rental Accommodation	30
Accommodation Costs (Estimation only)	30
Student resources.....	31
Student counselling	31
<i>Our Approach</i>	31
Continuous improvement	31
Your language, literacy and numeracy skills.....	31
Your Safety.....	32
Safety and Security of Students.....	32
Unsafe locations	32
Beach safety.....	32
Drugs and alcohol	33
Smoking in Australia	34
Electrical equipment.....	34
Fire safety	34
First aid	35
Lifting.....	35
Helpful Contacts	35
Critical Incidents	35
Evacuation Drill	36
<i>Fairness and Equity</i>	36
<i>Information, Privacy & Course Fees</i>	36
Access to your student file and record.....	36
Your privacy	37
<i>Course Fees and Textbook requirements</i>	38
Course fees.....	38
What courses can I study with Brisbane Professional College?	38

Textbook requirements	38
<i>Tuition Fee Protection & Cancellations</i>	39
Tuition Fee Protection	39
Student cancellation	39
<i>Refunds</i>	39
<i>Complaints and Appeals</i>	41
Complaints and Appeals Procedure	42
INFORMAL PROCESS	42
STAGE ONE – Formal Complaints.....	42
STAGE TWO – Internal Appeal.....	42
STAGE THREE – External Appeal	43
Further Action	43
<i>Enrolment Status</i>	43
<i>Record Keeping & Confidentiality</i>	43
<i>Delayed Processes</i>	43
<i>International Students Unresolved Complaints and Appeals</i>	43
<i>Recognition of Prior Knowledge</i>	44
What is recognition?.....	44
Recognition guidelines.....	44
National recognition for your current competence	45
National recognition guidelines.....	45
<i>Training Arrangements</i>	46
<i>Assessment arrangements</i>	46
The assessment environment.....	46
Completion dates	46
Assessment methods	46
<i>Term Dates</i>	48

Introduction

This Student Handbook is designed to provide you with information about the services provided by the Brisbane Professional College. The booklet also explains our approach to providing you a safe, fair and supported environment to participate in our international training program. For specific information about the qualification you are interested in, please refer to the Prospectus or website.

You will also find important information in the Department of Home Affairs Student Fact Sheet available at: <https://internationaleducation.gov.au/Regulatoryinformation/Documents/esosstudentfactsheetv4>

About Us

Brisbane Professional College (BRISBANE PROFESSIONAL COLLEGE) is a Registered Training Organisation, National Provider Number 41556 approved by the Australian Skills Quality Authority (ASQA). Brisbane Professional College is also a registered CRICOS Provider, Provider Number 03517B regulated by the Department of Education and Training.

The Campus is located in the Central Business District of Brisbane:

Suite 1, Level 5 67 Astor Terrace Spring Hill QLD 4000 Australia

You can view our registration record on the National Training Register – www.training.gov.au. Our College operates in accordance with the Australian VET Quality Framework and the National Vocational Education and Training Regulator Act 2011. The College meets its compliance responsibilities and maintains its Standards of Registration which are regulated by the Australian Skills Quality Authority.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Our Mission

Brisbane Professional College's mission is to deliver quality training and assessment that meets the needs of learners (you) and industry by providing accurate and up to date information and a commercial workplace for Students to demonstrate their skills in a workplace.

BRISBANE PROFESSIONAL COLLEGE City Campus

The BRISBANE PROFESSIONAL COLLEGE Brisbane City Campus is located within a 500 metre walking distance to Central Train Station making the Campus easily accessible from any suburb of Brisbane. There are numerous other public transport options available for BRISBANE PROFESSIONAL COLLEGE students, including the Brisbane River Ferry (City Cat), Brisbane City Council buses and taxis.

All public transport options are at the doorstep of the City Campus.

A range of food cafes are also close by the City Campus with a plethora of cuisines available at affordable prices.

Supreme Automotive (Practical Training Facility)

The BRISBANE PROFESSIONAL COLLEGE Practical Training Facility is located at Supreme Automotive in the inner west industrial suburb of Seventeen Mile Rocks. Students can access the Facility with their own vehicle or by utilizing the Brisbane City Bus network and hopping off at Rocks Riverside Park bus stop on Seventeen Mile Rocks Rd which is located 500 metres from Supreme Automotive.

Supreme Automotive has a dedicated facility for exclusive use by BRISBANE PROFESSIONAL COLLEGE Automotive Students. The dedicated training area is equipped with workshop equipment, automotive workshop manuals, diagnostic testing equipment and a range of vehicles for the purpose of dismantling and repairing.

Location

30 Benronalds Street Seventeen Mile Rocks Brisbane Qld AUSTRALIA

Visit

www.supremeautomotive.com.au to gain an insight into one of Brisbane's leading automotive repairers.

Facilities

The BRISBANE PROFESSIONAL COLLEGE City Campus has suitable facilities and resources available to students and provides a range of support services and guidance in all areas of student life. A breakout area is available to students along with free Wi-Fi. A designated study area is available for students needing extra assistance from our friendly trainers.

Computers and Internet

We have computers available on our campus that are programmed to assist students with completing their assessments while they are on campus. The computers are configured to automatically connect to the Campus Wi-Fi whilst on Campus.

Classrooms

All classrooms are air-conditioned and furnished with classroom furniture with suitably comfortable seating. LED televisions are wall mounted for ease of viewing training information. Free Wi-Fi connectivity is available in all classrooms along with charging outlets for personal laptop computers.

Library Services

The College has access to Council library services free of charge. Membership is free – you must provide photo ID and proof of your residence. Websites and Catalogues available at: www.brisbane.qld.gov.au/libraries, Free Wi-Fi internet access is available at all Brisbane and Council libraries.

Living in Australia

G'day, world!

Australia is the world's smallest continent situated on the world's largest island in the Southern Hemisphere, southeast of Asia surrounded by the Pacific Ocean in the East, Indian Ocean to the West and Southern Ocean to the South.

Australia was inhabited by the Aboriginal people for some 40 000 years prior to British settlement in 1788 and is made up of six States and Two Territories. Canberra is the Capital of Australia which is located in the Australian Capital Territory. The second Territory is the Northern Territory in Northern Australia.

The six Australian States are:

- Queensland
- New South Wales
- Victoria
- South Australia
- Tasmania
- Western Australia

Queensland is the second largest State in Australia and is home to the Great Barrier Reef and the world heritage listed Fraser Island. Queensland's Capital City is Brisbane which is located in the South East corner of the State and is home of the State Parliament.

DID YOU KNOW?

- The Great Barrier Reef is the planet's largest living structure.
- Australia is as wide as the distance between London to Moscow.
- Most of Australia's exotic flora and fauna cannot be found anywhere else in the world.

Living in Brisbane

About Brisbane

Brisbane is the third largest City in Australia with a population of 2.3million people and enjoys more winter sunshine and warmth than any other Australian State making Brisbane the prime destination to enjoy the Australian great outdoors and water sports.

Brisbane is a multicultural city with a diverse range of cafes, restaurants, bars and clubs open all hours of the day and night. Brisbane has a vibrant arts scene with many playhouses and venues for live performances ranging from travelling music artists, live play performances, comedians and live bands.

Some of Brisbane's main cultural events include the Cultural Festival, Octoberfest, Royal Queensland Exhibition (EKKA), River Festival and many more culturally significant events. Brisbane is also home to several professional sporting teams including the Brisbane Broncos (Rugby League), Brisbane Lions (Australian Football League), Queensland Reds (Rugby Union), Brisbane Roar (Soccer) and Brisbane Heat (cricket).

Brisbane is easily accessed from all international destinations with the Brisbane International Airport located within 15 kms of the Brisbane CBD which is connected with a dedicated airport train, buses and taxis.

More about Brisbane

A short 40 minute drive north will get you to some of Queensland's most beautiful surf beaches to enjoy the golden sand or swim in the ocean under the watchful of the Queensland Lifeguards. Alternatively, the Gold Coast is a mere 45minute drive south offering a variety of recreational activities from rainforest walks, picnics in the hills, swimming at Main Beach Surfers Paradise or strolling around the glamour Strip of Cavill Avenue.

About the Weather

Brisbane enjoys year round comfortable weather through each of the four seasons

Season	Months	Temperature Range
Summer	December to February	21 –30 degrees Celsius
Autumn	March to May	15 – 25 degrees Celsius
Winter	June to August	11 – 21 degrees Celsius
Spring	September to November	15 – 25 degrees Celsius

Bureau of Meteorology

The Bureau of Meteorology is Australia's national weather, climate and water agency. To find about the weather in Australia, visit <http://www.bom.gov.au>

A little bit more about Brisbane!

Health Care

Australia has a world leading health care system. If you are injured, a Queensland Ambulance will attend to undertake emergency care whilst they transport you to the closest hospital. The Ambulance system is funded through a land tax system which means that there is no fee for service for the use.

Australia has a medicare system for its citizens which provides free healthcare to all Australian citizens, however there are usually waiting lists for hospital treatments. For this reason, most Australians undertake private medical insurance with one of the Government regulated providers.

All International Students are required to purchase Private Health Insurance under the Overseas Student Health Cover (OSHC) Policy as part of their Visa application which provides Students with world class medical aid if and when needed.

If you need assistance to arrange your OSHC, you can request the College to arrange your OSHC.

Religion

Australians predominantly follow the Christian faith, however given there are over 100 nationalities represented in Australia, there is a diverse mix of religious followings which are respected amongst Australians. Churches, mosques, temples and synagogues are easily found in most suburbs across Brisbane.

Food

Fresh seafood, fruits, vegetables and meats are all easily available at farmer's markets, local convenience stores and large department stores. The vast array of restaurants offer cuisines from all over the world for both dining in and take out. Home delivery services are also available for a range of cuisines.

Clean, safe, cosmopolitan

Australia is one of the cleanest and safest countries in the world. Brisbane is the State's showcase and as such is a very clean and beautiful city. The Queensland Police Service have Police Beats in most of Brisbane's suburbs and entertainment precincts to ensure there is always a high profile presence of law enforcement to distract crime. Australia has extremely tight gun controls which provide citizens and visitors peace of mind to simply enjoy life.

Brisbane is a very modern city boasting a vibrant cultural and arts scene and a modern interconnected public transport system including a 24hour rail system, buses, river ferries and taxicabs.

Brisbane's Queen Street Mall boasts high end retailers such as Zara, David Jones, Myer, H&M and many more spread throughout the mall and the numerous department stores. In the surrounding suburbs, there are countless department stores with a plethora of shopping opportunities.

Sightseeing

During term breaks, take the time to enjoy the sightseeing opportunities of Brisbane and surrounding areas. Download the “Aquatic Australia” smartphone application to get a mobile guide of tourist attractions around Brisbane.

Work conditions for student visa holders

If you are a student visa holder, you and your dependant family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to your student visa.

Work conditions for student visa holders

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is **in session**, and unlimited hours when your course is **out of session**.

Work that is formally registered as part of your course is not included in the 40 hours per fortnight limitation.

Student visa holders and their dependants who are subject to visa condition [8104 or 8105](#), may take part in volunteer work outside of the 40 hours per fortnight work limitation if:

- their main purpose is to study in Australia and voluntary work remains secondary to this, and
- the work involved would not otherwise be undertaken by an Australian resident, and
- the work is genuinely voluntary for a non-profit organisation and no remuneration, in cash or kind, is received in return for the activity.

Unpaid work that does not fit within the above description of volunteer work, is counted towards the 40 hours per fortnight limitation.

Family members granted permission to work

Family members:

- must not start work until the primary visa holder has commenced their course in Australia
- can work up to 40 hours per fortnight at all times unless the primary visa holder has commenced a course towards a masters or doctoral degree and holds a Student visa (subclass 500). In this case there is no limit on the number of hours a family member might work.

Fortnights

A fortnight is a period of 14 days commencing on any Monday and ending on the second following Sunday.

An example of how 40 hours a fortnight is calculated: After their course has commenced, a student visa holder works the following numbers of hours over a four week period:

- week one - 15 hours work
- week two - 25 hours work
- week three - 25 hours work
- week four - 10 hours work.

In the above example, the total hours worked in week two and week three is more than 40 hours. This means the student is non-compliant with the work limitation and may be subject to visa cancellation.

Defining course in session and out of session

We consider your course to be **in session**:

- for the duration of the advertised semesters, including exam periods
- when you are undertaking another course, during a break from your main course and points from that course will be credited to your main course.

We consider your course to be **out of session**:

- during scheduled course breaks
- if your course has been deferred or suspended in line with [Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students](#)
- if you have completed your course as scheduled (as per the dates listed on your CoE) and still hold a valid student visa
- if your enrolment has been cancelled due to the [default of your education provider](#) until you secure alternative enrolment and commence the course.

Additional information about student visa work conditions

You can view your visa online using [Visa Entitlement Verification Online \(VEVO\)](#). VEVO is a free internet service available 24 hours a day, seven days a week. It allows you, and your employer or education provider (with your permission), to view your visa details online.

Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the [Australian Tax Office](#).

Your workplace rights

Workers in Australia – including visa holders with permission to work – have rights under Australian workplace law.

The Fair Work Ombudsman Pay and Conditions Tool (PACT) is available at <https://calculate.fairwork.gov.au/> provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

More information is available about Workplace rights - for all visa holders working in Australia available at <https://www.homeaffairs.gov.au/trav/work/work/workplace-rights>

Workplace rights for all visa holders working in Australia

All workers in Australia have rights and protections at work. This includes foreign nationals, whether they are working lawfully, are working in breach of their visa conditions, or have overstayed their visa. Your employer must comply with Australian workplace and immigration laws.

Pay rates and workplace conditions are set by Australian law.

The Pay and Conditions Tool (PACT) at <https://calculate.fairwork.gov.au/> provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

The [Fair Work Ombudsman](#) can give you further information and advice about your workplace rights and obligations, and has workplace information translated into [different languages](#).

Your rights and protections include workplace health and safety matters at <https://www.safeworkaustralia.gov.au/doc/information-sheet-working-safely-australia-english>

Your employer cannot cancel your visa

Only the Department of Home Affairs can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions. If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.

Helpful recordkeeping hints when you start working in Australia

- keep a diary of days and hours worked
 - keep copies or records of employment details, pay slips, agreements and superannuation and tax documents.
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Fair Work Ombudsman

Do you know that international students have the same workplace rights as all other workers in Australia? The Office of the Fair Work Ombudsman is a government agency that can provide free help to international students working in Australia.

They can be accessed at <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>

You may have a part-time or casual job while you study in Australia. Depending on the job, most people should be paid at least \$18.29/hour; and over \$22.86/hour if you are a casual employee. You may be entitled to even more than this depending on the industry you work in, or if penalty rates apply to your shifts. If you need help checking your pay rate, or if you have concerns with your hours of work, please contact us or use our Pay Calculator at <https://calculate.fairwork.gov.au/>

We encourage you to visit the website www.fairwork.gov.au to get informed and, if you are unsure, seek their help. They have information about work entitlements in multiple languages. They also have an App called 'Record My Hours' for your smartphone that records your hours of work for you. It's available for both Apple and Android phones.

If there's a problem with your pay or if other issues arise at your work, the College encourages you to speak to The Fair Work Ombudsman Under an arrangement with the Department of Home Affairs they can offer you some protections even if you're in breach of your visa conditions.

"International students have the same rights as all workers in Australia."

The Ombudsman helps international students like you every day. So call their Infoline on 13 13 94 or call 13 14 50 for their Translating and Interpreting Service. If you have an issue at work but don't want to tell them who you are, you can tell them anonymously through their website in English or in one of 16 other languages.

Protections exist for all workers and you can't be paid below the minimum pay rates. Please seek their help if you think something doesn't seem right.

Getting Around Brisbane

Brisbane has a modern interconnected public transport system. The Queensland Government issue "Go-Cards" which are used to access all forms of public transport. Go Cards provide users with discounts on all public transport including the Brisbane City Rail network, Brisbane City Council Bus network and the Brisbane River Ferry system. Brisbane is a very modern city boasting a vibrant cultural and arts scene and a modern interconnected public transport system including a 24hour rail system, buses, river ferries and taxicabs.

If your preferred mode of transport is a personal vehicle, Brisbane is easy to navigate with excellent road markings, street lighting and suburbs signage. Plenty of street parking is available near the City Campus and at the Supreme Automotive Practical Training Facility.

Currency

You will need to quickly familiarize yourself with the Australian currency. Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100 notes. Australian coins on issue are the silver coins of 5 cents, 10 cents, 20 cents and 50 cents. The gold coins on issue are \$1 and \$2.

Australia has a modern banking system with EFTPOS available in most stores, restaurants, cafes and bars, including taxicabs. Automatic Teller Machines (ATMs) are a fast and convenient way of accessing your cash. ATMs are located throughout the City and in most suburbs as well as at the front of most Banks. Banks are open weekdays from 9.30am to 4.00pm with some banks also trading on Saturdays.

Our expectation of you

Misconduct Policy

Brisbane Professional College makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

What is behaviour misconduct? Behaviour misconduct is defined as actions that breach Brisbane Professional College policies. This includes but is not limited to:

- Not paying any fees on time
- Attendance breaches as defined in the Attendance Policy
- Breaches of Commonwealth or State law which impact on institute operations
- Behaviour that impairs the reasonable freedom of other persons (students) to pursue their studies and participate in the activities of Brisbane Professional College;
- Refusing or failing to identify themselves truthfully;
- Any act or failure to act that endangers the safety or health of any other person;
- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of Brisbane Professional College;
- Acting in a way that causes students or staff or other persons within Brisbane Professional College to fear for their personal safety;
- Acting in a way that causes damage to RTO property;
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment;
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief;
- Wilfully damaging or wrongfully dealing with any RTO property, or the property within Brisbane Professional College of any person, including theft;
- Being under the influence of prohibited drugs and/or substances including alcohol;
- Trespassing or knowingly entering any place within the premises of Brisbane Professional College that is out of bounds to students;
- Making a false representation as to a matter affecting student status;
- Possession of dangerous articles or banned substances;
- Abusive Behaviour

A student must at all times maintain a high standard of behaviour while engaged in Brisbane Professional College activities either within the premises or at another location.

Dealing with behaviour misconduct

The CEO may, in respect of any behaviour misconduct by a student:

- Immediately suspended the student from Brisbane Professional College for a period not exceeding fourteen (14) days as may be determined.
- Advise the student in writing of the alleged incident of misconduct and that they have twenty (20) working days to make oral or written representations regarding the alleged incident of misconduct.
- Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.
- Impose one or more of the following behavioural management strategies:
 - Reprimand and warn (formal warning in writing) the student against repetition of the misconduct;
 - Suspend the student from using all or some of Brisbane Professional College's facilities and/or services for a designated period of time;
 - Instigate a behavioural management contract with the student including agreed monitoring arrangements and consequences based on repetition of the misconduct;
 - Cancel the student's enrolment (serious misconduct involving violence to others, damage to property or breach of State or Commonwealth law).

Students are to be provided a written statement detailing the decision, including information on their right to appeal the decision.

Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide the student with the right to appeal the decision and they have twenty (20) working days from date of the decision to do so. A student's enrolment must be kept current during the appeals period.

Introduction to Australian Vocational Education and Training

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National recognition

The qualifications and Statements of Attainment issued by Brisbane Professional College must be automatically recognised by all RTOs across Australia. In turn, Brisbane Professional College recognises the qualifications issued by RTOs in all other states and territories. This allows people to move around Australia from different employers and being confident that their qualification will be equally recognised.

What is competency based training?

Competency based training is training that develops the required skills, knowledge and attitudes to meet the competency standards that are set out in national Training Packages. Competence is the concept of performing workplace tasks to a specified standard of skills and knowledge.

Training Packages

Training Packages represent the national industry benchmarks for VET training. They set out the competencies to be achieved but do not state how the training should be delivered or the length of time taken.

This means that participants may complete their qualification in different amounts of time depending for example, on the amount of related workplace experience.

More about Australian Vocational Education and Training

Your assessor will make judgments of your competency after reviewing all the different types of assessment evidence you provide. The qualifications offered by Brisbane Professional College are listed on our website. These qualifications are contained within Australian Training Package. This training package contains all current Australian vocational level qualifications.

The Training Package can be downloaded from the National Training Register at the following link:

<http://training.gov.au/>

Results and certificates

On completing the training program with Brisbane Professional College, you will receive a nationally recognised qualification. This qualification is recognised within the Australian Qualifications Framework.

Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Brisbane Professional College will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

Legislative and Regulatory Responsibilities

Brisbane Professional College is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Brisbane Professional College has recognised it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While Brisbane Professional College has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at www.comlaw.gov.au.

On the next pages is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety (WHS) Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia are protected by nationally uniform work health and safety laws. This includes employees, contractors, subcontractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- a) both of the following apply:
 - i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
 - ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or

- b) the individual has consented to the use or disclosure.

Anti Discrimination Act 1991 (Commonwealth)

Sect 6 - Act's anti-discrimination purpose and how it is to be achieved.

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

The Act prohibits direct discrimination and indirect discrimination. Indirect discrimination describes a situation or condition, which on its face appears to be neutral, or the same for everyone. In fact a person with an attribute is unable, or less able, to comply with that condition than someone without that attribute. The Act defines indirect discrimination at Section 11 and provides examples.

Disability Discrimination Act 1992

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The objects of this Act are:

- a) to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- b) to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- c) to eliminate, so far as possible, discrimination involving dismissal
- d) to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- e) to promote recognition and acceptance within the community of the principle of the equality of men and women. of employees on the ground of family responsibilities.

Copyright Act 1968 (Commonwealth)

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Industrial Relations Act 1999

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;

Ensuring equal remuneration for men and women employees for work of equal or comparable value;

Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;

Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Code of Practice for Providers of Education and Training to Overseas Students 2018

The National Code is a set of nationally consistent standard that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS – the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS courses can be offered to international students studying in Australia on a student visa. The National Code is established under the Education Services for Overseas Students (ESOS) Act 2000. To become CRICOS-registered a provider must demonstrate that it complies with the requirements of the National Code.

The objectives of the National Code are:

- a) support the ESOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments.
- b) establish and safeguard Australia's international reputation as a provider of high quality education and training by:
 - ensuring that education and training for overseas students meets nationally consistent standards, and
 - ensuring the integrity of registered providers
- c) protect the interests of overseas students by:
 - ensuring that appropriate consumer protection mechanisms exist
 - ensuring that student welfare and support services for overseas students meet nationally consistent standards, and
 - providing nationally consistent standards for dealing with student complaints and appeals.
- d) support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

The ESOS Framework

Brisbane Professional College is committed to providing quality education and protecting your rights.

The Australian Government requires overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code.

Protection for Overseas Students Overseas

Students on a student visa, must study with an education provider and in a course that can be found on the Commonwealth register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/>. CRICOS registration guarantees that the course and the education provider at which study is undertaken meets the high standards necessary for overseas students.

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider’s agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO.
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.

The right to know:

- How to use the provider’s student support services.
- Who the contact officer is for overseas students.
- How to apply for course credit.
- How to apply for enrolment deferment, enrolment suspension or cancellation.
- The provider’s requirements for satisfactory progress in the courses of study.
- How attendance will be monitored.
- How to use the provider’s grievance (complaints and appeals) process.

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with the provider.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.
- Follow the provider’s attendance policy.

A full copy of the ESOS Framework is available at www.aei.gov.au/ESOS The ESOS Student Fact Sheet is available at:

<https://internationaleducation.gov.au/RegulatoryInformation/Documents/esosstudentfactsheetv4>

Commonwealth Register of Institutions and Courses for Overseas Students

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. Any education institution that recruits, enrolls or teaches overseas students, must be registered on CRICOS. Education institutions must also register each course they offer to overseas students. Each institution and course registered on CRICOS has an identifying CRICOS number. The institution number must be shown on all promotional material offered to overseas students. If there is no number, then the institution may not be registered to teach overseas students. To determine if an institution or course is registered on CRICOS, please check the publicly available website at: <http://cricos.education.gov.au/>

Provider Registration and International Students Management System

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs data.

Through PRISMS education institutions notify Department of Home Affairs of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for to issue a student visa.

Education providers also use PRISMS to notify Department of Home Affairs of students who may have breached the terms of their student visa - for example when the student has not been attending classes.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care. The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. Any education institution that recruits, enrolls or teaches overseas students, must be registered on CRICOS.

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To determine if an institution or course is registered on CRICOS, please check the publicly available website at: <http://cricos.education.gov.au/>

Conditions of your visa

Permission to work arrangements. If you have been granted your student visa, you will receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study).

However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs www.homeaffairs.gov.au

Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office <http://www.ato.gov.au/>

Living in Australia Costs

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. This includes funds to cover travel, tuition and living expenses. Applicants may have to demonstrate sufficient funds to cover these expenses for the first one, two or three years in Australia, depending on their Assessment Level (AL).

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not rely on such work to meet all their expenses.

Student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- \$20,290.00 per year for the main student
- \$7,100.00 per year for the student's partner
- \$3,040.00 per year for the student's first child

Applicant must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

For further information go to: www.homeaffairs.gov.au

Further information about living in Australia is available at the Department of Home Affairs. The Department of Home Affairs also published The Beginning a Life in Australia booklet. This publication is filled with helpful information and is recommended reading. The booklet is available online at: <https://www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book> It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

Notifying change of address

You must inform the College of any change in contact address and phone and other relevant circumstances within 7 days of each change.

- Any relevant change in your address and circumstances such as marital status and residency MUST be passed on to the College and Department of Home Affairs. If you don't do this your visa may be CANCELLED.

Schooling for dependants

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in fulltime education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age. If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in government, independent and private schools every year. Government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The government schools provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options: <http://www.myschool.edu.au/>

Overseas Student Health Cover

It is a condition of your Student visa that you maintain adequate health insurance arrangements for the duration of your visa. All international students are required to pay the OSHC for themselves and all dependent members of their family staying with them in Australia.

It is the student's responsibility to check the conditions of this health cover. Please refer to your OHSC provider for details.

In order to meet your visa conditions, you will need to purchase an insurance policy for the duration of your course/courses. OSHC can help you to meet the costs of medical and hospital care if needed when in Australia. Medical treatment in Australia is expensive and any unforeseen accident or sickness, your insurance will cover many of the expenses.

You can obtain OSHC directly from one of the providers. Alternatively, Brisbane Professional College can arrange your OSHC through Bupa. Please check Bupa for more details <https://www.bupa.com.au/healthinsurance/oshc>

Course entry requirements

All international students applying to enter a course with Brisbane Professional College must:

- be 18 years of age or over;
- meet the requirements for a Student Visa
- Demonstrate good command of written and spoken English with verified evidence of English proficiency, such as an overall IELTS score of 5.5 with no less than 5.0 in any module or equivalent in PTE and TOEFL.

Onshore students can undertake the Brisbane Professional College LLN screening test and achieve a minimum 80% pass mark if they do not have evidence of English proficiency.

Your Student Journey

Once you have completed your due diligence on Brisbane Professional College and have decided that you are ready to study abroad, you will first need to fully understand your obligations as an International Student. When you are familiar with your obligations and the requirements of your study visa application, you need to be confident that our College is the most appropriate College to provide you with the education that you are seeking. The best way for you to do this is to review

our website [www.Brisbane Professional College.edu.au](http://www.BrisbaneProfessionalCollege.edu.au) and fully research the International Students Information. Our website provides you with all of the information you need to make an informed decision as our Student Handbook is available along with the range of courses on offer. If you need any further information about our College or your preferred course, please email us at [admissions@Brisbane Professional College.edu.au](mailto:admissions@BrisbaneProfessionalCollege.edu.au). Once you are satisfied with our College and you have identified the Course or Courses you wish to study, you will need to complete an online enrolment application which is also available on our website.

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As part of your application process, you will need to submit copies of your:

- passport
- proof of English proficiency such as IELTS5.5, or its equivalent. Otherwise, if you are onshore student, you will need to successfully complete BRISBANE PROFESSIONAL COLLEGE's LLN screening test.
- completed application form.

The admissions team will review your application and arrange an interview either in person or by telephone to verify your suitability to your chosen course to ensure the best chances of getting a positive outcome. Following the successful outcome of the interview, BRISBANE PROFESSIONAL COLLEGE will issue you your Letter of Offer and Student Agreement, which you will need to read, sign and return to us along with the enrolment application fee of 300 AUD and the required deposit. The next page will outline the process in detail.

Verification of provided documents

Brisbane Professional College reserves the right to validate all the provided documents including the submitted evidence of School Certificate equivalence. The verification process may include

- IELTS proficiency. Brisbane Professional College will utilise the IELTS TRF Verification Service to assess the validity of all evidence submitted of IELTS proficiency.
- School Certificate equivalence. Where evidence submitted by an applicant does not clearly demonstrate the equivalence to the Australian School Certificate, the applicant will be required to obtain a confirmation from the relevant Education authority.

Offer of Admission (Letter of Offer) Following the Application Approval process, if your application meets the course entry requirements, you will be issued with an Offer of Admission and a Student Agreement which means your application for enrolment has been accepted. However, in order to secure your placement you will need to:

- read the Student Agreement, sign and date the agreement and return the Agreement within the required timeframe;
- arrange the payment of the deposit as outlined in your agreement;

If you have any concerns about the Agreement, you need to promptly contact the Admissions Team who will assist you with your enquiry otherwise, please consult with a solicitor to interpret the Agreement and your responsibilities under the Agreement.

Electronic Confirmation of Enrolment

Once the College receives a signed student agreement and the required deposit, an electronic Confirmation of Enrolment (eCoE) will be generated and forwarded to the student or appointed agent via email along with the receipt for fees paid and a copy of OSHC if you requested the College to arrange that for you on the application form. It is the applicant's responsibility to apply for a student visa. During this process, our Admissions team will contact you or your agent if the College requires further documentation.

When you receive your CoE, it should be taken to the visa section of your nearest Australian Diplomatic Mission (i.e. Consulate, High Commission or Embassy) where you can make application for a student visa. (For information, go to www.dfat.gov.au/missions).

Successful Student Visa

If your student visa application is approved, you should contact Brisbane Professional College and provide evidence of approval. Brisbane Professional College will contact you to confirm your timetable, start date and all other arrangements for your study with Brisbane Professional College.

Unsuccessful Student Visa

If your student visa application is NOT approved, you must contact Brisbane Professional College and advise us and request a refund of student fees by completing a Refund Request Form in accordance with our Fee Refund Policy.

Travel Arrangements

Brisbane Professional College can assist you with your travel arrangements, from booking your airline tickets from your home country to Brisbane, arranging an airport pickup and co-ordinating your accommodation arrangements. Please contact us if you need assistance with any of these services (these costs are in addition to any fees paid as part of the application process).

Arriving in Brisbane

Your overseas adventure begins as you say goodbye to your family and loved ones in your home country and you pack your life into a suitcase for the next year or two while you study abroad. Once you arrive in Brisbane, you will no doubt feel isolated, nervous and alone. Don't despair, as our College staff are here to help you get settled in Brisbane. We can meet you at the airport and transport you to your accommodation. Our staff will help you settle into Australian life and provide the help that you will need to familiarize yourself with the orientation of the City, the College location, transport and food options. Don't worry – we are here to assist.

Orientation Day

Orientation is conducted in the first week of your course. When you receive your Offer of Admission and your Student Agreement, you will be informed of your course commencement

date. The first day of your course will be simply to induct you into the College and familiarise yourself with the Campus.

The purpose of orientation is to fully inform students of life in Brisbane, study requirements, issue your Student Identification Card along with a tour of the local area to ensure you are familiar with the transport options to and from College. Orientation is compulsory and you will have to sign in on the day.

Orientation Program

The Orientation Program is a college induction of all students on the first day at BRISBANE PROFESSIONAL COLLEGE. The program will cover the following topics:

- Welcome to the College with an introduction to all College Staff;
- Issue you your Student Identification Card which must be carried at all times whilst on Campus;
- Confirmation of class times
- Provide you information about the expectations of the College such as attendance, course progress and the importance of maintaining current personal information on file like your home address;
- Critical information about your Study Visa and work rights;
- Code of conduct
- Your responsibilities regarding course fees;
- Support services;
- emergency evacuation procedures;
- Critical incident procedures
- Emergency evacuation procedures
- Complaints and appeals processes
- Employment rights
- Personal security and safety
- Campus tour and local Brisbane tour to orientate you with transport options, fast food outlets, markets etc

Monitoring student attendance and progress

Under the National Code 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

Satisfactory course progress is defined as a student successfully completing all required subjects in their program in order to achieve the qualification in accordance with their training plan. Satisfactory course attendance is defined as a student attending at least 80% of scheduled course contact hours for each study period.

Brisbane Professional College monitors and records the course progress and attendance of students on a regular basis. We do this by monitoring successful completion of assessment tasks and class attendance via an attendance record that requires the student's signature.

A student who is identified as not meeting their course progress or having less than an 80% attendance rate will be managed via a range of intervention strategies. An intervention strategy is an individual student plan developed by their trainer aimed at improving the academic progress and attendance of a student. Intervention strategies may include:

- English language support for technical assignments and comprehension;
- Assistance with academic skills such as writing essays and report writing;
- Attending a study group;
- Attending a 'make up' session
- Additional practical workshops to hone practical skills;
- Referral to external agencies

Brisbane Professional College will do everything it can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, Brisbane Professional College will notify the student in writing of its intent to make a report to the Department of Education and Training and of their right to access the complaints and appeals processes. This report may result in the cancellation of the student visa by the Department of Home Affairs.

Student Deferrals or Suspension

Deferment or suspension is granted once only and for a period no longer than two (2) terms. The return date will be at the discretion of the College. An Application to recommence studies must be completed and approved by the Chief Executive Officer. A student's enrolment may only be deferred or suspended where compelling or compassionate circumstances exist. Brisbane Professional College appreciates that students experiencing difficult circumstances may need to temporarily take leave from their studies. Student visa holders are entitled to request a temporary deferment or suspension from their education provider where they have compassionate or compelling reasons to do so.

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member.

It may also include when a student does not receive their visa in time, major political upheaval or a natural disaster in the student's home country.

Suspensions do not entitle a student to a refund.

Students will be informed in writing of the outcome of their request for deferral or suspension.

If a student is dissatisfied with the outcome of a request they can access the Complaints and Appeals process of Brisbane Professional College.

College Suspension or Cancellation

The College may suspend or cancel an overseas student's enrolment on the basis of, but not limited to:

- Student misconduct as defined in the Misconduct Policy;
- As part of the intervention strategy for unsatisfactory progress as defined in the Monitoring Course Progress Policy;
- In compassionate and / or compelling circumstances as determined by the CEO.

- the compassionate or compelling circumstances which warranted the deferral or suspension of studies cease to exist
- Fraudulent evidence or documents given to the registered provider.
- the overseas student's failure to pay the required amount to undertake or continue the course as stated in the written agreement; or
- a breach of course progress or attendance requirements (if applicable) by the overseas student.

The student will be notified in writing of the reasons for the cancellation and given 20 working days to access Brisbane Professional College's internal Complaints and Appeals process.

Student Cancellation

Any student who wishes to cancel their enrolment with Brisbane Professional College must apply in writing to the CEO. The student will meet with the CEO to explain their reasons for seeking a cancellation of current enrolment.

Cancellations may involve a refund. This is discussed with the CEO on a case-by-case basis.

Once a student's enrolment is cancelled, deferred or temporarily suspended Brisbane Professional College will notify the Department of Education and Training via PRISMS.

Student Transfers

Change of education provider Under the National Code 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are released by their current provider or can demonstrate exceptional circumstances.

Brisbane Professional College will only consider releasing a student who has a valid enrolment offer from another registered education provider and:

- the transfer is in the overseas student's best interests, including but not limited to where the registered provider has assessed that:
 - the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
 - there is evidence of compassionate or compelling circumstances.
 - the registered provider fails to deliver the course as outlined in the written agreement
 - there is evidence that the overseas student's reasonable expectations about their current course are not being met
 - there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Students must also complete an Application to Transfer form and refer to the Refund Policy. If granted the College will release the student and update PRISMS.

Where a release is not granted, the student will be provided with written reasons for refusing the request, and be informed of their right to lodge an appeal.

Student amenities

Brisbane Professional College has extensive amenities available for students including:

- close to public transport (train, bus and city cat ferry)
- toilet facilities
- tea and coffee area
- disabled access
- photocopying facilities (fees apply)
- telephones and internet
- common study areas
- counselling and referral facilities

Accommodation

Brisbane Professional College can help and provide assistance to overseas students with the arrangement of suitable Student accommodation. Australia has many options for students including home stay, shared accommodation, serviced apartments and private leasing.

Many of these accommodation options are close to Brisbane Professional College. Some accommodation options include:

Shared Accommodation

This involves sharing an apartment or house with one or more adults. You may have your own bedroom or you may wish to share the bedroom for a cheaper rate. Generally, you will share household responsibilities (like cleaning and laundry). You provide your own linen and food and usually pay extra for services such as electricity, telephone and internet.

Homestay Accommodation

Homestay is where students choose to live with an Australian family. You are provided with a bedroom and can use the family's home at leisure. However, there are a number of rules that you will need to familiarise yourself with and more information about this can be provided upon request.

Rental Accommodation

By signing a legal contract with a landlord or real estate agency, you can rent an apartment or house - choosing from furnished or unfurnished (although unfurnished is more usual). You will be solely responsible for the cost of electricity, gas, water, telephone and groceries. Most real estate agencies require a bond equivalent to 4 weeks rent in addition to 2 weeks rent paid in advance and a letting fee which usually equates to 1 weeks rent.

Accommodation Costs (Estimation only)

Below is a summary of the accommodation costs. A convenient website to search on available accommodation is www.realestate.com.au or www.rent.com.au

Accommodation Type		No. of Weeks	Weekly rent AUD
Homestay		52	250
House	4 bedroom (within 10kms of Brisbane City and close to public transport)	52	400-500
House	3 bedroom (within 5kms of Brisbane City and close to public transport)	52	350-500
House	Studio (inner city)	52	250-350
Apartment	1 bedroom	52	300-400
Apartment	2 and 3 bedroom	52	350-500

Student resources

Brisbane Professional College provides students with access to a comprehensive range of resources. These materials may be borrowed for study use. Trainers will arrange for loans on request. Students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources.

Student counselling

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak to our Student Support Officer.

Our Approach

Continuous improvement

Brisbane Professional College is committed to the continuous improvement of our training and assessment services, student services and management systems. Students complete a feedback form one (1) month after course commencement and again six (6) months after commencement. Quality Indicator data is gathered from completing students.

Your language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Brisbane Professional College will:

- support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- refer students to external language, literacy and numeracy support services that are beyond the support available within Brisbane Professional College and where this level of support is assessed as necessary; and
- negotiate an extension of time to complete training programs if necessary.

Your Safety

Brisbane Professional College has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the Work Health and Safety Act 2011. Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing. The following are some of those situations that may cause problems and some advice on how to avoid them.

Safety and Security of Students

The safety and security is of utmost importance to the College and we have put in place steps to minimise any potential safety issues arising from weekend or night classes:

- Students will be informed of any security system that is in place.
- There is adequate lighting on entry and exits.
- Classrooms and workshops will be supervised by a trainer at all times.
- The College's Student Counsellor is available during College hours to assist with any concerns.

Unsafe locations

Every city across the globe has some areas that may not be safe. In your home city, you probably know of these areas and know how to avoid them. If you are not familiar with the areas to be careful of, you can check with a Trainer or a staff member.

Beach safety

Millions of people visit at least one of Australia's beautiful beaches every year. These famous beaches are not only enjoyed by lucky Australians but also visitors from all over the world – some who come for a visit, and others who choose to make Australia their home.

Although Australian beaches may look amazing, they can be unpredictable and hide some dangers that every visitor should be aware of. Here you will find some very helpful info and advice from our Lifeguards on beach safety, to ensure you enjoy your visit to the beach and stay safe!

ALWAYS SWIM BETWEEN THE RED AND YELLOW FLAGS

When you see red and yellow flags on a beach, it indicates that there is currently a lifesaving service operating on that beach. The lifeguards have chosen a section of the beach that is best for swimming and they will closely supervise this area. Lifeguards pay more attention to the area between the red and yellow flags than any other part of the beach.

READ THE SAFETY SIGNS

Before you go on to the beach be sure to read the safety signs. This will ensure you are aware of any warnings or dangers on the beach. You can also find other helpful information to make your day at the beach more enjoyable. You might also find single signs placed on the beach to highlight specific warnings.

ASK A LIFEGUARD FOR SAFETY ADVICE

Lifeguards are highly trained and very knowledgeable about beach safety and conditions. When you arrive at the beach look for and identify the lifeguards. Feel free to ask them about the day's conditions, as well any additional beach safety advice they might have for that specific beach – because every beach is different.

SWIM WITH A FRIEND

Not only is swimming with a friend (or family member) a fun way to enjoy the beach, it is also very sensible. While you are swimming together you can keep an eye out for each other, and if further assistance is required, one person could call or go for help. If everyone swimming together knows their own limits it is a good idea to share this with those around you so you can all stay within everyone's comfortable limits.

IF YOU NEED HELP, STAY CALM AND ATTRACT ATTENTION

Even the most careful people can find themselves out of their limits in the water. If you are not feeling comfortable in the water and you require a lifeguard's assistance to get back to shore, stay calm, raise your arm in the air and wave it from side to side. This will attract the attention of a lifeguard who will be able to come to your assistance. You should conserve your energy by floating on your back and staying calm. This will ensure you have the energy to remain afloat until further aid arrives

More information on Beach Safety is available at <https://beachsafe.org.au/surf-safety>

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, methamphetamines etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

If you have any questions or concerns about these things, please check with your Trainer.

Brisbane Professional College is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student induction.
- no smoking within the Brisbane Professional College building. A designated smoking point is provided outside at the rear of the building.
- report all potential hazards, accidents and near misses to the Brisbane Professional College staff;
- no consumption of alcohol on Brisbane Professional College premises or during contact hours;
- keep training and assessment areas neat and tidy at all times;
- seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- observe hygiene standards particularly in eating and bathroom areas.

- report safety concerns to a Brisbane Professional College staff member immediately.

Smoking in Australia

Federal Government

Federal law bans smoking in all Australian Commonwealth government buildings, public transport, airports, and international and domestic flights. Further bans are in place but are governed by individual states. Currently all Australian states and territories have banned smoking in vehicles with children, in some enclosed public places, particularly most major company-owned workplaces, and most enclosed restaurants. Tobacco products cannot be sold or supplied to persons under 18 years old, but there is no legal age to use them.

The Australian Government has made very few laws on electronic cigarettes and leaves it up to the states.

Queensland

The Queensland Government prohibits smoking in all pubs, clubs, restaurants and workplaces in Queensland, as well as in commercial outdoor eating and drinking areas and in outdoor public places (e.g., patrolled beaches, children's playground equipment, major sport stadiums, and within 4 metres of non-residential building entrances). Since 1 July 2006, premises holding a hotel, club or casino liquor licence can designate up to 50% of the outdoor liquor licensed area as a smoking and drinking area. In this area no food or drink can be served, no food can be consumed, no entertainment can be offered and there must be no gaming machines provided. A "buffer", which can be either a 2-metre-wide area or a 2.1-metre-high screen that is impervious to smoke, must be on the area's perimeter wherever it is adjacent to other parts of the outdoor area usually accessed by patrons. Premises that choose to have such an area must have a smoking management plan for the premises that complies with legislative requirements. For all other outdoor eating or drinking places, smoking has been prohibited since 1 July 2006. Since 1 January 2010, the Queensland Government banned smoking in cars where children under the age of 16 are present.

Electrical equipment

Within the training automotive environment, you will be using a wide range of electrical equipment. The following guidelines are to be applied:

- all electrical equipment and extensions cables should be tested and tagged. Please ensure that the tags are up to date. It is your duty to report any out of date tags to your trainer;
- Electrical equipment that is not working should be reported to Brisbane Professional College staff immediately.
- Electrical work should only be performed by appropriately licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids
- Students cannot use a piece of equipment unless they have been trained

Fire safety

Brisbane Professional College will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation. Students are to be familiar with

the location of all EXITS and fire extinguishers. An Emergency Evacuation Map is located at our Campus as well as at the Practical Training Facility at Supreme Automotive.

First aid

Provision for first aid facilities is available on Campus. All incidences must be reported to Brisbane Professional College staff. The incident and any first aid provided must be recorded by staff involved.

Lifting

Never attempt to lift anything that is in excess of the safe lifting limit of 25kgs or what you deem to be your maximum lifting capacity. When lifting, always bend the knees and keep your back straight when picking up items. If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Helpful Contacts

Emergency Services	000	
Brisbane CBD Police	07 3258 2582 46	Charlotte St Brisbane City
Gregg Lawyers	07 3831 9844	11/445 Upper Edward Street
Legal Aid	1300 651 188	44 Herschel St Spring Hill
Community Health Centre	07 3837 5611	270 Roma St. Spring Hill
Spring Hill Medical Centre	07 3831 4461	448 Boundary St. Spring Hill
Lifeline/Counselling	131 114	
Beyond Blue Mental Health Support	1300 22 4636	
Royal Brisbane Hospital	(07) 3646 8111 Open: 24 Hours	Corner of Bowen Bridge Road &, Butterfield St, Herston QLD 4029
Valda Webber (Welfare Counsellor)	0434 105850	

Critical Incidents

Brisbane Professional College is committed to maintaining a safe and supportive environment for staff and students. Critical Incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster;
- issues such as domestic violence, physical, sexual or other abuse; and
- other non-life threatening events.

Student Reporting

When a critical incident occurs, students can call immediately on 07 3832 0102 and ask for help. If this number is busy or unavailable then students can call on this mobile 0409 429 778. If the incident is life threatening students should call Emergency Services on 000 immediately.

Evacuation Drill

An emergency evacuation drill will be conducted by staff and include all new students at Orientation.

Fairness and Equity

Brisbane Professional College is committed to providing a fair and equitable environment for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated and is illegal under the requirements of the Anti-Discrimination Act 1977.

You are responsible to:

- ensure non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the school.
- report any discriminatory behaviour or harassment to your trainer.

All Brisbane Professional College staff members (including contractors) will be informed that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Brisbane Professional College staff members and we apply complaint handling procedures advocated by the Australian Human Rights Commission.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Brisbane Professional College that they feel they can trust.

This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant.

Information, Privacy & Course Fees

Access to your student file and record

You have the right to access your student file at any time. You may want to review previous assessment results to monitor your progress and confirm areas identified for improvement.

You can access your student file by making a request to the Brisbane Professional College reception area. You will be asked to complete a Student Records Request Form. The Student Support Officer will provide you with the records to view only. If you require copies of records, the Student Support Officer can organise a copy of the documents for you. You will not be permitted to take the original student file away as this is our record of your training and assessment which we are required to retain.

Your privacy

All information shared is kept in the strictest confidence by the College and is available on request. In some cases we are required by law to make student information available to external agencies as outlined below. In all other cases Brisbane Professional College will seek the written permission of the student for such disclosure.

Information is collected during your enrolment in order to meet the College's obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally and to comply with the Australian Government VET regulator. This information includes personal and contact details, course enrolment details and changes, Training Activity Data and the circumstance of any suspected breach by the student of a student visa condition. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of education and training to overseas students 2018 and ASQA'S data provision requirements 2012. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service).

Your personal information may be used or disclosed by Brisbane Professional College for statistical, regulatory and research purposes. Brisbane Professional College may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVET;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

National Centre for Vocational Education Research Ltd (NCVER) will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Course Fees and Textbook requirements

Course fees

Fees are payable when the student has signed the student agreement to signify their acceptance of the enrolment offer. Fees must be paid within the required timeframes as outlined in your agreement with Brisbane Professional College. BRISBANE PROFESSIONAL COLLEGE may discontinue training if fees are not paid as required. Students are required to pay a non-refundable application fee of AUD \$300. Refer to the applicable course brochure for details of the course fees. Once enrolment has commenced there will be no change in fees payable by each individual student.

What courses can I study with Brisbane Professional College?

Currently Brisbane Professional College is able to offer students nationally recognised training in the following qualifications:

Qualification	FEES \$AUD			
	Tuition Fee \$AUD	Non-Refundable Enrolment Fee	Resources Fees	TOTAL Course Fees
BSB51915 Diploma of Leadership and Management	9,800	300	1,300	\$11,400
BSB50215 Diploma of Business	9,800	300	1,300	\$11,400
BSB60215 Advanced Diploma of Business	11,000	300	1,300	\$12,600
BSB40215 Certificate IV in Business	8,000	300	1,300	\$ 9,600
AUR30616 Certificate III in Light Vehicle Mechanical Technology	22,000	300	1,300	\$23,600

Textbook requirements

The cost of textbooks is included in the Resources Fee. Below is a list of the required texts for each course.

BSB51915 Diploma of Leadership and Management	<ul style="list-style-type: none"> Management Theory and Practice, Cole, K, 5e Strategic Marketing Planning 2nd edition by Colin Gilligan and Richard M.S Wilson
BSB50215 Diploma of Business	<ul style="list-style-type: none"> Management Theory and Practice, Cole, K, 6e Marketing Principles, Pride, Ferrell, Lukas, Schembri, Niininen, Casidy 3rd Ed
BSB60215 Advanced Diploma of Business	<ul style="list-style-type: none"> Management Theory and Practice, Cole, K, 5e Strategic Marketing Planning 2nd edition by Colin Gilligan and Richard M.S Wilson
BSB40215 Certificate IV in Business	<ul style="list-style-type: none"> Management Theory and Practice, Cole, K, 5e Strategic Marketing Planning 2nd edition by Colin Gilligan and Richard M.S Wilson
AUR30616 Certificate III in Light Vehicle Mechanical Technology	<ul style="list-style-type: none"> Automotive Mechanics Vol 1 & 2 (9th ed) by May & Simpson

Tuition Fee Protection & Cancellations

Tuition Fee Protection

Brisbane Professional College is required to apply the Student Tuition Protection Scheme (TPS) through the Commonwealth managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website:

<http://www.studyinaustralia.gov.au/global/australian-education/educationsystem/esos-act>

Student cancellation

Students who cancel their enrolment part way through a training program will not be refunded. For information, please read BRISBANE PROFESSIONAL COLLEGE's refund policy.

Replacement of text and learning resources

Students who require replacement of issued text or learning resources will be liable for additional charges to cover the cost of replacement.

Refunds

Course fee refunds are calculated from the date a written refund application is received, on the following basis only:

College Refund Policy (The College Refund Policy may be amended from time to time. Any amendments will be notified in writing to Students and reflected in the College Handbook. Any amendments will apply to all Students enrolled with the College)		
Refund applications must be made in writing to the Chief Executive Officer (See contact details). Refunds will be refunded within ten (10) working days of receipt of a written application and will include a statement explaining how the refund was calculated.		
Tuition Fee		
•	Students Visa refused	100% refund of tuition fees (less non-refundable Enrolment Application fee)
•	Withdrawal notified in writing and received by Brisbane Professional College 28 days or more prior to course commencement	100% refund of tuition fees
•	Withdrawal notified in writing and received by Brisbane Professional College between 27 days and 15 days prior to semester commencement	75% refund of tuition fees
•	Withdrawal notified in writing and received by Brisbane Professional College between 14 days and 8 days prior to course commencement	50% refund of tuition fees
•	Withdrawal notified in writing and received by Brisbane Professional College within 7 days of course commencement	25% refund of tuition fees
•	Withdrawals notified in writing and received by Brisbane Professional College on the	No refund

	commencement date or after the course commences	
•	Cancellation by the College due to misconduct by the Student after course commencement	No refund
<p>In the unlikely event that Brisbane Professional College is unable to deliver your course in full, you will be offered a refund of all the unspent pre-paid course money you have paid to date. The refund will be paid to you within ten (10) working days of the day on which the course ceased being provided. If Brisbane Professional College is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if TPS cannot place you in a suitable alternative course or if there are no suitable alternative courses or offers, you may apply for a refund of the amount of any unspent pre-paid tuition fees you have paid to Brisbane Professional College. These are any tuition fees you have already paid that are directly related to the course which you haven't yet received. In the case of provider default there is no requirement for a student to lodge a refund application form.</p>		
<p>Fees not listed in the refund section are not refundable. Prior to a student enrolling fees may be altered without notice and students will be advised in writing. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.</p>		

\$AUD Miscellaneous Fees and Charges – Non-Refundable	
RPL Fee	\$500 per unit
Credit Transfer	No charge
Training re-sit Fee	\$350 per unit
Assessment re-sit Fee	\$200 Students are entitled to 3 assessment attempts for each unit. If the student is unsuccessful after 3 attempts, they will be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised work will not be entitled to re-sit assessments, instead they will be required to repeat the unit and pay the repeat unit fee.
Replacement Certificate Fee	\$50
Learning Resources (including text books)	\$1,000 (maximum depending on course requirements)
Training consumables (including learner guides)	\$300 (maximum depending on course requirements)
Replacement text book fee	\$130 per text book (if supplied by the College)
Bank telegraphic transfer fee	\$30 per transaction
Overseas Student Health Cover (OSHC)	As per fees charged by BUPA Health Fund
Accommodation Services	Outsourced – contact the College for details
Airport transfers	Outsourced – contact the College for details

No refund will be paid to a third party unless the student indicates the name and address of the person to whom the refund should be paid. If no name and address is provided, the College will hold the fees until the student provides the required details for the refund.

Refunds of fees collected by education agents on the College's behalf will be refunded direct to the student.

All applications for refunds must be made using a refund request application form. These are available from the Student Administration.

All refunds will be made in Australian Dollars without any accrued interest. Any bank charges will be payable by the student and deducted from the refund. If a student's visa is cancelled due to poor attendance or any other form of misconduct, then no fee will be refunded.

Brisbane Professional College reserves the right to take further action under Australia's Consumer Protection Laws.

There may be grounds for refunds under "Exceptional Circumstances" and which may affect either a full or partial refund of a student's tuition fee, including:

- Death of a student or a close family member (parent, sibling, spouse or child)
- Political, civil or natural event Where this policy does not adequately cover a particular circumstance, Brisbane Professional College may consider an individual's case. The final decision rests with the Chief Executive Officer of Brisbane Professional College or his nominee.

Payment methods

Brisbane Professional College accepts payment for fees using:

- Cash
- Credit Card
- Electronic Funds Transfer (account details available on request)
- Bank Cheque (made payable to Brisbane Professional College)
- International Money Transfer – must include funds to pay for the receipt of the money transfer.

Complaints and Appeals

An academic and non-academic Complaints and Appeals handling policy and procedure is available to all persons wishing to make a Complaint and Appeal or any other manner of objection in relation to the conduct of Brisbane Professional College. The Complaints and Appeals procedure will address both formal and informal complaints and appeals. All formal complaints must be submitted in writing to BPC management on the College's Complaints and Appeals Form (located at Reception) and will be heard and addressed, including a response to the aggrieved person, within ten (10) working days of receipt.

A complaint can be defined as a person's expression of dissatisfaction with any aspect of Brisbane Professional College's services and activities, including both academic and non-academic matters, such as:

- the enrolment, orientation / orientation process;
- the quality of education provided;
- academic issues, including student progress, assessment, curriculum and awards in a VET course of study;
- handling of personal information and access to personal records;
- the way someone has been treated.
- Complaints about the College's education agents or any related party the College has an arrangement with to deliver the overseas student's course or related services

Appeals against an assessment result must be lodged within 5 working days of the assessment decision.

These complaints and appeals procedures are designed to ensure that Brisbane Professional College responds effectively to individual cases of dissatisfaction.

If the student is still not satisfied with the resolution of the Complaints and Appeals after following and exhausting the Complaints and Appeals procedure, the student may contact ASQA and lodge a written complaint via the online complaints form.

Complaints and Appeals Procedure

INFORMAL PROCESS

All students are encouraged to approach the college if they have any concerns or issues. In the first instance, they should either speak with their trainer or student support officer or CEO. If the informal process does not resolve the issue, the student is advised to that they can access Brisbane Professional College's formal complaints process.

STAGE ONE – Formal Complaints

Formal Complaints must be submitted in writing marked to the attention of the CEO.

Receipt of the Complaint will be acknowledged in writing. The Complaint handling process will commence within ten (10) working days of the receipt of the formal Complaint and all reasonable measures will be taken to finalise the process as soon as practicable.

The Principal, or their nominees, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview, the complainant or respondent may ask another person to accompany them.

The Principal or their nominee, will then endeavour to resolve the Complaint and will provide a written report to the complainant on the steps taken to address the Complaint, including the reasons for the decision, within ten (10) working days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal Complaint.

STAGE TWO – Internal Appeal

If a complainant is dissatisfied with the outcome of their formal Complaint they may lodge an appeal with the CEO within twenty (20) working days of receiving notification of the outcome of the formal Complaints and Appeals. The CEO will appoint an appropriate person or committee to consult with the complainant and other relevant parties within ten (10) working days.

Where possible, such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the CEO or their nominee, will provide a written report to the complainant advising further steps taken to address the Appeal, including the reasons for the decision, within ten (10) working days. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of the internal appeal.

STAGE THREE – External Appeal

If the complainant is dissatisfied with the outcome of their appeal, they will be advised within ten (10) working days of concluding the internal review that they may lodge an external appeal.

Students should note that in most cases, the purpose of the external appeals process is to consider whether the College has followed its policies and procedures, rather than make a decision in place of the College.

The external person to hear a student complaint on behalf of a student is to be engaged from the Queensland Training Ombudsman www.trainingombudsman.qld.gov.au Freecall: 1800 773 048, the Resolution Institute <https://www.resolution.institute> Freecall: 1800 651 650 or other recognised external body of the student's choice. Referral to these services by the RTO is free, however the student will pay any applicable fees charged by these services.

Further Action

Where the person reporting a Complaints and Appeals remains unsatisfied with the outcome of the Complaints and Appeals handling procedure, the person making a Complaint and/or Appeal is to be directed to the following external agencies:

- In relation to consumer protection issues, these may be referred to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

Enrolment Status

Where a current student chooses to access this policy and procedure, Brisbane Professional College will maintain that person's enrolment while the Complaints and Appeals handling process is ongoing.

Record Keeping & Confidentiality

All records relating to Complaints and Appeals will be treated as confidential and will be covered by Brisbane Professional College's Privacy and Personal Information Procedures.

Delayed Processes

In the unusual circumstances where a delay in the Complaints and Appeals process occurs, where longer than sixty (60) calendar days are required to process and finalise the complaint or appeal, Brisbane Professional College will inform the complainant in writing.

International Students Unresolved Complaints and Appeals

Where an international student Complaints and Appeals is unable to be resolved, the matter may be referred to the Overseas Students Ombudsman.

The Overseas Students Ombudsman is the body that investigates Complaints and Appeals about problems that overseas students have with private education and training in Australia. The Ombudsman's services are free, independent and impartial.

The Overseas Students Ombudsman:

- investigates Complaints and Appeals about problems that overseas students have with private education and training in Australia
- provides information about best practice Complaints and Appeals handling to help private education providers manage internal Complaints and Appeals effectively
- considers, free of charge, external appeals under Standard 10 of the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students

Please find more information on the OSO website (<http://www.oso.gov.au/>)

Recognition of Prior Knowledge

In accordance with the requirements of the VET Quality Framework, Brisbane Professional College provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Brisbane Professional College's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.

- Recognition may only be awarded for whole units of competence.
- There is no Recognition of Prior Learning (RPL) for international students with international qualifications.

National recognition for your current competence

Brisbane Professional College acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the Brisbane Professional College framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is national recognition? National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit which has been previously awarded.

Evidence requirements for national recognition

An applicant will be required to present his or her statement of attainment or qualification for examination by Brisbane Professional College.

These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit original awards or copies only which are certified as a true copies of the original by a Justice of the Peace (or equivalent).

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in Brisbane Professional College's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition and Brisbane Professional College does not receive any funding when credit transfer is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the Brisbane Professional College Framework.

Training Arrangements

Training is primarily conducted face-to-face in both a classroom-based (theoretical) and simulated workplace based (practical) environment. Training sessions are trainer led in group sizes of generally no more than 15 participants.

The training program is undertaken using a planned schedule. Practical sessions will include the demonstration, explanation and practice of skills.

Training delivery will be undertaken at the BRISBANE PROFESSIONAL COLLEGE City Campus. Automotive students undertake one (1) day of practical training and assessment at a fully functioning simulated workplace at Supreme Automotive located at 30 Benronalds Street Seventeen Mile Rocks.

In addition to face-to-face learning, students will also complete structured self-paced study to assist them in building their professional knowledge and undertake work toward their assignments.

Assessment arrangements

Learners are advised of the training and assessment requirements by their trainer (face-to-face), or as outlined in the learner workbooks. Assessment is structured throughout the course. If learners are unable to achieve competency, additional support is provided through mentoring and access to re-assessment as outlined in the College's Assessment Re-Sit Procedure.

There are two possible assessment outcomes of competency based assessment either 'Competent' that is you have demonstrated sufficient skills and knowledge or 'Not Yet Competent'. If you receive a not yet competent result – it is not something to get worried about. Sometimes there are simple but important things that you may have overlooked but need to be covered. You will be given specific feedback on which aspects of your performance and what needs to improve and additional training to support you to become competent.

The assessment environment

At Brisbane Professional College, there is a strong focus in undertaking assessment as though you are working in a real commercial or practical environment. This approach is supported by our simulated work environment and local policy and procedure. At times the environment will be busy and specific items of equipment will be in high demand. This reflects the actual workplace environment. This requires that you plan your activities and work cooperatively with other students to complete your work.

Completion dates

These can vary and you will find a timetable provided to you which specifies assessment submission dates. You should work diligently to complete all assessment tasks on the due date.

Assessment methods

You are required to demonstrate your skills and knowledge across the applicable Assessment tasks. Your Assessor will gather sufficient assessment evidence from a range of sources using a number of different assessment methods. During training, there are a number of assessment methods used, for example:

- Practical Assessment using direct observation by the Assessor of the student performing a broad sample of the tasks applicable to each unit of competency. These tasks are usually assessed holistically in the context of the relevant work area;
- an underpinning written Knowledge Assessment;
- case scenario and role plays.
- Written assessment: In this instance the student will be given the opportunity to demonstrate their competency through written reports and assignments.
- Other methods include case studies, projects, 3rd Party Reports, Log Book and Activities

Due Date Information

The trainer will advise students of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

Assessment Re-sits

Students are allowed three (3) attempts to successfully complete an assessment task.

If any student is still not competent after their 3rd attempt they must re-enrol and repeat the unit.

Assessment Appeals Procedure

A fair and impartial appeals process is available to all students. If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the Trainer. If the student wishes to proceed with the appeal then the student should complete an appeals application on the Appeal against Assessment Decision Form. Please note if students want to appeal against assessment results they must apply within (5) working days of their assessment results.

All appeals are recorded in writing, and the results of the appeal process will also be communicated to the student in writing including reasons for the decision made.

The appeals process will allow for the student to formally present their case, and will also allow for the appeal to be heard by an independent person or panel if requested. A copy of this communication will also be kept on file, both on the Complaints and Appeals Register and in the student's individual file.

Grounds for Appeal against Assessment Decision

An application for appeal will be considered where a student claims disadvantage because:

- The Trainer did not provide a subject outline.
- The Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline.
- Assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her.
- It is believed that a clerical error has occurred in the documenting of the assessment outcome.
- There appears to be a discrepancy between the practical observation and the formal assessment.
- Work handed in on time was not marked.

If the appeal for re-assessment is upheld the College will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel.

All appeals are recorded and reviewed at Management meetings. Refer to the Complaints and Appeals Policy and Procedure for further details.

Issuing of Qualifications

Students must be assessed competent in all units of competency before being issued a qualification (Certificate/ Diploma/Statement of Attainment) for the course in which they are enrolled. Students will be issued a qualification within 30 days of completion of their course.

Term Dates

	Term 1	Term 2	Term 3	Term 4
2018	15 Jan – 30 Mar	16 Apr – 29 Jun	16 Jul – 21 Sep	08 Oct – 14 Dec
2019	22 Jan – 12 Apr	29 Apr – 28 Jun	15 Jul – 20 Sep	07 Oct – 13 Dec
2020	30 Jan – 3 Apr	20 Apr – 26 Jun	13 Jul – 18 Sep	06 Oct – 11 Dec