



Student Handbook

International Students

2016



National Provider No. 41556 CRICOS Provider No. 03517B

Contents

Introduction.....	4
About Brisbane Professional College	4
Our expectation of you	10
Introduction to Australian Vocational Education and Training	10
Results and certificates	11
Legislative and Regulatory Responsibilities.....	12
The ESOS Framework	16
Commonwealth Register of Institutions and Courses for Overseas Students.....	17
Provider Registration and International Students Management System	17
Conditions of your visa.....	18
Living in Australia Costs.....	18
Schooling for dependants	19
Overseas Student Health Cover	20
Course entry requirements.....	20
International English Language Testing System (IELTS)	21
Enrolment induction	21
Monitoring student attendance and progress.....	25
Student deferral or suspension	26
Change of education provider	26
Student amenities	27
Accommodation	27
Student resources	27
Student counselling.....	28
Continuous improvement	29
Your language, literacy and numeracy skills.....	29
Your safety	Error! Bookmark not defined.



National Provider No. 41556 CRICOS Provider No. 03517B

Fairness and equity	32
Access to your student file and record	33
Your privacy	33
Course fees	33
Tuition Fee Protection	34
Making a complaint or an appeal	36
Recognition of your existing skills and knowledge	41
National recognition for your current competence	42
Training arrangements	43
Assessment arrangements	44



National Provider No. 41556 CRICOS Provider No. 03517B

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 relevant Course Brochure supplied separately with this handbook.

About Us

Brisbane Professional College (BPC) 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.

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 Campus is located in the Central Business District of Brisbane:

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

The BPC Practical Training Facility is located in the nearby industrial suburb of Seventeen Mile Rocks, a mere 12kms from the City Campus. BPC operates its own commercial automotive workshop which is utilised as a training facility for automotive and business students to gain practical on the job training. The Practical Training Facility is located at:

Supreme Automotive – Bosch Car Service

30 Benronalds Street
Seventeen Mile Rocks
Brisbane Qld AUSTRALIA

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



National Provider No. 41556 CRICOS Provider No. 03517B

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.

BPC City Campus

The BPC Brisbane City Campus is located within a 500metre 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 BPC 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 BPC 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 BPC 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. Once Students are deemed competent in a unit of competency, they then have the opportunity to work in the commercial part of the Supreme Automotive workshop or be assigned to a fellow Bosch Car Service Network partner as an Intern.

Facilities

The BPC City Campus has suitable facilities and resources available to students and provides a range of support service and guidance in all areas of student life. A breakout area is available to students along with free wi-fi. A private study area is available for Students needing extra assistance from our friendly Trainers.



National Provider No. 41556 CRICOS Provider No. 03517B

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.

Computers and Internet

Personal Laptop Computers are issued to each International Student as part of the non-tuition fees paid on enrolment. The computers are programmed to assist students with completing their assessments and recording notes during lectures. The computers are configured to automatically connect to the Campus wi-fi whilst on Campus.

It is expected that domestic students have access to their own personal computer.

Living in Brisbane

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.

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.



National Provider No. 41556 CRICOS Provider No. 03517B

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

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.

A short 40 minute drive north will get you to some of Queensland’ most beautiful surf beaches to enjoy the golden sand or swim in the ocean under the watchful of the 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.

If adventure and thrill seeking is more your interest, try out one of the many theme parks the Gold Coast has to offer, including Dreamworld, Wet and Wild, Sea World and Movie World. All theme parks are less than an hour’s drive from Brisbane.

Religion



National Provider No. 41556 CRICOS Provider No. 03517B

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.

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 health care 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.

As part of the enrolment process, you can request the College to arrange your OSHC through the College Agency program with BUPA.

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.



National Provider No. 41556 CRICOS Provider No. 03517B

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.

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.

Work

A condition of your visa will be a work entitlement of 20 hours per week. Brisbane Professional College can assist you with securing work as a contract driver or as an intern in one of the many Bosch Car Service network partners.

Transport

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.

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.

Sightseeing

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

Currency



National Provider No. 41556 CRICOS Provider No. 03517B

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

Brisbane Professional College expects you to:

- contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- comply with the rules and regulations of Brisbane Professional College;
- be honest and respectful. Do not plagiarise work or information and not conducting yourself in any way that may cause injury or offence to others;
- be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules;
- monitor your own progress by ensuring that assessment deadlines are observed;
- utilise facilities and Brisbane Professional College publications with respect;
- respect other students and Brisbane Professional College staff members and their right to privacy and confidentiality;
- follow your trainer's instructions, attend all classes and be punctual;
- complete all of the assigned workbooks and assignments;
- work safely and promote a safe training environment;
- be familiar and comply with Australian laws;
- be free from (not under the influence of) prohibited drugs and/or substances including alcohol whilst on Campus; and
- not trespass or knowingly entering any place within the premises of the Campus that is out of bounds to students.

Introduction to Australian Vocational Education and Training

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed



National Provider No. 41556 CRICOS Provider No. 03517B

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. 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.



National Provider No. 41556 CRICOS Provider No. 03517B

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.

Following 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, sub-contractors, 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.



National Provider No. 41556 CRICOS Provider No. 03517B

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.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(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

Sect 3 – Objects 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 of employees on the ground of family responsibilities; and



National Provider No. 41556 CRICOS Provider No. 03517B

(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.

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:



National Provider No. 41556 CRICOS Provider No. 03517B

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 Registration Authorities and Providers of Education and Training to Overseas Students 2007

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.



National Provider No. 41556 CRICOS Provider No. 03517B

The ESOS Framework

The 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.



National Provider No. 41556 CRICOS Provider No. 03517B

- Follow the provider's attendance policy.

A full copy of the ESOS Framework is available at www.aei.gov.au/ESOS

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 Immigration and Border Protection data.

Through PRISMS education institutions notify Department of Immigration and Border Protection 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 Department of Immigration and Border Protection to issue a student visa.

Education providers also use PRISMS to notify Department of Immigration and Border Protection 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.



National Provider No. 41556 CRICOS Provider No. 03517B

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 Immigration and Border Protection: <http://www.immi.gov.au/students/visa-conditions-students.htm>

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 to rely on such work to meet all their expenses.

From 1st July 2012, Student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- \$18,610.00 per year for the main student
- \$6,515.00 per year for the student's partner
- \$3,720.00 per year for the student's first child
- \$2,790.00 per year for every other child; and where required

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:



National Provider No. 41556 CRICOS Provider No. 03517B

<http://www.border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds>

Notifying change of address – condition 8533

You must inform the Registrar 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 Registrar and Department of Immigration and Border Protection. If you don't do this your visa may be **CANCELLED**.
- You are discouraged from changing your course in the first six months of your stay as an international student unless you remain with the same provider.

Satisfactory Academic Performance

Enrolled international students at Brisbane Professional College must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

Failed Units

You are usually only allowed to repeat the subject once, if you failed any subject. You will not be able to move to the next stage of the course, if you failed a pre-requisite subject. You may then have to repeat the whole stage again with the permission of the Senior Trainer.

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 full-time 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



National Provider No. 41556 CRICOS Provider No. 03517B

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/>

Further information about living in Australia is available at the Department of Immigration and Border Protection: <http://www.border.gov.au/Trav/Life>

The Department of Immigration and Border Protection 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: www.border.gov.au/living-in-australia/settle-in-australia/beginning-life

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

Overseas Student Health Cover

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.

If you are currently studying in Australia, then you must provide a copy of your health cover membership records showing your name, membership number and date of expiry. It is the student's responsibility to check the conditions of this health cover. Please refer to the following provider's website:

<http://oshc.bupa.com.au>

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.

The current 2016 OSHC charges is approximately AUD \$546 per annum for a single student. 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 either Bupa or Medibank.



National Provider No. 41556 CRICOS Provider No. 03517B

Course entry requirements

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

- be 18 years of age or over;
- Demonstrate good command of written and spoken English with verified evidence of an overall IELTS score of 5.5 with no less than 5.0 in any module;
- have completed an equivalent secondary schooling level of a Senior School Certificate or can demonstrate suitable work or life experience; and
- meet the following 500 Student Visa – Vocational Education and Training (Sub-class) requirements:
 - be of good character;
 - are of sound health;
 - have acceptable or requested the College to arrange health insurance through the Overseas Student Health Cover (OSHC) for yourself and members of your family unit accompanying you to Australia;
 - have no outstanding debts to the Commonwealth of Australia; and
 - demonstrate the capacity to meet basic living costs requirements set by the Australian Government.

International English Language Testing System (IELTS)

IELTS is the world's most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and education provider. Brisbane Professional College course entry requirement is a minimum IELTS General Score of 5.5. A general score of 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. The person should be able to handle basic communication in their own field.

Brisbane Professional College will require you to submit evidence of your IELTS proficiency (General Score of 5.5) with your enrolment form. Applications for enrolment that are not accompanied with this evidence will not be accepted. To locate an IELTS testing centre in your area, please visit the IELTS website for further information:

[IELTS Testing Centre online search](#)

Student Enrolment

Enrolment procedure

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



National Provider No. 41556 CRICOS Provider No. 03517B

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.bpc.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 enquiries@bpc.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.

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

- passport (front page and personal details)
- IELTS Test Report Form (Must have an overall score of 5.5 with no less than 5.0 in any module)
- Year 10 and year 12 school certificates (minimum 60% pass mark)
-

Once your application has been submitted, you will need to pay the non-refundable AUD\$300 application fee to enable our Admissions Team to review your application to determine if your application meets the course entry requirements. Most likely, our Admissions Team will arrange a telephone interview with you to discuss your application.

If you are already in Australia and have not yet been assessed for English language proficiency, you should locate testing centre which are available throughout Australia.

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[IELTS Testing Centre online search](#)

If you require support to prepare yourself for an IELTS assessment, you may consider attending a specialist course offered by one of the English Schools. If you need assistance, please speak with one of the College Staff

Verification of IELTS and Education Level

Brisbane Professional College reserves the right to validate the IELTS proficiency assessment and the submitted evidence of School Certificate equivalence. Verification will be undertaken by:

- **IELTS proficiency.** Brisbane Professional College will utilise the IELTS [TRF Verification Service](#) to assess the validity of all evidence submitted of IELTS proficiency.



National Provider No. 41556 CRICOS Provider No. 03517B

- **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 State Board of Study.

<https://internationaleducation.gov.au/services-and-resources/pages/qualifications-recognition.aspx>

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 7 days of the offer;
- arrange the payment of the deposit within 7 days of the offer;
- arrange your OSHC or formally request the College to arrange your OSHC on your behalf (this is an optional question on the Application Form).

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

Upon approval of your application, an electronic confirmation of enrolment (eCoe) will be generated and forwarded to Department of Immigration and Border Protection and yourself at the address provided on your application with an official receipt for the fees paid (refer payment methods below). It is the applicant's responsibility to apply for a student visa. If your application is not complete, our Registrar will contact you.

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). You will be unable to apply for a student visa without the CoE.

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.



National Provider No. 41556 CRICOS Provider No. 03517B

Unsuccessful Student Visa

If your student visa application is NOT approved, you must contact Brisbane Professional College and advise us and apply in writing for a refund of student fees 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 coordinating 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 familiarize yourself with the Campus.

The purpose of orientation is to fully inform Students of life in Brisbane, study requirements, issue your Student Identification Card, Training resources required for your course 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 be required to complete a declaration of understanding. This will happen as part of your orientation.

This declaration is a statement that you:



National Provider No. 41556 CRICOS Provider No. 03517B

- understand and accept the Student requirements while at the College; and
- understand and accept all the details provided in the Student Hand book and confirm that you have been offered the opportunity to request learning support.

Orientation Program

The Orientation Program is generally an informal gathering of all Students on the first day at College. The Program will cover the following:

- 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;
- issue you your Training Resources and timetable;
- familiarize yourself with the online Student Portal;
- 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;
- provide advice and assistance with securing work which will not interfere with your Study obligations;
- your responsibilities regarding course fees;
- welfare services;
- emergency evacuation procedures;
- code of conduct;
- 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 2007 of the ESOS Act 2000, international students are required to maintain satisfactory course progress and attendance 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.

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 at



National Provider No. 41556 CRICOS Provider No. 03517B

the start and end of a training day. A student who is identified as falling behind in successful assignment completion or having unacceptable attendance to scheduled sessions will be managed via a range of intervention strategies.

An intervention strategy is an individual student plan developed by the Senior Trainer aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling, development of study habits or adjustment to study program. Brisbane Professional College will do everything we 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 of their right to access the grievance (complaints and appeals) processes. This report may result in the cancellation of the student visa by the Department of Immigration and Border Protection.

Student deferral or suspension

Students, unable to attend for a period of time, may lodge an Application to Defer Studies for approval by the Chief Executive Officer. Deferment is granted once only and for a period no longer than six (6) months. The return date will be at the discretion of the institute. A re-entry fee will be charged. Students will be advised of such at the deferment interview. 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.

In these situations, the student is generally allowed to remain on a student visa, provided they are still enrolled in their course of study and intend to resume their studies.

Brisbane Professional College may also cancel or suspend the enrolment of a student for inappropriate behaviour. Where this occurs, the student will be notified in writing and be informed of their right to access the complaints and appeals processes.

Change of education provider

Under the National Code 2007 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 given a letter of release or can demonstrate



National Provider No. 41556 CRICOS Provider No. 03517B

exceptional circumstances. Brisbane Professional College will only consider issuing a letter of release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form and refer to the Fee Refunds Policy. If granted, a letter of release will be issued at no cost to the student. Where a letter of 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
- quiet study areas
- computer room
- 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.



National Provider No. 41556 CRICOS Provider No. 03517B

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 range 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
Apartment	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 initially with their trainer or Senior Trainer for referral to our Welfare Counsellor.

The Welfare Counsellor can suggest access to specialised support for those who may need further external help. All discussions regarding this are in the strictest of confidence.



National Provider No. 41556 CRICOS Provider No. 03517B

Continuous improvement

Brisbane Professional College is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available at reception. You are encouraged to provide feedback to Brisbane Professional College so we can improve our services in the future.

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.



National Provider No. 41556 CRICOS Provider No. 03517B

Unsafe locations

World-wide, every city 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 of which areas to be careful of you can check with a Trainer or a staff member.

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.

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;



National Provider No. 41556 CRICOS Provider No. 03517B

- 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

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 in the City 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.

Work and study areas

Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over. Place all rubbish in the bins provided. Ensure that tea room bench spaces are left clean and tidy and that all dishes are washed. Do not sit or climb on any desks or tables.

Helpful Contacts

Police/Fire/Ambulance (Emergency)	000	
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National Provider No. 41556 CRICOS Provider No. 03517B

Brisbane CBD Police	07 3258 2582	46 Charlotte St Brisbane City
Legal Advice 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	
Royal Brisbane Hospital		Butterfield Street Herston
Valda Webber (Welfare Counsellor)	0434 105850	

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 and Equal



National Provider No. 41556 CRICOS Provider No. 03517B

Opportunity Commission (HREOC).

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.

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 just by making a request to the Brisbane Professional College reception area. You will be asked to complete a Student Records Request Form. The Registrar will provide you with the records to view only. If you require copies of records the Registrar can organise a copy of 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. You are welcome to obtain copies of any document.

Your privacy

Brisbane Professional College takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles.

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases Brisbane Professional College will seek the written permission of the student for such disclosure.

Course fees

Fees are payable when the student has signed the student agreement to signify their acceptance of enrolment offer made by Brisbane Professional College. Fees must be paid in full within 10 days of receiving an invoice from Brisbane Professional College. Brisbane Professional College may discontinue training if fees are not paid as required.

Students are required to pay an application fee of AUD \$300* on application for enrolment and a minimum 50% of total course fees on successful admission to a program. The balance of fees payable for the course must be paid at least 14 days prior to the commencement of each term/semester (four terms per year) unless prior arrangements have been made and confirmed in writing.

* The registration fee is non-refundable



National Provider No. 41556 CRICOS Provider No. 03517B

Refer to the applicable course brochure for details of the course fees.

A 1% administration fee applies to all fees paid by credit card.

These fees are subject to variation from time to time in regard to Consumer Price Index (CPI) changes within Australia. Once enrolment has commenced there will be no change in fees payable by each individual student.

Tuition Fee Protection

Brisbane Professional College are 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/education-system/esos-act>

Student cancellation

Students who cancel their enrolment part way through a training program must notify Brisbane Professional College in writing at the soonest opportunity if consideration of fee reimbursement is required. Once Brisbane Professional College is notified a refund will be issued for the component of training not commenced. Brisbane Professional College is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

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. Brisbane Professional College purchases its text books via the Co-Op Bookshop which is an online book store. With postage and handling the cost of a replacement text is approximately AUD130.00.

Refunds

Students who cancel their enrolment before the commencement of a training program may be entitled to a full refund of fees paid. Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received.

Where a student cancels their enrolment, Brisbane Professional College will not refund monies for the text unless a written request for a refund is received and Brisbane Professional College is satisfied that the text is in 'as-new' condition.



National Provider No. 41556 CRICOS Provider No. 03517B

A \$100 processing fee applies to all refunds except when a student visa is refused or a Brisbane Professional College course is cancelled. Course fee refunds are calculated from the date a written refund application is received, on the following basis only:

- Brisbane Professional College will refund 100 percent of the course fee paid less the \$300 application fee if your application for a visa to study in Australia is rejected.
- Brisbane Professional College will refund 100 percent of the course fee paid if the course you have enrolled in is cancelled by Brisbane Professional College.
- Brisbane Professional College will refund the course fee paid minus the \$300 application fee if you withdraw from the course:
 - 28 days prior to the commencement of the course – 100% refund
 - Between 27 days and 15 days prior to the course - 75% refund
 - Between 14 days and 8 days prior to the course – 50% refund
 - Within 7 days of the commencement of the course – 25% refund
 - Withdrawal during the course – no refund. A pro-rata credit is available so the student can complete the course at a later date
 - There will be no course fee refund on or after the commencement date of course of study.

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 refund will be sent to the student's home address.

All applications for refunds must be made using an application for refund of course fees. These are available from the Student Administration.

If Brisbane Professional College cancels the course, then Brisbane Professional College will refund 100 percent of the tuition fees to the student.

All refunds will be made in Australian Dollars without any accrued interest.

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.

Refunds approved in accordance with this policy will be paid within four weeks of the Student Administration receiving a written claim from a student.

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)



National Provider No. 41556 CRICOS Provider No. 03517B

- 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 method

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.

Academic and Non-Academic Grievance Policy and Procedure - (Complaints and Appeals)

Academic and Non Academic Grievance Policy

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

BPC management will maintain a grievance register to document the course of action and resolution of all formal grievances. All grievances substantiated by the grievance procedure will be reviewed as part of Brisbane Professional College continuous improvement procedure.

Brisbane Professional College is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all complainants.

Brisbane Professional College aims to:

- Develop a culture that views grievances as an opportunity to improve the organisation and how it works;
- Set in place a grievance handling system that is client focused and helps Brisbane Professional College to prevent grievances from recurring;



National Provider No. 41556 CRICOS Provider No. 03517B

- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
- Ensure that there is a consistent response to grievances.

A grievance 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, induction / 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.

These grievance procedures re designed to ensure that Brisbane Professional College responds effectively to individual cases of dissatisfaction.

It is the responsibility of BPC management to ensure adherence to the grievance procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the grievance procedure and supply of complaint forms.

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

Academic and Non Academic Grievance Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Brisbane Professional College or any third party (such as other students, outsourced trainers, subcontractors, staff, trainers, assessors) have access to the following procedure:

This procedure can be utilised by complainants to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include issues related to student progress, assessment, curriculum and awards in a VET course of study. Grievances of a non-academic nature cover all other matters including grievances in relation to personal information that Brisbane Professional College holds in relation to an individual.

During all stages of this procedure Brisbane Professional College will take all steps to ensure that:

- the complainant and any respondent will not be victimised or discriminated against;



National Provider No. 41556 CRICOS Provider No. 03517B

- the complainant has an opportunity to formally present their case and each party to a grievance may be accompanied and assisted by a support person at any relevant meetings;
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent;
- where the internal or external grievance handling or appeal process results in a decision that supports the complainant, Brisbane Professional College will immediately implement any decision and/or corrective action required and advise the complainant of the outcome. This may include the updating of any relevant policies and procedures as well as the Staff Training Handbook and the Student Handbook where appropriate.

STAGE ONE – Formal Grievance

Formal grievances must be submitted in writing marked to the attention of the Principal as follows:

Principal
Brisbane Professional College Pty Ltd
Suite 1, Level 5
67 Astor Terrace
Spring Hill QLD 4000
Australia

Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within ten (10) working days of the receipt of the formal grievance 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 grievance and will provide a written report to the complainant on the steps taken to address the grievance, 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 grievance.

STAGE TWO – Internal Appeal:



National Provider No. 41556 CRICOS Provider No. 03517B

If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the CEO (who is senior to the original decision maker) within twenty (20) working days of receiving notification of the outcome of the formal grievance. 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 grievance, 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 may lodge an external appeal. If you wish to further appeal this decision you may lodge an appeal with an independent dispute resolution body such as Resolution Institute. Upon referral of a dispute and appointment of a mediator, the Resolution Institute mediator will charge an initial fee of \$385.00 for the first 4 hours of their services, or part thereof (current as of December 2015). This includes pre-mediation services. Subsequent hours are billed at a rate of \$137.50 per hour, or part thereof. The costs are shared between the parties unless prior arrangements are made.

As the fees listed may change, please call the Resolution Institute to find out updated fees and charges associated with a referral on 1800 651 650.

<http://www.resolutioninstitute.com.au/>

The student may supply additional information to the independent dispute resolution body which they did not previously supply to Brisbane Professional College either in the original application or the request for review.

Publication

This procedure for the handling of Academic and Non-Academic Grievances will be published in the Student Handbook and on the Brisbane Professional College website www.brisbaneprofessionalcollege.com.au

Further Action



National Provider No. 41556 CRICOS Provider No. 03517B

Where the person reporting a grievance remains unsatisfied with the outcome of the grievance handling procedure, the person making a grievance 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.

Nothing in this policy and procedure limits the rights of individuals to take action under Australian Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

International Student Grievance

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

The Overseas Students Ombudsman is the body that investigates grievances 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 grievances about problems that overseas students have with private education and training in Australia
- provides information about best practice grievance handling to help private education providers manage internal grievances effectively
- considers, free of charge, external appeals under Standard 8 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/>)

Brisbane Professional College will cooperate fully with agencies such as the National Training Complaints Service, the Office of Fair Trading, Overseas Students Ombudsman or ASQA that may investigate the handling of a grievance. Brisbane Professional College considers that it would be extremely unlikely that a grievance is not able to be resolved quickly within Brisbane Professional College internal arrangements.

Enrolment Status



National Provider No. 41556 CRICOS Provider No. 03517B

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

Record Keeping & Confidentiality

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five (5) years to allow all parties to the grievance appropriate access to these records upon written request to the Privacy Manager. These records will be maintained at Suite 1, Level 5, 67 Astor Terrace, Spring Hill, QLD 4000, Australia.

All records relating to grievances 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 grievance 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. In line with the importance that Brisbane Professional College places on open and transparent processes and communication, the first written communication will be made at five (5) days. From that point, the complainants will be regularly updated on the progress of the matter. Including reasons why more time is required.

Record and Review

Both the complaints and appeals policies of Brisbane Professional College highlight the importance of accurate documentation through the maintenance of records of all processes and outcomes.

All grievances (complaints and appeals) will be reviewed at Brisbane Professional College monthly management meetings. Continuous improvement procedures may be actioned when the complaint/appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Brisbane Professional College policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Recognition of your existing skills and 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?



National Provider No. 41556 CRICOS Provider No. 03517B

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.

If you consider that you have existing skills that may be recognised please inform Brisbane Professional College when you submit your application.

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 national skills 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



National Provider No. 41556 CRICOS Provider No. 03517B

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 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 National Skills 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. For Business students, this will be undertaken at the BPC City Campus and for automotive students, undertaken in a fully functioning and equipped simulated workplace at Supreme Automotive, 30 Benronalds Street Seventeen Mile Rocks.

In addition to face-to-face learning, students will also complete self-paced study to assist them in building their professional knowledge and undertake work toward their assignments. Students will typically attend formal training sessions three days per week as per the following schedule:



National Provider No. 41556 CRICOS Provider No. 03517B

Business Students

Three days totalling 20 contact hours per week. The Diploma and Advanced Diploma Courses are delivered over a one year period. The course will be delivered over four study terms.

Automotive Students

Three days totalling 20 contact hours per week. The Certificate III in Light Vehicle Mechanical Technology is delivered over a two year period. The course will be delivered over eight study terms. During the Course, Automotive Students are required to attend the Practical Training Facility to enable them to practically apply their skills as well as working in the commercial aspect of the Bosch Car Service Workshop. For Students looking for an internship, opportunities are available across the network of Bosch Car Service workshops.

Term Dates

	Term 1	Term 2	Term 3	Term 4
2017	16 Jan – 31 Mar	17 Apr – 23 Jun	10 Jul – 29 Sep	09 Oct – 15 Dec
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

Internships

Brisbane Professional College operates its own commercial workshop, Supreme Automotive Bosch Car Service. Students may apply for an internship with Supreme Automotive or other Bosch Car Service network partners. Bosch Car Service is an interconnected global franchise of vehicle repair workshops who are always seeking their next automotive technician or workshop manager.

Assessment arrangements

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



National Provider No. 41556 CRICOS Provider No. 03517B

performance and what needs to improve and additional training to support you to become competent.

Assessment attempts

You will be allowed to resubmit each task for each assessment three times, subject to course completion timeframes. If after three submissions (and additional training) you are unable to demonstrate that you are competent in the unit or units of competency, Brisbane Professional College may apply further charges for additional assessment.

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 student 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.

Submitting authentic work

All work submitted must be your own work. Brisbane Professional College verifies this in the following ways:

- participant confirmation and declaration
- additional verbal questions given to participants on a random basis
- comparison of work style and quality for all work undertaken.

Referencing and plagiarism

Where you are making significant reference to the work of others you must acknowledge this by providing the name of the author and the publication information. If you do not acknowledge other authors you are incorrectly claiming work as your own. This is called plagiarism. In all Australian educational institutions plagiarism is unacceptable.

Graded assessment

Brisbane Professional College do not apply graded assessments.

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, the following Assessment methods are used:



National Provider No. 41556 CRICOS Provider No. 03517B

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- 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.



National Provider No. 41556 CRICOS Provider No. 03517B

Acknowledgement declaration

I acknowledge that I, _____, have received, read and fully understood the contents of this student handbook, which outlines the conditions of my rights and responsibilities as a student of Brisbane Professional College.

Signature

Date

Name of Witness

Signature of Witness

Date