

Brisbane Professional College



Domestic Student Handbook

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INTRODUCTION

Brisbane Professional College

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

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Message from the CEO

As CEO of this organisation, I can assure students that I will fully support the implementation of all quality, management and operational functions articulated in this student handbook I welcome your input and will ensure myself and the BPC team adhere to our underlying philosophy of continuous quality improvement in all aspects of Brisbane Professional College's operations.

This student handbook provides the direction that informs and guides Brisbane Professional College towards the provision of best practice in training development, management and service delivery. For Brisbane Professional College, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For clients of BPC, it will ensure that their investment in training provides the best possible training experience and outcomes.

Context

Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the **Standards for Registered Training Organisations (RTOs) 2015** to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

Brisbane Professional College recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. All trainers and assessors employed or contracted by BPC have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively. Brisbane Professional College strictly adheres to the NVR Standards to continue delivering training services of the highest quality to their clients.

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Brisbane Professional College to capitalise on these opportunities for improved practice. Brisbane Professional College supplies feedback forms to all students at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. The CEO also welcomes feedback from other improvement opportunities such as student suggestions, complaints and appeals, validation sessions and audit reports.

As a student with Brisbane Professional College, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment.

In order to encourage and achieve continuous improvement based on the collection of the above mentioned data, Brisbane Professional College has developed a best practice register which will include a written record of all improvement strategies.

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CLIENT SELECTION AND ENROLMENT PROCEDURE

What courses can I study with Brisbane Professional College?

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

Qualification	Tuition Fee	Non-Refundable Enrolment Fee	Resources Fees	TOTAL Course Fees
AUR20218 Certificate II in Automotive Air Conditioning Technology	5,200	300	150	\$5,650
AUR30616 Certificate III in Light Vehicle Mechanical Technology	22,000	300	1,300	\$23,600
BSB50215 Diploma of Business	9,800	300	1,300	\$11,400
BSB60215 Advanced Diploma of Business	11,000	300	1,300	\$12,600

Textbook requirements

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

AUR20218 Certificate II in Automotive Air Conditioning Technology	<ul style="list-style-type: none">N/A
AUR30616 Certificate III in Light Vehicle Mechanical Technology	<ul style="list-style-type: none">Automotive Mechanics Vol 1 & 2 (9th ed) by May & Simpson
BSB50215 Diploma of Business	<ul style="list-style-type: none">Management Theory and Practice, Cole, K, 6eMarketing Principles, Pride, Ferrell, Lukas, Schembri, Niininen, Casidy 3rd Ed
BSB60215 Advanced Diploma of Business	<ul style="list-style-type: none">Management Theory and Practice, Cole, K, 5eStrategic Marketing Planning 2nd edition by Colin Gilligan and Richard M.S Wilson

How is training delivered?

Training courses with Brisbane Professional College are delivered by a mix of :

- Face to face classroom training
- Workplace training and assessment

What are the prerequisites?

Prerequisites are specific to individual courses. Please consult the course outline for your chose course for prerequisite information.

How do I enrol?

Enrolment is initiated by you contacting Brisbane Professional College. We will despatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation.

Client selection

Enrolment and admission into some Brisbane Professional College training programs is subject to meeting certain entry requirements. Specific details of the entry requirements are contained in individual course documentation and are made available prior to enrolment. In

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the case that a potential student does not meet the prerequisite conditions and/or entry requirements, BPC staff will endeavour to assist them in understanding their options in regards to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or BPC management.

Enrolment

The enrolment procedure commences when a student contacts Brisbane Professional College expressing interest in a training program(s). BPC staff will respond by dispatching by suitable means an enrolment form, student handbook, literature on the program(s) being considered and any other documentation which may be relevant.

Enrolment applications will then be assessed to ensure that the student meets any entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Brisbane Professional College to discuss their training needs and alternative opportunities.

Pre-course evaluation interview

A pre-course evaluation of each student is conducted. Questions are designed to identify the student's needs, so BPC staff members can evaluate any requirements the student may have to improve his/her learning experience and outcome.

The designated BPC staff member will receive and assess each student's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, BPC staff and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs
- Referrals to appropriate LLN programs
- Equipment, resources and / or programs to increase access for students with disabilities (within the capacity of the College)
- Mediation or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e. large print
- Learning and assessment programs customised to the workplace

COMPULSORY ORIENTATION

On successful completion of the enrolment process, all students will undergo a compulsory orientation program including:

- Introduction to BPC training staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued
- Student handbook provided

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FEES

Brisbane Professional College operates predominately as a 'fee for service' training business. This means all training programs attract fees. All fees will be paid at or prior to the commencement of training unless prior arrangements are made with BPC management.

Brisbane Professional College will not collect more than \$1500 in advance. Where less than \$1,500 is collected prior to the commencement of training or where the total course fee is less than \$1,500, a fee protection process is not required.

Current fee information is available via the BPC website and by direct email from BPC.

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees. The RTO's fee policy will be updated regularly so that both Brisbane Professional College and our clients will be protected.

Brisbane Professional College will provide the following fee information, to each student:

- a) The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- c) The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- d) The applicant's refund policy.

Unless otherwise advised fees:

- do not include the cost of individual text books, stationary, consumables, tools, photocopying or scanning.
- reflect the content of the course and the award, not the duration; therefore there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course.
- may be reduced or refunds maybe granted only if a student is granted sufficient RPL or Credit Transfers such that the course is completed in a shorter than normal time.

Fee Structure

Total course fee

Each qualification, unit of competency or accredited course offered by Brisbane Professional College has a specific course fee. The course fee is the maximum fee that may be charged to the student for his/her selected training program.

Where additional resources normally associated with a program of study are required (for example; reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the student study guide for that program.

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Program fees are:

Qualification	Tuition Fee	Non-Refundable Enrolment Fee	Resources Fees	TOTAL Course Fees
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Payment required in advance

A deposit of minimum 10% of the total course fee is required from each student.

Text and training workbooks

Students must purchase their own text book(s) where required for the course. Alternatively, the College can supply textbooks and charge the student. The College will advise students of all fees prior to or at enrolment.

REFUNDS

Brisbane Professional College will protect fees paid in advance and has a fair and reasonable refund policy. An application for a refund must be in writing and will be paid on the following basis

- 28 days prior to the commencement of the course – 100% refund
- Between 27 days and 15 days prior to the commencement of the course - 75% refund;
- Between 14 days and 8 days prior to the commencement of the course – 50% refund;
- Within 7 days of the commencement of the course – 25% refund;
- Withdrawal after 7 days prior to course commencement or during the course – no refund.
- Cancellation due to student misbehaviour in accordance with the College's Discipline Policy – no refund

Miscellaneous Fees and Charges – Non-Refundable	
RPL Fee	\$500 per unit
Credit Transfer	No charge
Training re-sit Fee	\$350 per unit
Assessment re-sit Fee	\$200 Students are entitled to 3 assessment attempts for each unit. If the student is unsuccessful after 3 attempts, they will be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised work will not be entitled to re-sit assessments, instead they will be required to repeat the unit and pay the repeat unit fee.
Replacement Certificate Fee	\$50
Learning Resources (including text books)	\$1,000 (maximum depending on course requirements)
Training consumables (including learner guides)	\$300 (maximum depending on course requirements)
Replacement text book fee	\$130 per text book (if supplied by the College)

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Students can be guaranteed that their course fees will be:

- kept in a separate account
- accessed only when the service is rendered or when the fee becomes non-refundable.
- Unspent Tuition Fees will be refunded in the event the College fails to deliver the agreed services or terminates the arrangement early (except in the case of misconduct).

The College's refund policy and the availability of the Complaints and Appeals process, does not remove the students' right to take action under the Australian's consumer protection laws.

RECORDS

Record keeping Procedures

Brisbane Professional College has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Brisbane Professional College and committees, individuals or organisations acting on its behalf.

Upon enrolment, student's details will be entered into the Brisbane Professional College database system. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the client. The file is retained by Brisbane Professional College and management of the file will be in accordance with the BPC training records policy.

Completed assessments

Each and every assessment submitted by every student will be retained for a minimum period of six (6) months. At the expiration of six (6) months period, the student's assessment results will be stored electronically for thirty (30) years.

Results of assessment records

Student assessment results will be recorded electronically within the Brisbane Professional College database system. Results of assessment will be retained for thirty (30) years.

Security

Brisbane Professional College ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, 12 May 2016. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. Brisbane Professional College enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

Student Access to Records

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Students have the right to request information about or have access to their own individual records. BPC trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

You should feel free to ask your Brisbane Professional College trainer and assessor or administration staff at any time for a printout of your progress.

Privacy

Brisbane Professional College considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of Brisbane Professional College are made aware of the confidentiality procedures and privacy policies prior to commencing work with BPC.

Brisbane Professional College ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the NVR Standards. Student consent must be obtained in writing from the student.

Recognise Qualifications of another RTO

Brisbane Professional College will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, BPC will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Students enrolling with Brisbane Professional College will be made aware of the recognition of qualifications policy by BPC staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training.

Unique Student Identifier

The [Unique Student Identifier \(USI\)](#) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.

The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

Brisbane Professional College will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or BPC applies for a USI on behalf of the

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student. To avoid any delays in issuing certification documentation BPC will ensure that student's USIs are applied for or verified USI at the time of enrolment.

Brisbane Professional College will protect the security of all information related to USIs.

TRAINING AND ASSESSMENT

Training sessions are trainer led in group sizes of generally no more than 15 participants. The training program is undertaken using a planned schedule. Training delivery will be undertaken at the College's City Campus or at the workplace.

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

Assessment arrangements

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

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

The assessment environment

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

Completion dates

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

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Assessment methods

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

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

Due Date Information

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

Assessment Re-sits

There is an Assessment re-sit fee of \$200. Students are entitled to 3 assessment attempts for each unit. If the student is unsuccessful after 3 attempts, they will be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised work will not be entitled to re-sit assessments, instead they will be required to repeat the unit and pay the repeat unit fee.

Assessment Appeals Procedure

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

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

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

Grounds for Appeal against Assessment Decision

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

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

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

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

Issuing of Qualifications

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

RECOGNITION OF PRIOR LEARNING

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Brisbane Professional College appreciates the value of workplace and industry experience, and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students.

Recognition of prior learning fee

The student will be charged \$500 per unit. This includes the initial application, consultation either in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

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Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

CREDIT TRANSFER

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by Brisbane Professional College. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to all students enrolling in any training program offered by Brisbane Professional College.

CLIENT SERVICES

Brisbane Professional College is committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for students. Brisbane Professional College will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with Brisbane Professional College receive every opportunity to successfully complete their chosen training program. Brisbane Professional College will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

BPC takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternate training organisation.

Brisbane Professional College has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

In summary, Brisbane Professional College will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual students
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs

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- Access to information and course materials in a readily available, easily understood format
- Information to assist students in planning their pathway from school or the community to vocational education and training

While Brisbane Professional College guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of Brisbane Professional College.

Access and Equity

Brisbane Professional College is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. Brisbane Professional College ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. BPC will address access and equity matters as a nominated part of operational duties.

If a student identifies with one or more of the following priority groups, he/she may be able to receive additional assistance:

- Aboriginal and / or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Women and girls who are returning to education and training
- Women and girls who are seeking training opportunities in non-traditional roles
- Young people aged 18 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

Issuing of Qualifications

All AQF certification documentation issued by the College will comply with AQF requirements and Standards for Registered Training Organisations (RTOs) 2015 – Schedule 5.

Before issuing a nationally recognised testamur or statement of attainment to a student, the College will confirm the following has been met:

- Student has completed all assessment activities successfully associated with the course and been deemed competent in all units of competency being issued
- Student has paid all associated course fees in full
- Student has supplied a USI and the College has confirmed the validity of the USI with the Registrar

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The College will endeavour to issue the student with the appropriate certification within 10 days, and a maximum of 30 calendar days, after the College has confirmed all the above criteria has been met.

Completion Checklist

The College has developed a Completion Checklist for both Trainers/Assessors to follow to ensure ASQ Qualifications/Statements of Attainment are only issued once a student has successfully completed all necessary units.

STUDENT SUPPORT

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact Brisbane Professional College who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services Brisbane Professional College can offer, they will be referred to an appropriate external agency.

Extensive information regarding support agencies, resources and services may be sourced online. BPC staff members will assist students to source appropriate support. For example:

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

Flexible delivery and assessment procedures

Brisbane Professional College recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of BPC respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not

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be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include, but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

BPC staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services Brisbane Professional College can offer, they will be referred to an appropriate external agency.

Language, Literacy and Numeracy Assistance

Brisbane Professional College course information and learning materials contain written documentation and in some cases, numerical calculations.

BPC recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by BPC staff or requested by a student, a language, literacy and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

Brisbane Professional College will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of BPC staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

STUDENT BEHAVIOUR

Change of Student Contact details

It is a requirement of the College that you keep us informed of your current residential address and telephone number while studying at the College.

Dress Code

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. For some courses there may be required footwear or dress.

Behaviour on Campus

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Students are expected to reflect the ideals and code of behaviour of the College in their dealings with fellow students, members of staff and the general public. All students are expected to adhere to the rules and to co-operate in the effective running of the College.

Our organisation strives to achieve the following "basic principles" of interpersonal behaviour:

- To be focused on the situation, issue or behaviour, not on the person.
- To assist in maintaining the self-confidence and self-esteem of others.
- To maintain constructive relationships with all staff and fellow students.
- To take the initiative to assist in making things better.
- To always lead by example.
- To always respect the property of the College, staff and fellow students.
- To refrain from using inappropriate language with the understanding that to do so will not be tolerated.
- To always turn off mobile phones during classes
- To refrain from consuming food or drinks in non-designated areas at the College. Water bottles in classrooms are acceptable.

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

Theft

As the premises of the College are open to the public, students are advised not to leave their valuables unsupervised. The College cannot be held responsible for anything which may be stolen from its premises.

Smoking

The College premises (including classrooms, toilets, and general office areas) are smoke free zones. If students wish to smoke, they should do so outside the buildings in designated smoking areas.

DISCIPLINE

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

Professional Behaviour

BPC Management advises any trainer or staff member who is dissatisfied with the behaviour or **performance of a student that they have the authority to:**

- **Warn the student** that their behaviour is unsuitable, or
- Ask a student to leave the class, subject to disciplinary action
- Immediately cancel the class.

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Non-payment of fees

Failure to pay their due fees will be regarded as misbehaviour by the student and their enrolment will be cancelled by the College in accordance with our Discipline Policy.

Before cancelling enrolment the College will send a Notice to Suspend/Cancel letter and the student will have 20 working days from expected receipt of notification to apply against the cancellation decision by the College

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Brisbane Professional College complaint procedure.

BPC staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Brisbane Professional College, and appropriate action will be taken.

Plagiarism

Definition

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

Policy

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to serious sanctions such as expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. Brisbane Professional College's CEO takes a very strict approach to plagiarism and proven incidents will not be tolerated.

COMPLAINTS AND APPEALS

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

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

- the enrolment, orientation / orientation process;

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- 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.

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

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

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

INFORMAL PROCESS

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

STAGE ONE – Formal Complaints

Formal Complaints must be submitted in writing marked to the attention of the CEO as follows:

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

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

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

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

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

STAGE TWO – Internal Appeal

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

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

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

STAGE THREE – External Appeal

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

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

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

Further Action

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

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

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

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

Enrolment Status

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

Record Keeping & Confidentiality

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

Delayed Processes

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

LEGISLATIVE REQUIREMENTS

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. Brisbane Professional College will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

Work, Health and Safety

It is obligation under legislation that all Brisbane Professional College employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. Brisbane Professional College management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work

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- Adequate workplace health and safety professional development for Brisbane Professional College students, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

Harassment and Discrimination

At Brisbane Professional College it is made known that in the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other BPC staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow Brisbane Professional College policy and procedures to rectify the situation.

All students and staff working with Brisbane Professional College have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to BPC policy and procedures.

BPC management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

Brisbane Professional College staff and students should be aware of the following definitions:

Racial harassment

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

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Confidentiality

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessments, managerial decisions and legal proceedings.

Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Victimisation

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Brisbane Professional College
- When BPC management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained
- It is the intention of BPC management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from BPC management
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted

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- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution

Privacy

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

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

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

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

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

USI Privacy Notice

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;

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- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

Student Records

Students have the right to request information about or have access to their own individual records. BPC trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system.

Please feel free to ask your Brisbane Professional College trainer and assessor or administration staff at any time for a printout of your progress.



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