

# Brisbane Professional College

RTO 41556

CRICOS 03517B



## International Student Handbook

2021

## International Student Handbook Contents

<b>Welcome</b>	<b>3</b>
College Contact Details	3
<b>Services, Facilities and College Locations</b>	<b>4</b>
<b>Enrolment</b>	<b>6</b>
Arriving in Brisbane or Townsville	7
<b>Student Orientation</b>	<b>7</b>
Unique Student Identifier (USI)	8
<b>Fees and refund arrangements</b>	<b>8</b>
Payment schedule	8
Visa refusal	8
Textbook requirements	9
Student Refunds	9
Payment Plans	10
Fee changes	10
Tuition protection service	11
<b>Course Delivery and Assessment</b>	<b>11</b>
Course delivery	11
Credit transfer	11
Pathways	11
Awards to be issued	12
Recognition of prior learning (RPL)	12
Course assessment	12
<b>Student support, welfare and behaviour</b>	<b>13</b>
Your language, literacy and numeracy skills	13
College Contact	13
Relevant legislation and information	13
Privacy	14
<b>Student Behaviour</b>	<b>14</b>
Plagiarism and cheating	15
Copyright	15
Dress Code	15
Student code of behaviour	15
<b>Change of Address and use of Information</b>	<b>17</b>
Change of address and contact details	17
Use of personal information	17
<b>Living in Australia</b>	<b>17</b>
Bureau of Meteorology	18
Driver's Licence	19
Helmets and seat belts	19
Public Transport	19
Student Discounts on Public Transport	19
<b>Living in Brisbane</b>	<b>20</b>
About Brisbane	20
Climate	20
<b>Living in Townsville</b>	<b>20</b>
Climate	21
<b>Helpful safety tips</b>	<b>21</b>
Unsafe locations	21
Beach safety	21
Drugs and alcohol	22

Smoking in Australia.....	22
Electrical equipment .....	23
Fire safety.....	23
First aid.....	23
Lifting .....	23
<b>Cost of living and money matters .....</b>	<b>23</b>
Money and banks .....	23
Budgeting .....	24
Accommodation.....	24
Dependants .....	24
Child Care.....	24
Family Support .....	24
Legal Services.....	25
Cost of Living in Brisbane and Townsville.....	25
<b>Work conditions for student visa holders.....</b>	<b>26</b>
Employment and associated information .....	26
Work conditions for student visa holders .....	26
Family members granted permission to work .....	26
Fortnights.....	26
An example of how 40 hours a fortnight is calculated:.....	26
Defining course in session and out of session .....	27
Additional information about student visa work conditions .....	27
Tax file number.....	27
Your workplace rights.....	27
Workplace rights for all visa holders working in Australia .....	27
Your employer cannot cancel your visa .....	28
Helpful recordkeeping hints when you start working in Australia.....	28
Fair Work Ombudsman .....	28
<b>Health and Safety.....</b>	<b>28</b>
Accidents and First Aid.....	29
Critical Incidents – inform the College immediately .....	29
Overseas Student Health Cover (OSHC).....	29
Ambulance.....	29
<b>ESOS Framework – Providing quality education and protecting your rights .....</b>	<b>29</b>
Australia welcomes international students .....	29
What you need to know about being an international student in Australia .....	30
Your responsibilities as an international student in Australia.....	30
Using an education agent.....	30
Finding the right education provider for you.....	31
Support for international students .....	31
Tuition protection .....	31
<b>Transferring between education providers.....</b>	<b>32</b>
<b>Student complaints and appeals .....</b>	<b>32</b>
Stage One – Formal Complaints .....	33
Stage Two – Internal Appeal .....	33
Further Action .....	34
<b>International Students Unresolved Complaints and Appeals.....</b>	<b>34</b>
<b>Course Progress .....</b>	<b>35</b>
<b>Attendance .....</b>	<b>36</b>
<b>Deferral of commencement, suspension of studies, cancellation of enrolment .....</b>	<b>36</b>
<b>Emergency Numbers and Contact Details.....</b>	<b>37</b>

## Welcome,

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To help you to understand the way our College works and to help you get the most from your studies, we are providing this Student Handbook, which we hope will answer many of the questions, you have about studying with us.

If your application to study at our College is successful, you must attend a compulsory Orientation Programme before commencing your course, where the Student Handbook will be once again explained to you.

If, after reading this Handbook you have any questions, please ask your agent, trainer or another staff member to explain.

We are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with our College is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

### College Contact Details

Should you require any assistance your first point of contact will be either the Principal, CEO or Student Counsellor. The Chief Executive Officer, Principal and Student Support Officer can be contacted as indicated below:

Brisbane Campus	Unit 3, 305 Montague Rd West End Qld 4101 Australia
Townsville Campus	31 – 33 Keane Street Currajong Qld 4812 Australia
Postal Address	PO Box 5040, Kenmore East Qld 4069
Phone (within Australia)	1300 320 102
Outside Australia	+61 7 3832 0102
<b>24 hr emergency</b>	<b>0423 564 402</b>
Email	<a href="mailto:admissions@bpc.edu.au">admissions@bpc.edu.au</a>
Website	<a href="http://www.bpc.edu.au">www.bpc.edu.au</a>

## Services, Facilities and College Locations

The College currently delivers the following qualifications to International Students:

<b>Automotive Courses</b>		
<b>Course</b>	<b>Duration</b>	<b>Holidays</b>
AUR30620 Certificate III in Light Vehicle Mechanical Technology	83 weeks (includes up to 13 weeks holiday)	Minimum 20 hours contact per week
AUR40216 Certificate IV in Automotive Mechanical Diagnosis	52 weeks (includes up to 8 weeks)	Minimum 20 hours contact per week
AUR50216 Diploma of Automotive Technology	52 weeks (includes up to 8 weeks holiday)	Minimum 20 hours contact per week
<b>Automotive Course Packages</b>		
<b>Option 1</b> AUR30620 Certificate III in Light Vehicle Mechanical Technology and AUR40216 Certificate IV in Automotive Mechanical Diagnosis	104 weeks (including up to 18 weeks holiday)	Minimum 20 hours contact per week
<b>Option 2</b> AUR30620 Certificate III in Light Vehicle Mechanical Technology AUR40216 Certificate IV in Automotive Mechanical Diagnosis AUR50216 Diploma of Automotive Technology	156 weeks (including up to 26 weeks holiday)	Minimum 20 hours contact per week
<b>Business Courses</b>		
<b>Course</b>	<b>Duration</b>	<b>Holidays</b>
BSB50215 Diploma of Business	52 weeks (includes up to 8 weeks holiday)	Minimum 20 hours contact per week
BSB60215 Advanced Diploma of Business	52 weeks (includes up to 8 weeks holiday)	Minimum 20 hours contact per week

**Please visit [www.bpc.edu.au](http://www.bpc.edu.au) and select international students and courses page or follow the link below for your course intake dates and holidays**

AUR30620 Certificate III in Light Vehicle Mechanical Technology	<a href="https://bpc.edu.au/aur30620international/">https://bpc.edu.au/aur30620international/</a>
AUR40216 Certificate IV in Automotive Mechanical Diagnosis	<a href="http://bpc.edu.au/aur40216international/">http://bpc.edu.au/aur40216international/</a>
AUR50216 Diploma of Automotive Technology	<a href="http://bpc.edu.au/aur50216international/">http://bpc.edu.au/aur50216international/</a>
Automotive Package Option 1	<a href="https://bpc.edu.au/automotive-package-1/">https://bpc.edu.au/automotive-package-1/</a>
Automotive Package Option 2	<a href="https://bpc.edu.au/automotive-package-2/">https://bpc.edu.au/automotive-package-2/</a>
BSB50215 Diploma of Business	<a href="http://bpc.edu.au/bsb50215international/">http://bpc.edu.au/bsb50215international/</a>
BSB60215 Advanced Diploma of Business	<a href="http://bpc.edu.au/bsb60215international/">http://bpc.edu.au/bsb60215international/</a>

BRISBANE PROFESSIONAL COLLEGE has established campuses in Brisbane and in Townsville.

- **Prior to enrolment, students need to determine at which Campus they wish to study to ensure their preferred course/s are available at that location.**
- **This can be found on the Courses page of the College website [www.bpc.edu.au](http://www.bpc.edu.au).**

## **BRISBANE CAMPUS**

### ***Unit 3, 305 Montague Rd West End Qld AUSTRALIA***

The Brisbane Campus is located in West End, a centrally located suburb well connected with regular bus services and ample paid street parking on Montague Rd and the nearby streets. The Campus is a modern purpose built facility with large classrooms equipped with wireless internet, air-conditioning, LED Televisions, whiteboards and comfortable seats and tables. There are multiple break areas which are equipped with refrigerators, microwaves and benches for Students to enjoy their morning tea and lunch. The Campus is located within a 50 metre walk to Davies Park where Students can play sports or enjoy some fresh air during their breaks.

The Campus boasts two Practical Classrooms, one of which is a fully equipped mechanical workshop equipped with workshop equipment, automotive workshop manuals, diagnostic testing equipment and a range of vehicles for the purpose of dismantling and repairing.

### **Hours of Operation**

The College's hours of operation are: 7:30am – 5.30pm, Monday to Saturday.

## **TOWNSVILLE CAMPUS**

### **31 – 33 Keane Street Currajong Townsville Qld Australia**

The BRISBANE PROFESSIONAL COLLEGE Townsville Campus is located within 4km of the Townsville CBD in the industrial suburb of Currajong. The Townsville Campus is fully functional with classrooms and workshop onsite.

The Campus is easily accessible from all Townsville suburbs by car or by utilizing the local Townsville bus service or taxi service. There is ample free car parking on Campus grounds and on Keane Street. There are a variety of cafes nearby the campus for students to purchase snacks, drinks and meals.

The Townsville Campus has suitable facilities and resources available to students and provides a range of support services and guidance in all areas of student life. All classrooms are equipped with air-conditioning, wireless internet, LED televisions, whiteboards and comfortable seating and tables. A breakout area is available to students which is equipped with a refrigerator and microwave.

The Campus is attached to a large mechanical repair workshop for the students to undertake their Practical classes. The workshop is fitted with a range of workshop equipment, automotive workshop manuals, diagnostic testing equipment and a range of vehicles for the purpose of dismantling and repairing.

### **Hours of Operation**

The College's hours of operation are: 7:30am – 5.30pm, Monday to Friday.

### **Mode of Study**

Full-Time (20+ hours per week) study incorporating classroom delivery along with practical/hands-on tasks.

### **Computers and Internet**

Both the Brisbane and Townsville Campuses have a small number of computers available to assist students with completing their assessments while they are on campus. The computers are configured to automatically connect to the Campus Wi-Fi whilst on Campus. Students are required to bring their own electronic devices to complete assessments.

### **Classrooms**

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

### **Library Services**

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

## Enrolment

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### Pre-enrolment

- Students acknowledge a Pre-Enrolment Student Declaration, evidencing that they have been advised of, and understand the information prior to completing their Application Form.
- Course Brochures and the International Student Handbook are available from Education Agents and on the Website.
- The College will ensure it is able to provide the necessary:
  - Educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
  - Learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
  - Facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.
- Prior to enrolment or the commencement of training and assessment, whichever comes first, the College provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.
- The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product.
- The College will inform students in advance of any changes to the services provided by the College.

### Enrolment

- The following information is provided to students electronically and/or printed prior to the College accepting their enrolment:
  - Course Brochure/s
  - International Student Handbook
  - Australian Government Australian Education International – ESOS Student Fact Sheet
- The student is advised to review this information prior to enrolment so that they can clarify any issues or questions they may have. They are also advised to contact Admissions if they have any questions.
- When completing the Enrolment Application Form, the following information must be provided by the student to enable the College to assess whether a student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought:
  - Legible copy of the Passport (also verifying you are 18 years of age or older)
  - English requirements depending on their country of origin, e.g., minimum 5.5 bands IELTS or equivalent and/or complete Brisbane Professional College's LLN screening test with a minimum 80% mark.
  - OSHC arrangements (must be confirmed prior to course commencement)
  - Current Student Visa (if applicable). If the original is not sighted, this must be verified through VEVO.
  - Contact numbers, emergency contact, email and addresses for both their Home Country and Australia (where applicable).
  - Letter/s of Release (if applicable)
  - Genuine Temporary Entrant Statement (if applicable)
  - Evidence of available funds (if applicable)
- The Administration Officer opens a file for the intending student and completes a Student File Checklist which is attached to the front of the student file.
- Offers will not be made to students who will be less than 18 years of age at the proposed commencement date.
- The Principal must review the student applications and determine if an offer should be made. When assessing applications for entry into a formal course at the College, a number of factors are considered. Brisbane Professional College reserves the right to accept or deny entry into a course
- If an applicant cannot produce a satisfactory English score, and there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an English (EAL or ELICOS) course for an appropriate duration until the student achieves an IELTS score (or equivalent) of required.

- English requirements are set out in the course brochures on the website.

### **Letter of Offer and Written Agreement**

- Once complete and accurate documentation has been received and all enrolment processes completed, if accepted, the College issues a Letter of Offer and Written Agreement that contains the Terms and Conditions of enrolment, fees payable and a Student Declaration of Acceptance.
- Applicants wishing to accept the offer must complete and sign the written agreement and forward it to the College, along with payment.
- The College must enter into a written agreement with the student before (or at the same time as) accepting course money from the student.
- A fee receipt will be issued to the student. Otherwise, confirmation of fees received will be itemised in the CoE.
- The signed written agreement is kept in the student file.
- Students are advised to keep a copy of their Written Agreement and receipts of all payments.

### **eCOE**

- Once the completed written agreement and the fee is received (and cleared by the bank) an Electronic Confirmation of Enrolment will be generated and sent via email to the student or their agent considering the following information:
  1. If student understands and accepts the Letter of Offer.
  2. If there is a warning in PRISMS that would cause us to reconsider the documents of students.
  3. If a student is being granted Credit Transfer or RPL.
- If you have requested for the College to arrange OSHC, a copy will be forwarded to you.
- It is the applicant's responsibility to apply for a Student Visa and suitable Overseas Health Cover (OSHC).

### **Visa Approval**

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

### **Arriving in Brisbane or Townsville**

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 or Townsville, 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 or Townsville.

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 familiarise yourself with the orientation of the City, the College location, transport and food options. Don't worry – we are here to assist.

## **Student Orientation**

The College will advise students of the date of their orientation which must occur (usually within the first week of your course). The purpose of orientation is to fully inform students of life in Brisbane, study requirements, issue your Student Identification Card along with a tour of the local area to ensure you are familiar with the transport options to and from College. Orientation is compulsory and you will have to sign in on the day. Management will conduct the orientation session which will cover the following:

- Welcome to the College with an introduction to all College Staff
- Issue Student Identification Card which must be carried at all times whilst on Campus
- Confirmation of class timetable and attendance requirements
- The College's facilities and resources
- Your responsibilities regarding course fees
- 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
- Any relevant legal services
- Personal security and safety



- Emergency and health services
- Emergency evacuation procedures
- Critical incident procedures
- Complaints and appeals processes
- The support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
- Services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
- OSHC/AVETMISS/USI/CT/RPL finalised.
- Student portal access and Campus tour.

No student is allowed to commence a course until they are able to provide documentary evidence that they hold the correct Visa or a Bridging Visa with study rights.

### **Unique Student Identifier (USI)**

The USI is issued by the Australian Government and must be kept private. It is linked on a national database to the qualifications students complete while studying in Australia so that they will always have a record of what qualifications they have completed.

All students must apply for a Unique Student Identified (USI) when they commence training in Australia.

The College cannot issue a Certification to any student unless they hold a USI. This includes Recognition of Prior Learning (RPL). Refer [www.usi.gov.au](http://www.usi.gov.au)

Students will be able to access their records online, download them and share them with future training organisations electronically.

With the student's permission, training organisations will be able to see their students' entire nationally recognised training record commencing with records collected in 2015.

Once a student creates their USI they will be able to:

1. Give their USI to each training organisation they study with;
2. Give their training organisation permission to view and/or update their USI account;
3. Give their training organisation view access to their transcript;
4. View and update their details in their USI account;
5. View online and download their training records and results in the form of a transcript;
6. Control access to their transcript.

The "Student USI Fact Sheet" may be provided to students to assist them when creating their USI numbers. This is located at [www.usi.gov.au](http://www.usi.gov.au)

The USI application is to be completed by the student prior to or at orientation.

## **Fees and refund arrangements**

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### **Payment schedule**

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

### **Visa refusal**

Visa refusal prior to course commencement will result in 100% refund of Tuition Fees paid in advance paid (less enrolment fee) within 10 working days.

### **Course fees**

Currently, Brisbane Professional College offers International Students nationally recognised training in the following qualifications

QUALIFICATION	FEES \$AUD			
	Tuition Fee \$AUD	Non-Refundable Enrolment Fee	Consumables and Resources Fees	TOTAL Course Fees
AUR50216 Diploma of Automotive Technology	10,200	300	150	\$10,650
AUR40216 Certificate IV in Automotive Mechanical Diagnosis	10,200	300	150	\$10,650
AUR30620 Certificate III in Light Vehicle Mechanical Technology	18,000	300	150	\$18,450
Automotive Package 1 AUR30620 Certificate III in Light Vehicle Mechanical Technology AUR40216 Certificate IV in Automotive Mechanical Diagnosis	20,400	300	250	\$20,950
Automotive Package 2 AUR30620 Certificate III in Light Vehicle Mechanical Technology AUR40216 Certificate IV in Automotive Mechanical Diagnosis AUR50216 Diploma of Automotive Technology	30,600	300	400	\$31,300
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

Below is a list of the required texts for each course.

AUR50216 Diploma of Automotive Technology	Automotive Technology, A Systems Approach (7 <sup>th</sup> ed) by Jack Erjavec and Rob Thompson
AUR40216 Certificate IV in Automotive Mechanical Diagnosis	Advanced Automotive Fault Diagnosis (4 <sup>th</sup> ed) by Tom Denton
AUR30620 Certificate III in Light Vehicle Mechanical Technology	Automotive Mechanics (10 <sup>th</sup> ed) by May & Simpson
BSB50215 Diploma of Business	Management Theory and Practice, Cole, K, 6e Marketing Principles, Pride, Ferrell, Lukas, Schembri, Niininen, Casidy 3 <sup>rd</sup> Ed
BSB60215 Advanced Diploma of Business	Management Theory and Practice, Cole, K, 5e Strategic Marketing Planning 2 <sup>nd</sup> edition by Colin Gilligan and Richard M.S Wilson

### Student Refunds

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

<b>College Refund Policy</b> (The College Refund Policy may be amended from time to time. Any amendments will be notified in writing to Students and reflected in the College Handbook. Any amendments will apply to all Students enrolled with the College)	
Refund applications must be made in writing to the Chief Executive Officer (See contact details). Refunds will be refunded within ten (10) working days of receipt of a written application and will include a statement explaining how the refund was calculated.	
<b>Tuition Fee</b>	
Students Visa refused	100% refund of tuition fees (less non-refundable Enrolment Application fee) unless the Student has already commenced study on another visa with study rights. In this case, no refund will be paid.
Withdrawal notified in writing and received by Brisbane Professional College 28 days or more prior to course commencement	100% refund of tuition fees
Withdrawal notified in writing and received by Brisbane Professional College between 27 days and 15 days prior to semester commencement	75% refund of tuition fees

Withdrawal notified in writing and received by Brisbane Professional College between 14 days and 8 days prior to course commencement	50% refund of tuition fees
Withdrawal notified in writing and received by Brisbane Professional College within 7 days of course commencement	25% refund of tuition fees
Withdrawals notified in writing and received by Brisbane Professional College on the commencement date or after the course commences	No refund
Cancellation by the College due to misconduct by the Student after course commencement	No refund
In the unlikely event that Brisbane Professional College is unable to deliver your course in full, you will be offered a refund of all the unspent pre-paid course money you have paid to date. The refund will be paid to you within ten (10) working days of the day on which the course ceased being provided. If Brisbane Professional College is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if TPS cannot place you in a suitable alternative course or if there are no suitable alternative courses or offers, you may apply for a refund of the amount of any unspent pre-paid tuition fees you have paid to Brisbane Professional College. These are any tuition fees you have already paid that are directly related to the course which you haven't yet received. In the case of provider default there is no requirement for a student to lodge a refund application form.	
Fees not listed in the refund section are not refundable. Prior to a student enrolling fees may be altered without notice and students will be advised in writing. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.	

### Payment Plans

- Students entering into a Payment Plan will be required to pay a minimum of one (1) months tuition plus any Consumables and Resources Fees to confirm their enrolment.
- This includes the non-refundable \$300 Enrolment Application Fee.
- Any applicable refunds will be made according to the College's Refund Policy.

### Fee changes

- Prior to a student enrolling, fees may be altered without notice.
- Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course.
- If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

The following non-tuition fees and charges that may apply:

Additional Fees and Charges \$AUD	
Enrolment Application Fee	\$300
Payment Plan Fee	\$30
Late Payment Fee (payment not received in full by the due date of the payment plan)	\$20 per 7 days
RPL Fee	\$500 per unit
Credit Transfer	No charge
Repeat Unit Fee	\$350 per unit
Assessment re-sit fee	Students are entitled to 3 re-assessment attempts for each unit. If the student is unsuccessful after 3 re-assessments, they may be required to repeat the unit and pay the <b>repeat unit fee</b> . 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.
Practical Assessment Reschedule Fee	\$200 per practical assessment
Learning Resources*	\$1,000 (maximum depending on course requirements)
Training consumables *	\$300 (maximum depending on course requirements)
Overseas Student Health Cover (OSHC)	As per fees charged by BUPA Health Fund
Credit Card Fee	No surcharge
Bank telegraphic transfer fee	\$30 per transaction

Replacement Certificate	No Charge
Replacement Textbooks	\$130 per text book (if supplied by the College)
Defer, Suspend, Extend studies Fee	No Charge
Accommodation Services	Outsourced – contact the College for details
Airport transfers	Outsourced – contact the College for details

#### \* Training Consumables / Materials Fee

- Students may source these items themselves or through BPC.
- Training Consumables may be an additional cost up to \$ 300 – depending on the course.
- The following are examples of the types of consumables that may be required:  
Automotive: Workshop related consumables, eg; grease, hand cleaner, oils, rags etc.  
Business: Learner Guides, additional handouts, additional printing etc

#### Learning Resources

- Students may source these items themselves or through BPC.
- Learning Resources may be an additional cost up to \$1,000 – depending on the course.
- The following are examples of the types of learning resources that may be required:  
Automotive: (Hand Tools + Textbooks + Safety Shoes). It is not a course requirement for students to purchase their own hand tools as these are provided to students during the practical classes for training use only. Hand tools are only required to be purchased if students wants to use their own hand tools during classes or outside of the scheduled practical classes. Students must purchase the required textbooks either from BPC or elsewhere.  
Business: Students must purchase the required textbooks either from BPC or elsewhere.

#### Tuition protection service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees
- The Tuition Protection Service website is <https://tps.gov.au/>

#### Other information & conditions

This written agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws if the Australian Consumer Law applies.

## Course Delivery and Assessment

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### Course delivery

A number of approaches to course delivery are used by College staff. Course delivery approaches may include teacher led classroom delivery; workshops; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing situations.

### Credit transfer

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application. There is no charge for Credit Transfer and reduction in tuition fees if Credit Transfer is applied for or granted.

### Pathways

- Graduates of the College may seek credits to the relevant Vocational Education and Training (VET) or degree programs in Australian Universities. As a general rule students with high marks will have the best chance of being accepted by a University.
- Students seeking to apply for a Temporary Graduate Visa (subclass 485). The qualification is listed on the Medium and Long-term Strategic Skills List and is eligible for students to apply to the Department of Home Affairs for a subclass 485 Visa depending on meeting certain conditions.

In order for students to apply for their Graduate Visa, you will need to purchase a workplace logbook and find employment to complete 360 hours of work. This is the responsibility of the student, but the student **must** notify BPC of their intention to apply for the Temporary Graduate Visa (subclass 485) so that:

- a) the student can purchase the required Log book, and
- b) upon completion of the course, the College can issue the appropriate Qualification and Completion Letter to facilitate the PSA application with Trades Recognition Australia.

### **Awards to be issued**

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating units of competency they have completed.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

Students will be issued a qualification within 30 days of completion of their course.

### **Recognition of prior learning (RPL)**

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for.

Students will be offered RPL prior to and/or at enrolment. An RPL application may only be made after RPL enrolment and payment of fees and must be made using the College RPL application form which will be available on request. RPL in a unit will only be granted if students complete the College RPL assessment requirements for that unit.

Student's individual course of study will be adjusted to reflect any RPL granted.

Any course duration reduction as a result of RPL granted to students must be indicated on the Confirmation of Enrolment if granted prior to the issue of a visa or on PRISMS if granted after the issue of a visa.

Students may use the College appeal procedures if dissatisfied with the outcome of their RPL applications.

There will be a fee charged for conducting the RPL assessment which applicants will be advised of before enrolment.

### **Course assessment**

A number of approaches to course assessment are used by College staff. Assessment approaches may include: observation of performance in class, workshops; case studies; projects; assignments; presentations; role plays; written tests and exams.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students are entitled to a maximum of three (3) assessment attempts for each unit. Following the issuing of a resubmission request, a student has 10 working days in which to present work for further appraisal, at the discretion of the individual assessor.

If after 3 assessment attempts students' competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for a scheduled assessment will be counted as 1 assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or

- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

### **Assessment Appeals Procedure** (Refer to complaints procedure in this handbook)

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.

## **Student support, welfare and behaviour**

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### **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.

### **College Contact**

Below are the details of the administration support officers.

Name: Alison Usher  
 Position: Student Support Officer  
 Phone: 1300 320 102 Mobile: 0423 564 402 (24 hrs emergency)  
 Email: [support@bpc.edu.au](mailto:support@bpc.edu.au)

Name: Kelsey Park  
 Position: RTO Administration Officer  
 Phone: 1300 320 102 Mobile 0423 468 602  
 Email: [kelsey@bpc.edu.au](mailto:kelsey@bpc.edu.au)

For Students studying in Townsville, our Brisbane based Student Support Officers are available in addition to the assigned Trainer for your enrolled course.

### **Relevant legislation and information**

A range of legislation and information applicable to staff and students.

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Life Line 24-hour Counselling, Advice and Referral Services	Phone 131 114
Complaints or problems	<a href="#">Overseas Student Ombudsman</a>
CRICOS Legislation and regulation	<a href="http://www.internationaleducation.gov.au">www.internationaleducation.gov.au</a>
Employment information	<a href="#">Fair Work Australia</a>

Equal opportunity/anti-discrimination	<a href="http://www.adcq.qld.gov.au">www.adcq.qld.gov.au</a>
Workplace Health & Safety	<a href="http://www.worksafe.qld.gov.au">www.worksafe.qld.gov.au</a>
Protection of student fees	<a href="#">Tuition Protection Service</a>
RTO and CRICOS registration	<a href="#">Australian Skills Quality Authority</a>

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Administration Coordinator if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

### Privacy

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

Under the Data Provision Requirements 2012, Gold Coast Institute of Technology is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER (National Centre for Vocational Education Research)).

Your personal information (including the personal information contained on your enrolment form), may be used or disclosed by Gold Coast Institute of Technology for statistical, administrative, regulatory and research purposes. Gold Coast Institute of Technology may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER (National Centre for Vocational Education Research).

Personal information that has been disclosed to NCVER (National Centre for Vocational Education Research) may be used or disclosed by NCVER (National Centre for Vocational Education Research) for the following purposes:

- populating authenticated VET (Vocational Education and Training) transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO (Registered Training Organisation) student enrolment forms;
- understanding how the VET (Vocational Education and Training) market operates, for policy, workforce planning and consumer information; and
- administering VET (Vocational Education and Training), including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER (National Centre for Vocational Education Research) employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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

For more information about NCVER (National Centre for Vocational Education Research)'s Privacy Policy go to <https://www.ncver.edu.au/privacy>.

## Student Behaviour

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## Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a student's exclusion from a unit or a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism, and is unacceptable.

## Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students of the college if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

## Dress Code

Students are provided with one College uniform at orientation. Students are expected to ensure their uniform is washed and pressed and worn at all times whilst on Campus along with suitable safety work shoes. Please note that shorts and thongs are not considered suitable attire. NOTE: If you are studying business, come dressed for business, as if you are applying for a business based job. You will be surprised how much this will improve your state of mind and learning environment.

## Student code of behaviour

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

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

- Not paying any fees on time
- Attendance breaches as defined in the Attendance Policy
- Behaving in a manner that impairs the ability of the College to provide its services adequately (including not co-operating with requests to contact the College).
- Not co-operating with the College to adhere to agreed intervention strategies.
- Fraudulent evidence or documents given to the College.
- A breach of student visa conditions
- Breaches of Commonwealth or State law which impact on College operations
- Behaviour that impairs the reasonable freedom of other persons (students) to pursue their studies and participate in the activities of Brisbane Professional College;
- Refusing or failing to identify themselves truthfully;
- Any act or failure to act that endangers the safety or health of any other person;
- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of Brisbane Professional College;
- Acting in a way that causes students or staff or other persons within Brisbane Professional College to fear for their personal safety;
- Acting in a way that causes damage to RTO property;
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment;
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief;
- Wilfully damaging or wrongfully dealing with any RTO property, or the property within Brisbane Professional College of any person, including theft;
- Being under the influence of prohibited drugs and/or substances including alcohol;



- Trespassing or knowingly entering any place within the premises of Brisbane Professional College that is out of bounds to students;
- Making a false representation as to a matter affecting student status;
- Possession of dangerous articles or banned substances;
- Abusive Behaviour

### **Dealing With Behaviour Misconduct**

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

#### 1<sup>st</sup> Instance – Informal

- Contact the student, by email, phone or face-to-face to discuss with the student how to rectify the situation. If the student fails to make contact immediately or fails to remedy the situation immediately, the formal Misconduct process is implemented by the College.

#### Formal Misconduct Process

Action - Step 1: Misconduct Warning letter + Misconduct Intervention Strategy – ISM2

- The CEO will advise the student in writing of the alleged incident of misconduct and that they have five (5) working days from the date of the letter to remedy or make arrangements to remedy the alleged incident of misconduct.
- Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.

Student Intervention Strategy- Misconduct – ISM2 Form

- If the Misconduct is not rectified immediately, a counselling session/support intervention program will be established to help the student remedy the situation.
- The implementation of a support / intervention strategy may be requested by the trainer or the student at any time throughout the course if concerns are held about the student's misconduct. The CEO will consider any such request.
- A summary of the support / intervention action to be implemented will be recorded in the Student file.
- A copy of the agreed Intervention Strategy will be forwarded to the student for their records.
- A copy will be forwarded to the Trainer to monitor.

#### Failing to comply with the Intervention Strategy

Action – Step 2: Failing to comply with Intervention Strategy – Final Notice

- Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing under the College's Misconduct Policy.
- The written notification will require the student to immediately contact the CEO to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy.

#### Breach - Failing To Remedy Misconduct Or Comply With Intervention Strategy

Action – Step 3: Misconduct Breach - Final Warning Letter

- The College may decide to cancel a student's enrolment if they are in Breach of the Misconduct Policy as outlined in the College' Deferring, suspending or cancelling enrolment policy (refer BPC Initiated Cancellation).
- Students are advised they have twenty (20) working days from the date of cancellation in which to lodge an appeal.
- Attendance issues with course progress implications will be recorded in the Course Progress (ISM1) form and course processes will then apply.

#### BPC Initiated Cancellation - Failure To Rectify Misconduct

Action - Step 4: Misconduct - Student Cancellation Letter

- If the above strategies do not rectify the problem, Brisbane Professional College may cancel a student's enrolment in the following circumstances under the College' Deferring, suspending or cancelling enrolment policy: (refer BPC Initiated Cancellation)
  - Student misconduct as defined in the Misconduct Policy;
  - Fraudulent evidence or documents given to the registered provider.
  - The student's failure to pay an amount he or she was required to pay Brisbane Professional College as stated in the written agreement
  - A breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements) .
  - A breach of student visa conditions

- All cancellations will be reported to PRISMS under Section 19 of the ESOS Act and all students will be advised to seek advice from Immigration on the potential impact on his or her student visa. (Standard 9.5)
- If, a student's enrolment is cancelled by BPC, the student will be notified in writing of the reasons for the cancellation.
- The student will be given 20 working days to access Brisbane Professional College's internal Complaints and Appeals process. This applies even if an overseas student's misconduct is grounds for immediate expulsion, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
- Students who commit behavioural misconduct after being formally warned and are to have their enrolment cancelled and will not be entitled to a refund.
- This does not limit the requirement to provide the student with the right to appeal the decision and they have twenty (20) working days from date of the decision to do so.

A student's enrolment must be kept current during the appeals period.

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

## Change of Address and use of Information

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### Change of address and contact details

You are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receive important information that the College may send to you from time to time.

On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

### Use of personal information

Students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Apply to the College in writing if you wish to view your own records. Once the request has been approved the Administration Officer will arrange a time for you to view your own records. You must view your records at the College and you cannot take records away from the College.

## Living in Australia

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Up-to-date and more detailed information about overseas students studying and living in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

### Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

### Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

### Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, institutes, colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian schools, institutes, colleges and universities have established networks of welfare and support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

## **Language**

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

## **Religion**

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. The locations, times of worship, and services can be accessed from a range of local religious organisations within local newspapers, Google and The Yellow Pages telephone book ([www.yellowpages.com.au](http://www.yellowpages.com.au))

## **Clean, safe, cosmopolitan**

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

## **Bureau of Meteorology**

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

## **Health care**

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use

private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

### **Food**

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

### **Electricity**

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

### **Driver's Licence**

It is compulsory for drivers of cars to possess a driver's licence in Queensland and other Australian States and Territories. You can learn to drive with a driving school that will also prepare you for the driving test provided at the Queensland Transport office of your choice. For further information: Qld Transport Phone: 13 23 80

### **Helmets and seat belts**

It is compulsory for riders and passengers travelling on a bicycle or a motor cycle to wear a helmet at all times. It is compulsory for drivers and passengers (including those in back seats) travelling in cars to wear seat belts at all times.

### **Public Transport**

Public transport via rail and road is available from Queensland Translink Services. Information regarding timetables can be found online at <http://translink.com.au/> or ask at reception.

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

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

### **Student Discounts on Public Transport**

Your student card will enable you to travel at discounted rates. You must first apply to [www.translink.com.au](http://www.translink.com.au) to activate your card.

### **Telephones**

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Mastercard and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from a number of retailers.

## Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

## Living in Brisbane

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### About Brisbane

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

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

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

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

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

### Climate

The mild sub-tropical climate in Brisbane averages 290 days of sunshine per year; 1371 millimetres of rainfall; seawater temperature of 22°C, and air temperature of 25°C. Seasonal changes in:

- Summer – December to February between 19-35°C
- Autumn – March to May between 11-28°C
- Winter – June to August between 10-22°C
- Spring – September to November between 13-28 °C

## Living in Townsville

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### About Townsville

Townsville is a commercial hub of North Queensland and is home to manufacturing plants such as Korea Zinc Refinery and the Copper Refinery. Townsville has a resident population of 180 000 people, Townsville has all of the services you expect to find of a modern Queensland City with the exception of the traffic and pedestrian congestion faced by Brisbane residents.

Townsville has a strong multicultural community with a diverse range of cafes and restaurants including the Townsville Civic Theatre which is the City's home to theatrical performances.

The Australian Rugby League team, The Cowboys calls Townsville home with a new stadium built in the South Townsville neighbourhood allowing easy access to the Flinders Street café and restaurant district.

Townsville is home to Reef HQ, a large tropical aquarium perched on the banks of the Ross Creek which showcases a large variety of native reef animals such as fish, sharks and stingrays along with flora and fauna.

A short 20 minute ferry ride will take you to the tropical island of Magnetic Island where you can swim at world class beaches, trek to the forts built in World War II as well as dine and drink at the vast array of cafes and restaurants around the Island.

The Great Barrier Reef is within a 3 hour boat ride and will enable you to snorkel and scuba dive to view the tropical coral and sea life that the area has to offer.

A short drive north of Townsville will take you to the area's recreational areas located in the tropical rainforests at Paluma where you can swim in the local Crystal Creek and hike through the various walking tracks in the area.

To the west of Townsville lies Charters Towers which was the Capital of Queensland at the turn of the 20<sup>th</sup> Century during the gold rush era. There is a plethora of history in the western communities from Townsville.

The Townsville area is surrounded by farming communities which provide an abundance of work picking vegetables and fruits.

### **Climate**

The tropical climate of Townsville provides its residents year round access to the great outdoors to enjoy the local beach at The Strand or hiking of Castle Hill or the nearby rainforests. Townsville boasts on average 90 days of rainfall each year with an average precipitation of 1134mm

Summer	–	December to February between 24°C -35°C
Autumn	–	March to May between 17°C -31°C
Winter	–	June to August between 14°C -26°C
Spring	–	September to November between 17°C- 30°C

Given Townsville is located in North Queensland, Townsville has high humidity levels which facilitates a love by residents of water sports.

## **Helpful safety tips**

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### **Unsafe locations**

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

### **Beach safety**

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

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

### ***ALWAYS SWIM BETWEEN THE RED AND YELLOW FLAGS***

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

### ***READ THE SAFETY SIGNS***

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

## **ASK A LIFEGUARD FOR SAFETY ADVICE**

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

## **SWIM WITH A FRIEND**

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

## **IF YOU NEED HELP, STAY CALM AND ATTRACT ATTENTION**

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

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

## **Drugs and alcohol**

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

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

## **Safety in the Training environment**

Our 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 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 College staff;
- no consumption of alcohol on 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 College staff member immediately.

## **Smoking in Australia**

### Federal Government

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

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

### Queensland Government

The Queensland Government prohibits smoking in all pubs, clubs, restaurants and workplaces in Queensland, as well as in commercial outdoor eating and drinking areas and in outdoor public places (e.g., patrolled beaches, children's playground equipment, major sport stadiums, and within 4 metres of non-residential building entrances). Since 1 July 2006, premises holding a hotel, club or casino liquor licence can designate up to 50% of the outdoor liquor licensed area as a smoking and drinking area. In this area no food or drink can be served, no food can be consumed, no entertainment can be offered and there must be no gaming machines provided. A "buffer", which can be either a 2-metre-wide area or a 2.1-metre-high screen that is impervious to smoke, must be on the area's perimeter wherever it is adjacent to other parts of the outdoor area usually accessed by

patrons. Premises that choose to have such an area must have a smoking management plan for the premises that complies with legislative requirements. For all other outdoor eating or drinking places, smoking has been prohibited since 1 July 2006. Since 1 January 2010, the Queensland Government banned smoking in cars where children under the age of 16 are present.

### **Electrical equipment**

The following guidelines are to be applied:

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

### **Fire safety**

The College will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation. Students are to be familiar with the location of all EXITS and fire extinguishers. An Emergency Evacuation Map is located at our Campus

### **First aid**

Provision for first aid facilities is available on Campus. All incidences must be reported to 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.

## **Cost of living and money matters**

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Up-to-date and more detailed information money and banking in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

### **Money and banks**

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Traveller's cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques in virtually any currency. Major hotels and some shops will cash traveller's cheques, depending on individual store policy.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at [Study in Australia](#)

### **Normal bank trading hours**

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings



## Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa and their affiliates.

## 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. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

## Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

## Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

## Accommodation

The College does not provide accommodation services, however we can help and provide assistance to overseas students with the arrangement of suitable student accommodation. The following types of accommodation are available for International students:

1. Full Board (Homestay) AU\$200 - AU\$270 per week
2. Student house AU\$150 - AU\$200 per week
3. Half - Board AU\$150 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$150 - AU\$350 per week (unfurnished)

A useful internet site for housing is: [www.housing.qld.gov.au](http://www.housing.qld.gov.au)

## Dependants

Where applicants plan to bring school-aged dependants with them, the College must inform them of Australia's schooling obligations and options, including the fact that they may have to pay school fees and should check the Department of Home Affairs website for more information at <http://www.homeaffairs.gov.au>

## Child Care

There are many local Government accredited childcare centres located on in Brisbane. Local Government accredited child care centres may be found within The Yellow Pages telephone book [www.yellowpages.com.au/](http://www.yellowpages.com.au/), or can be obtained at the Australian Child Care Index at <http://www.echildcare.com.au/>, or <http://education.qld.gov.au/earlychildhood/>, or Child Care Information Service Telephone: 1800 637 711

## Family Support

Family support can be assessed from a range of local service providers within local newspapers, The Yellow Pages telephone book ([www.yellowpages.com.au/](http://www.yellowpages.com.au/)), Brisbane City Council, and website: <http://www.visitbrisbane.com.au/Travel/Default.aspx>.

For further information contact:

Department of Family and Community Services  
200 Adelaide Street, Brisbane City 4000  
Telephone: 1300 653 227  
Fax: 3005 6097  
Website: [www.facs.gov.au](http://www.facs.gov.au)

### Legal Services

If you do not understand the words in a legal document, do not sign it. You should seek advice from the Legal Aid Commission, or a knowledgeable person. The Legal Aid Commission offers free advice, and assistance with applications and legal documents, on the telephone and in person. For further information contact:

*Queensland Legal Aid*  
Herschel Street, Brisbane  
Telephone: 1300 65 11 88  
Website: <http://www.legalaid.qld.gov.au>

The Anti-Discrimination Commission receives complaints from people who feel they have been treated unfairly, have been discriminated against, or is experiencing sexual harassment. Further information is available from:

*Anti-Discrimination Commission*  
Level1, RAMS House  
189 Coronation Drive (Corner Cribb Street)  
Milton, QLD 4064 Australia  
PO Box 2122, Milton, QLD 4064 or Brisbane DX 44037  
Telephone: 1300 130 670 or TTY: 1300 130 680  
Facsimile: 07 3247 0960  
Website: <http://www.adcq.qld.gov.au>

### Cost of Living in Brisbane and Townsville

Queensland is a reasonably priced State. Brisbane, being the State's Capital is slightly more expensive than the regional location of Townsville, but both cities provide good quality affordable living and an abundance of accommodation. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$360 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Weekly expenses - Per person based on a 2 bedroom shared unit (minimum)			
Rent	\$150	Electricity (\$150 per quarter)	\$10
Food (own cooking)	\$80	Mobile Phone	\$15
Public Transport	\$20	Educational (photocopies, disks, etc.)	\$10
<b>TOTAL EXPENSES</b>			<b>\$285</b>

## Work conditions for student visa holders

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

### Employment and associated information

If you hold a Student Visa and would like to work, prior to starting you must have a Department of Home Affairs approved Work Visa, and a Tax File Number from the Australian Tax Office. You can apply for a work visa and should receive it within 24 hours.

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have to have a Tax File Number (TFN) if you do not want one. However, any income you earn (including interest on your bank account) will be taxed at a higher rate than when you had given your Tax File Number to your bank or employer.

You can apply for a Tax File Number online: [www.ato.gov.au](http://www.ato.gov.au) or by filling in the form and posting it. The form can be obtained at a local newsagency or the College International Student Office. Follow the instructions on the form and you will be issued with a Tax File Number within four (4) weeks. Keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank. The Australian Tax Office provides information on taxation and superannuation issues. For further information, please contact: Australian Tax Office Telephone (Free): 13 28 61 Website: [www.ato.gov.au](http://www.ato.gov.au)

### Work conditions for student visa holders

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

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

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

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

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

### Family members granted permission to work

Family members:

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

### Fortnights

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

### An example of how 40 hours a fortnight is calculated:

After their course has commenced, a student visa holder works the following numbers of hours over a four week period:

- week one - 15 hours work
- week two - 25 hours work
- week three - 25 hours work

- week four - 10 hours work.

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

### **Defining course in session and out of session**

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

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

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

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

### **Additional information about student visa work conditions**

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

### **Tax file number**

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

### **Your workplace rights**

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

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

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

### **Workplace rights for all visa holders working in Australia**

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

Pay rates and workplace conditions are set by Australian law.

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

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

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

Your employer cannot cancel your visa

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

Helpful recordkeeping hints when you start working in Australia

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

### **Fair Work Ombudsman**

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

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

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

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

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

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

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

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

## **Health and Safety**

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The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment.
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations.
- Store and dispose of waste according to health regulations.
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage.
- Check all equipment for maintenance requirements.
- Refer equipment for repair as required.
- Store equipment safely.
- Identify fire hazards and take precautions to prevent fire.
- Safe lifting and carrying techniques maintained.
- Ensure student safety at all times.
- Ensure procedures for operator safety are followed at all times.
- All unsafe situations recognised and reported.
- Implement regular fire drills and provide first aid courses to all staff and participant.
- Display first aid and safety procedures for all staff and participants to see.
- Report any identified Workplace Health and Safety hazard to the appropriate staff member as required.

## Accidents and First Aid

All accidents must be reported at Reception. Follow-up will be completed the following day to ensure the student's wellbeing. In the event of a student requiring First Aid, a trainer or staff member will administer First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

## Critical Incidents – inform the College immediately

A critical incident is defined as a traumatic event, or threat of such (within or outside of Australia) which causes extreme stress, fear or injury. Critical incidents could include:

- Missing students
- Verbal or psychological aggression
- Death, serious injury or the threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Non life-threatening events that could still be classed as critical incidents.

When a critical incident occurs, students can call immediately on 07 5661 6945 and ask for help. If this number is busy or unavailable then you can call on this mobile 0418 108 639. If the incident is life threatening students should call Emergency Services on 000 immediately.

The CEO will call a meeting with the appropriate staff members to form a Critical Incident Team/Critical Incident Coordinating Group. This group contains the CEO, Student Counsellor and Principal. The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the College to notify The Department of Home Affairs as soon as practical after the incident.

## Overseas Student Health Cover (OSHC)

The Australian Government requires overseas students and any dependants to obtain health insurance for the duration of their visit to Australia. The College can arrange health cover for you for the duration of your studies, after this time you will be responsible for renewing yours and your family's health cover before the expiry date. It is a condition of the Student Visa that you as a student are covered by Overseas Student Health Cover (OSHC) for the entire period of study in Australia. If the College are arranging, the health cover fees must be paid with your tuition fees upon enrolment. The cost of your OSHC will be evident on your Enrolment Form and Letter of Offer.

## Ambulance

If you require emergency medical assistance, telephone 000 and ask for the Ambulance Service where paramedics will listen and respond within a few minutes. If you are taken to hospital by ambulance, you will have to pay for the service. However, you can take out an insurance policy to cover this payment.

## Health Services

Australia has a range of world class health services including public and private hospitals; medical practitioners; medical specialists; 24-hour medical clinics; many allied health professional services (chiropractic, dietics, occupational therapy, podiatry, physiotherapy, radiology, speech therapy); and alternative therapies (iridology, naturopathy). Further information can be accessed in the Yellow Pages Telephone Book ([www.yellowpages.com.au/](http://www.yellowpages.com.au/)) under Medical Practitioners and the Locality Guide that lists medical practitioners and medical centres within each suburb. The QLD Health Department website at <http://www.health.qld.gov.au/> provides information on hospitals and other health services.

## ESOS Framework – Providing quality education and protecting your rights

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### Australia welcomes international students

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the *Education Services for Overseas Students Act 2000* and the ESOS National Code.

The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at <http://cricos.education.gov.au>.

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia's quality education and training services, ESOS supports Australia's migration laws as they relate to international students.

You can find out more about Australia's education system by visiting the Study in Australia website at <http://www.studyinaustralia.gov.au/> and Australian Education International's website at [www.internationaleducation.gov.au](http://www.internationaleducation.gov.au). The ESOS National Code is available at [www.internationaleducation.gov.au](http://www.internationaleducation.gov.au)

### **What you need to know about being an international student in Australia**

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider's contact officer or officers for overseas students
- what your provider's requirements are for satisfactory attendance
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process.

### **Your responsibilities as an international student in Australia**

As an international student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider
- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.

Information about visa conditions for student visa holders is available on the Department of Home Affairs website at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

### **Easy Guide to the ESOS Framework brochure**

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 2018.

A full copy of the ESOS Framework is available at [www.aei.gov.au/ESOS](http://www.aei.gov.au/ESOS) The ESOS Student Fact Sheet is available at: <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4>

### **Using an education agent**

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use

have a good knowledge of Australia's international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Home Affairs website for more information at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

International students do not have to use an education agent. You can lodge an enrolment directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with putting in your student enrolment application.

### **Finding the right education provider for you**

You can find out more about Australia's education system through Austrade and their website at <http://www.austrade.gov.au/Education/Services>.

CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at <http://cricos.education.gov.au/>

### **Written agreements or contracts between the student and provider**

When you have been accepted to enrol with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Under the ESOS Act and the National Code you have certain rights to information, even before you enrol with an education provider. You have the right to:

- receive current and accurate information about the courses, entry requirements, all fees, modes of study and other information from your provider and your provider's agent before you enrol
- sign a written agreement with your provider before or at the time you pay fees, setting out the services they are providing, the fees you are required to pay and information about refunds of the money you paid for the course and the circumstances in which this would be appropriate. You should keep a copy of your written agreement
- get the education you paid for. The ESOS framework includes tuition (consumer) protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course (that is, the provider defaults)
- access complaints and appeals processes
- request to transfer to another provider and have that request assessed.

### **Support for international students**

Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying.

### **Tuition protection**

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (the amount that is equal to the amount of the course the student has NOT undertaken).



## Transferring between education providers

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

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

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

## Student complaints and appeals

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The Complaints and Appeals form can be provided by Reception or email [admin@bpc.edu.au](mailto:admin@bpc.edu.au) and we will forward one to you.

- Students who are concerned about the conduct of the College are encouraged to attempt to resolve their concerns using this procedure.
- The procedure will be implemented at no cost to the student.
- The RTO must immediately implement any decision or recommendation in favour of the overseas student through the internal or external appeals process.
- Where the RTO considers more than **60 calendar days** are required to process and finalise the complaint or appeal, or all parties agree in writing to extend the resolution time beyond 60 days, the RTO will:
  - Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
  - Regularly update the complainant or appellant on the progress of the matter.
- Appeals against an assessment result must be lodged within 5 working days of the assessment decision using the Complaints and Appeals form. Grounds for Appeal against Assessment Decision include but are not limited to:
  - 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
  - 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.
- All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enrol.
- All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- For complaints and appeals:

- The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
- The student may be accompanied and assisted by a support person at any relevant meetings.
- Students will be notified in the event that any complaint or appeal will take longer than 60 days to finalise.
- At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
- The following matters must be lodged as formal internal appeals within **20 working days** of notification of an intention to report the student to the Department of Education and Training or the Department of Home Affairs in order to be considered by the College.
  - Deferral of commencement, suspension or cancelling a student enrolment
  - Non achievement of satisfactory course progress
  - Non achievement of course attendance requirements
- A student's enrolment must be maintained whilst a complaint, internal appeal and external appeal is in progress and the outcome has not been determined except in cases where the College is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment. (see the next requirement)
- In cases where the College is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment, the College only needs to await the outcome of the internal appeals process (supporting the College) before notifying the Department of Education and Training and the Department of Home Affairs through PRISMS of the change to the student's enrolment unless extenuating circumstances relating the student's welfare apply.
- Extenuating circumstances' relating to the welfare of the student must be supported by appropriate evidence and may include, but are not limited to the student:
  - having medical concerns, severe depression or psychological issues which lead the College to fear for the student's wellbeing;
  - having engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
  - being at risk of committing a criminal offence

### Informal Process

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

### Stage One – Formal Complaints

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

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

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

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

The Principal or their nominee, will then endeavour to resolve the Complaint and will provide a written report to the complainant on the steps taken to address the Complaint, including the reasons for the decision, within twenty **(20) working days** unless all parties agree in writing to extend this time.

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.

Once notified, 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 3 - 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](http://www.trainingombudsman.qld.gov.au) Freecall: 1800 773 048, the National Training Complaints Service Call: 13 38 73 [www.education.gov.au/NTCH](http://www.education.gov.au/NTCH) or the Overseas Students Ombudsman [www.oso.gov.au](http://www.oso.gov.au).
- If the above bodies are unable to assist, for issues surrounding consumer protection, students may access the Queensland Office of Fair Trading or The Australian Competition and Consumer Commission.
- The College will make specific arrangements for independent review of complaints about issues not covered by any of the above bodies.
- The College will pay for costs of mediation.

### **Further Action**

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*. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.

### **International Students Unresolved Complaints and Appeals**

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

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

The Overseas Students Ombudsman:

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

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

*Nothing in this policy and procedure limits the rights of individuals to take action under Australian Consumer Protection laws, if these laws apply. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.*

### **Critical Incident**

Any complaint raised by a student that the Student Counsellor and Principal considers may be a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury must be reported to the CEO, and will trigger implementation of the critical incident procedure.

## Course Progress

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- Under the National Code 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE
- Brisbane Professional College records and assesses the progress of each student for each unit and cumulatively at the commencement of each study period. A study period is defined as a Term (10 or 11 weeks of study). Terms are scheduled to coincide with Australian School Terms and therefore dates and length of terms may change from year to year, to synchronise with Schools.
- Satisfactory progress is achieved when a student successfully completes the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable / information.
- The College will also monitor the expected duration of study to ensure the overseas student's CoE does not exceed the CRICOS registered duration.

### INFORMAL PROCESS – Assessment completions monitoring

Throughout each study period, the Administration Officer will monitor student's assessment completions every week and if a concern is evident, (e.g.: not completing assessments on time or being unsuccessful in the assessments you have submitted) we will contact you to request you remedy the situation (eg submit on time or re-submit unsuccessful assessments).

### FORMAL PROCESS

After finalisation of the Informal Process and a student has still not remedied the situation, the formal process commences.

### At Risk of Not Meeting Course Progress

- Being "at risk" of not meeting satisfactory course progress requirements occurs when a student is:
  - not achieving competency in more than 50% of units in a study period; or
  - not achieving competency in one or more units in a study period; or
  - not achieving competency in a prerequisite unit in a study period; or
  - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Principal.
- The CEO will send a "Course Progress Warning" letter advising students that it is a requirement of their visa that academic performance is satisfactory.
- The student contacts the College to carry out a counselling interview in accordance with the course progress and intervention strategy procedure. Strategies may include any of the following plus additional strategies as identified:
  - English language support
  - Attending additional class(es)
  - Assess whether the course is suitable for the student
  - Extend assessment due date
  - Other arrangement

### Unsatisfactory Course Progress – Reportable to Immigration

- Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period. At Brisbane Professional College each study period is a Term (10 – 11 weeks).
- Where a student is assessed as having made unsatisfactory course progress for two (2) consecutive study periods even after implementation of the support / intervention strategy, Brisbane Professional College will report the student to the Department of Education and Training through PRISMS and the student's Confirmation of Enrolment (CoE) will be cancelled. This may also result in the cancellation of the student visa.
- Before making the unsatisfactory course report to the Department of Education and Training, Brisbane Professional College will notify the student in writing of the intention to report, and advise the student they have 20 working days to access Brisbane Professional College Complaints and Appeals process prior to being reported.
- During any such period the student's enrolment is kept current.

## Attendance

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To be eligible for a Student Visa, students agree to attend our full-time nationally recognised training courses with a minimum attendance requirement of 20 hours per week.

### Student Holidays

Students are expected to take breaks only during the designated term breaks. These dates are provided on the student timetable, website and student handbook. Any other breaks outside of these timeframes are to be negotiated with the Principal and CEO and must be in accordance with the College's Deferring, suspending or cancelling the overseas student's enrolment policy.

### Recording

Attendances are recorded daily by the trainer in Attendance Sheets signed by students.

### 85 - 80% Attendance – At Risk of Not Meeting Class Attendance

- Where a student's attendance falls between 85-80% they will be deemed at risk and will be cautioned by the College they are at risk of being in breach of not meeting Student Visa requirements.

### Absent For 5 Consecutive Days – At Risk of Continued Absence from Class

- If a student is absent for 5 consecutive days or in any other way has an attendance record that may be detrimentally affecting the student's capacity to complete the assessment requirements for a unit, or complete the qualification within the expected duration of study, then the student will be deemed "at risk" and the provisions of the attendance and Intervention Strategy procedures must be implemented by the College.
- Prior approval or a medical certificate from a registered medical practitioner does not remove the "at risk" status as prolonged absences for any reason place a student at risk of failure and must be reported to the Principal.
- The RTO Administration Officer will monitor the class attendance and contact the student (email) to find out why they have been absent and to see what support the College may be able to offer the student. At this time the student will also be cautioned they are at risk of being in breach of meeting Student Visa requirements.

### 80% or below Attendance - Misconduct Warning Letter + Email

- If Attendance falls to 80% or below the College will immediately implement their Intervention Strategy.
- Students will be sent a letter warning them that they have breached the College's Misconduct Policy.
- The College will conduct a counselling interview with the student in accordance with the student behaviour procedure.

### Not Maintaining Attendance and Failing To Comply With Intervention Strategy- Attendance Breach - Final Warning Letter

- Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing under the College's Misconduct Policy.
- The written notification will require the student to immediately contact the CEO to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy.
- The College may decide to cancel a student's enrolment if they are not maintaining satisfactory attendance as outlined in the College' Deferring, suspending or cancelling enrolment policy.
- Students are advised they have twenty (20) working days from the date of cancellation in which to lodge an appeal.

## Deferral of commencement, suspension of studies, cancellation of enrolment

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- To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education and Training, and the Department of Home Affairs through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment.
- A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.
- 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.

- The College will also use its discretion to determine compassionate and compelling reasons outside the above scope
- Students will be informed in writing of the outcome of their request for deferral or suspension.
- The standard also allows providers to defer or temporarily suspend the enrolment of students due to misbehaviour of the students. Misbehaviour of students can also be grounds for cancellation of studies as long as the student was informed of this prior to enrolment.
- The College may suspend or cancel an overseas student's enrolment on the basis of, but not limited to:
  - Compassionate or compelling circumstances
  - Student misconduct as defined in the Misconduct Policy;
  - Fraudulent evidence or documents given to the registered provider.
  - The student's failure to pay an amount he or she was required to pay Brisbane Professional College as stated in the written agreement
  - A breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).
  - A breach of student visa conditions
- The student will be notified in writing of the reasons for the cancellation and given 20 working days to access the College's internal Complaints and Appeals process.
- If the student appeals the decision to defer, suspend or cancel his or her studies, the College will not notify the Department of Education and Training, and the Department of Home Affairs of a change to the enrolment status until the internal complaints and appeals process is completed.
- There is no charge to the student for either deferring, suspending or cancelling their enrolment. The College's refund policy applies.

## Emergency Numbers and Contact Details

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**POLICE**            **000**  
**AMBULANCE**    **000**  
**FIRE**                **000**

1. Dial 000 and request the service that you need.
2. Remember to remain as calm as you can.
3. Speak clearly and give the requested details.

### Helpful Contacts – Brisbane based students

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
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

### Helpful Contacts – Townsville based students

Townsville CBD Police	07 4759 9777	134 Stanley Street
Ross & Robins Lawyers	07 4779 1111	53 Anne Street
Legal Aid	1300 651 188	Northtown Level 3 Building 280 Flinders Street
Kirwan Community Health Centre	13 43 25 84	138 Thuringowa Drive
Mundingburra Medical Centre	07 4779 0622	128 Ross River Rd
Lifeline/Counselling	131 114	
Townsville Hospital	07 4433 1111	100 Angus Smith Drive

## Other Helpful Contacts

Type of Service	Name of Service	Telephone Number
Interpreting Services	QLD Government Telephone Interpreters	131 450
AIDS advice and Counselling	AIDSLINE	1800 133 392
Abortion and Grief Counselling	Abortion and Grief Counselling	1300 363 550
Alcohol and Drug Counselling	Alcohol, Tobacco and other Drug Services	1800 177 833
Beyond Blue Mental Health Support	1300 22 4636	Beyond Blue Mental Health Support
Drug Counselling	Family Drug Support	1300 369 186
Australian Search and Rescue	Australian Search and Rescue	1800 815 257
Coroner's Office	Office of State Coroner	(07) 3239 6193
Lifeline/Counselling		131 114
Funeral Director	Australian Funeral Directors Association	(03) 9859 9966
Sexual Assault	Centre Against Sexual Assault	1800 806 292
Crisis Care	Crisis Care	1800 177 135
Pregnancy	Crisis Pregnancy	1800 650 840
Domestic Violence	Domestic Violence 24x7	1800 811 811
Animal Diseases	Emergency Animal Disease Watch	1800 675 888
Problem Gambling Counselling	Gamblers Anonymous	1800 002 210
Quit Smoking	Quit Line	131 848
Suicide Help	Suicide Helpline	13 11 14
Poison Information	Poison Information Centre	13 11 26
Grief Counselling/ Suicide Prevention	Salvation Army	1300 363 622
Local Embassies or Consular Representatives	Department of Foreign Affairs and Trade	1300 555 135
Beyond Blue Mental Health Support	1300 22 4636	
Community Contact Centre	Community Information	1300 369 003
SEEK Employment	<a href="http://www.seek.com.au">www.seek.com.au</a>	Online

## Living and studying in Australia

Up-to-date and authoritative information on living and studying in Australia is available at the following web sites

[www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au) - Living and studying in Australia

[www.translink.com.au](http://www.translink.com.au) - Public transport

[www.citizens@advicebureau.org.au](mailto:citizens@advicebureau.org.au) - Legal assistance

[www.health.qld.gov.au](http://www.health.qld.gov.au) - Health

[www.airc.gov.au/](http://www.airc.gov.au/) - Wages