

Brisbane Professional College

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Brisbane Professional College

Brisbane Professional College

Domestic Student Handbook 2023

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INTRODUCTION

Message from the CEO

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

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

Context

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

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

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

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

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 or Student Support Officer can be contacted as indicated below:

Campus address	Unit 3, 305 Montague Rd West End Qld 4101 Australia
Postal Address	PO Box 108 Kenmore Qld 4069
Telephone	+ 61 7 3832 0102
Email	admissions@bpc.edu.au or support@bpc.edu.au
Website	www.bpc.edu.au

CLIENT SELECTION AND ENROLMENT PROCEDURE

What courses can I study with Brisbane Professional College?

Automotive Courses		
Course	Duration	Recommended Textbooks
AUR20220 Certificate II in Automotive Air Conditioning Technology	6 months	N/A
AUR30620 Certificate III in Light Vehicle Mechanical Technology	1 – 4 years	Automotive Mechanics (10 th ed) by May & Simpson
AUR40216 Certificate IV in Automotive Mechanical Diagnosis	1 year	Advanced Automotive Fault Diagnosis 4th Edition by Tom Denton
AUR50216 Diploma of Automotive Technology	1 year	A Systems Approach 7th Edition by Jack Erjavec and Rob Thompson
Hospitality Courses		
* Students enrolling in or completing superseded courses will be transferred to the current course prior to 31/1/2024. This transfer will not affect your enrolment or course completion.		
SIT40516 Certificate IV in Commercial Cookery (*superseded course)	1 – 4 years	N/A
SIT50416 Diploma of Hospitality Management (*superseded course)	1 – 2 years	N/A
SIT60316 Advanced Diploma of Hospitality Management (*superseded course)	1 – 2 years	N/A

Please visit the College website for the full course information including term holidays.

How is training delivered?

Training courses with Brisbane Professional College are delivered by a mix of face to face classroom, structured independent study and work placement training and assessment. Students will join international students during the scheduled classes in accordance with the delivery timetable

How do I enrol?

Enrolment is initiated by you contacting Brisbane Professional College. We will despatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation. Refer to our website www.bpd.edu.au for information on your course selection, enrolment application, student handbook and other important information. One of our team will contact you to discuss your course selection and requirements to ensure the course is right for you.

Client selection

Enrolment and admission into some Brisbane Professional College training programs is subject to meeting certain entry requirements. Specific details of the entry requirements are contained in individual course brochures and documentation and are made available prior to enrolment. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, BPC staff will endeavour to assist them in understanding their options in regards to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or BPC management.

Enrolment

The enrolment procedure commences when a student contacts Brisbane Professional College (either via the website, email, text or face-to-face) expressing interest in a training program(s). Students will be required to review the course details and Student Handbook located on the website, prior to finalising their enrolment.

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

Pre-course evaluation interview

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

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

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

COMPULSORY ORIENTATION

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

- Welcome to the College with an introduction to all College Staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued
- Student handbook
- Issue Student Identification Card which must be carried at all times whilst on Campus
- Confirmation of class times
- 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
- Complaints and appeals processes
- Personal security and safety and Emergency evacuation procedures
- Support Services
- AVETMISS/USI/CT/RPL finalised
- Campus tour

FEES

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

It is a requirement of Clause 7.3 of the Standards for Registered Training Organisations (RTOs)2015 that states:

7.3 Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

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

Current fee information is available by direct email from BPC.

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

- a) The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- c) The fees and charges for any additional services
- d) The applicant's refund policy.

Unless otherwise advised fees:

- do not include the cost of individual text books, stationary, consumables, tools, photocopying or scanning.
- reflect the content of the course and the award, nor the duration; therefore there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course.
- may be reduced or refunds maybe granted only if a student is granted sufficient RPL or Credit Transfers such that the course is completed in a shorter than normal time.

Total course fee

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

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

Please contact the student administration for a quotation on your course fees.

Payment required in advance

A deposit of 10% of the total course fee is required from each student or \$1,500 (whichever is the greater).

Recommended Textbooks

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

Materials Fees

Unless otherwise stated, materials fees are included in the total course costs.

Automotive students: The Materials fees for the automotive courses are to cover the monthly subscription of the student portal, learner guides, workshop uniform, personal protective equipment (PPE) such as hearing and eye protection, disposable gloves and general workshop consumable items such as grease, hand cleaner, oils and rags. 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 wish to use their own hand tools during classes or outside of the scheduled practical classes. Students must purchase the required safety shoes. Textbooks are optional but highly recommended.

Hospitality students: The materials fees for hospitality courses are to cover the monthly subscription of the student portal and learner guides. Additionally, students will be supplied the following items:

- College Chef uniform
- Kitchen equipment

- Kitchen ingredients; and
- Work placement insurance (if needed and requested by the student due to inability to gain suitable paid work placement)

Hospitality students must provide their own suitable closed in footwear.

REFUNDS

Course fee refunds are calculated from the date a written Refund Request Form is received, on the following basis only:

College Refund Policy: (The College Refund Policy may be amended from time to time. Any amendments will be notified in writing to Students. Any amendments will apply to all Students enrolled with the College)	
Refund applications must be made in writing to the Chief Executive Officer. Refunds will be refunded within twenty (20) working days of receipt of a written application and will include a statement explaining how the refund was calculated.	
Tuition Fee	
Withdrawal received in writing 28 calendar days or more prior to course commencement.	100% refund of tuition fees less non-refundable fees Non Refundable Fees: • Enrolment Application Fee • Bank Fees (if applicable)
Withdrawal received in writing less than 28 calendar days up to 7 calendar days prior to course commencement	25% refund of tuition fees less non-refundable fees
Withdrawal received in writing within 7 calendar days prior to course commencement	No refund
Withdrawal received in writing on or after course commencement	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.	
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 duration is extended by the student, then any fee increases will be required to be paid for the extended component of the course. If a student elects to complete additional units or units not part of their original course, additional fees will apply. Students will be advised of these prior to acceptance.	

Miscellaneous Fees and Charges – Non-Refundable	
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
Unpaid tuition fee recovery charges	30% of outstanding tuition fees payable to debt collection agency
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-assessment attempts, they may be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised work may not be entitled to re-sit assessments, instead they may be required to repeat the unit and pay the repeat unit fee.
Practical Assessment Reschedule Fee	\$200 per practical assessment
Airconditioning Licensing Training of 2 x electives	\$1,500
Credit Card Fee	Surcharge may apply as per bank charges according to credit card used
Bank telegraphic transfer fee	\$30 per transaction
Replacement Certificate	\$50
Graduation Ceremony (optional)	\$150

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

TRAINING AND ASSESSMENT

The training program is undertaken using a planned schedule. Training delivery will be undertaken at the College's Campus supported by work placement if required at a commercial work place. In addition to face-to-face learning, students may also complete structured self-paced study to assist them in building their professional knowledge and undertake work toward their assignments in addition to workplace application of new skills and knowledge.

Assessment arrangements

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

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

The assessment environment

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

Assessment methods

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

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

Assessment Completion dates

These can vary and you will find a timetable provided to you which specifies assessment submission dates. You should work diligently to complete all assessment tasks on the due date. The trainer will advise students of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

Assessment Re-sits

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

Assessment Appeals Procedure

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

All appeals are recorded in writing, and the results of the appeal process will also be communicated to the student in writing including reasons for the decision made. A copy of this communication will also be kept on file, both on the Complaints and Appeals Register and in the student's individual file.

Grounds for Appeal against Assessment Decision 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 to him or her.
- It is believed that a clerical error has occurred in the documenting of the assessment outcome.
- There appears to be a discrepancy between the practical observation and the formal assessment.

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

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

Issuing of Qualifications

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

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

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

The College will endeavour to issue the student with the appropriate certification within 10 days, and a maximum of 30 calendar days, after the College has confirmed all the above criteria has been met. If a student has successfully completed all requirements of the qualification, they will receive a Certificate and a Record of Results. If a student has only successfully completed part of the qualification, they will receive a Statement of Attainment.

Unique Student Identifier

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

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

Brisbane Professional College will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or BPC applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation BPC will ensure that student's USIs are applied for or verified USI at the time of enrolment.

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

RECOGNITION OF PRIOR LEARNING

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

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

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

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

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

CREDIT TRANSFER

The Credit Transfer policy of the College is that Credit Transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider and/or units that meet the packaging rules for the course. 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.

Recognise Qualifications of another RTO

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

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

STUDENT SUPPORT

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

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

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

Emergency Services	000	Police, Ambulance, Fire
Brisbane CBD Police	07 3258 2582 46	Charlotte St Brisbane City
West End Police Station	07 3840 9100	38 Vulture Street West End
Legal Aid	1300 651 188	44 Herschel St Spring Hill
Community Health Centre	07 3837 5611	270 Roma St. Spring Hill
West End Medical Practice	07 3846 4888	38 Russell Street West End
Royal Brisbane Hospital	(07) 3646 8111 Open: 24 Hours	Corner of Bowen Bridge Road & Butterfield St, Herston QLD 4029
Mental Health	Beyond Blue Mental Health Support	1300 22 4636

Flexible delivery and assessment procedures

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

The staff and management of BPC respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

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

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

Language, Literacy and Numeracy Assistance

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

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

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

Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not competent

decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

Disability Supplement

When completing your Enrolment Application, you will be asked a series of questions including if you have any disability that may require support to be provided to you by PTA within our abilities and expertise. PTA is required to gather this information on behalf of the National Centre for Vocational Education and Research (NCVER). Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

Hearing/deaf: Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

Physical: A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

Intellectual: In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

Learning: A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

Mental illness: Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

Acquired brain impairment: Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

Vision: This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

Medical condition: Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

Other: A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

PRIVACY

USI Privacy Notice

The information you provide through the USI application process:

- is collected by the Student Identifiers Registrar for a number of purposes
- may be disclosed to a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers
- may be disclosed to the Oversight Authority in instances pertaining to digital identity to enable them to perform their functions
- will not otherwise be disclosed without their consent unless authorised or required by or under law.

Detailed information on the use of your information can be found in Division 5 - Collection, use or disclosure of student identifiers of the Student Identifiers Act 2014 and in the Privacy Policy.

Privacy policies and complaints:

Students can find out more about how the Student Identifiers Registrar collects, uses and discloses their personal information:

- in the Student Identifiers Registrar's Privacy Policy
- by emailing the Registrar
- by calling 1300 857 536 or from outside Australia +61 2 6240 8740

The Student Identifiers Registrar's Privacy Policy contains information about:

- how students can access and seek correction of the personal information held about them
- how to make a complaint about a breach of privacy by the Registrar in connection with the USI
- how complaints are handled

The student can also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988. This includes the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

RTO Privacy Notice

Why we collect your personal information:

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information:

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information:

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information:

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at

<https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys:

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information:

At any time, you may contact our Student Support Officer at support@bpc.edu.au to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Student Access to Records

Students have the right to request information about or have access to their own individual records. BPC trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system. You should feel free to ask your Brisbane Professional College trainer and assessor or administration staff at any time for a printout of your progress. BPC operates in compliance with Privacy Act 1988 and the Guidelines to the National Privacy Principles 2001.

Confidentiality

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

STUDENT BEHAVIOUR

Change of Student Contact details

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

Dress Code

Automotive 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.

Cookery students must be in full chef uniform during all kitchen classes.

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 students' exclusion from a unit or a course. When students have 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.

Theft

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

Smoking

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

Non-payment of fees

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

STUDENT MISCONDUCT

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

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

Misconduct is defined as actions that breach Brisbane Professional College policies. This includes but is not limited to:

- Not paying any fees on time
- 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.
- 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 Policy

1ST 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

- The CEO or his delegate will advise the student in writing of the alleged incident of misconduct and that they have seven (7) days from the date of the letter to remedy or make arrangements to remedy the alleged incident of misconduct.

Action – Step 2: Intervention Strategy- Misconduct – ISM1 Form

- If the Misconduct is not rectified the student will be contacted by the college by phone/email/text to arrange an intervention strategy meeting to help the student remedy the situation.

Failing to comply with the Intervention Strategy

Action – Step 3: 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.

Breach - Failing to Remedy Misconduct or Comply with Intervention Strategy

Action – Step 4: Misconduct Breach – Cancellation of Enrolment - AT RISK

- The College may decide to cancel a student's enrolment if they are in Breach of the Misconduct Policy as outlined in the College's Deferring, suspending or cancelling enrolment policy (refer BPC Initiated Cancellation).

BPC Initiated Cancellation - Failure to Rectify Misconduct

Action - Step 5: Misconduct - Student Cancellation Letter

- If the above strategies do not rectify the problem, Brisbane Professional College may cancel a student's enrolment.
- 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.
- A student's enrolment must be kept current during the appeals period.

COMPLAINTS AND APPEALS

The Complaints and Appeals form can be provided by Reception or email support@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 RTO must immediately implement any decision or recommendation in favour of the 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.
- 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 doing so 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.

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 Free call: 1800 773 048, the National Training Complaints Service Call: 13 38 73 [National Training Complaints Hotline - Department of Employment and Workplace Relations, Australian Government \(dewr.gov.au\)](http://National Training Complaints Hotline - Department of Employment and Workplace Relations, Australian Government (dewr.gov.au)) or the Overseas Students Commonwealth Ombudsman
- 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.

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.

LEGISLATIVE REQUIREMENTS

All staff and students are required to comply with and accept the following State Laws and Commonwealth or State legislation and their successors. As required by *Standard 8.6 that: The RTO ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered*, the CEO ensures all staff remain up-to-date through disseminating emails, staff meetings and notices. In general terms relevant legislation and regulation refers to:

- Work Health and Safety Act 2011
- Industrial Relations Act 1999
- Copyright Act 1968
- Privacy Act 1988
- Antidiscrimination Act 1991
- Human Rights and Equal Opportunity Commission Act 1986
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Disability Act 2006
- Fair Work Act 2009 and supplementary Fair Work Regulations 2009
- Freedom of information Act 1982
- Education (Work Experience) Act 1996
- Racial Discrimination Act 1975
- National Vocational Education and Training Regulator Act 2011

To view these relevant Commonwealth and State legislative and regulatory requirements go to the following web page and follow the links. www.comlaw.gov.au.

Brisbane Professional College comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

Work, Health and Safety

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

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

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

Bullying

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

Discrimination

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

Harassment

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

Victimisation

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

