

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

SERVICES AND FACILITIES

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 ed) by Tom Denton
Air-conditioning Licensing electives	Students wishing to apply for a Refrigerant Handling Licensing through the Australian Refrigeration Council (ARC), will be required to complete an additional two (2) elective units at an additional cost. These are delivered and assessed over a three (3) day period. As part of the BPC enrolment process students will also need to apply to the ARC for a classroom based refrigerant handling license. Please speak with the Admissions Team for further information.	
Hospitality Courses		
SIT40521 Certificate IV in Kitchen Management	1 – 2 years	N/A – Learner Guides supplied

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

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, each 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 automotive practical classrooms, one of which is a fully operational mechanical workshop equipped with workshop tools, automotive workshop manuals, diagnostic testing equipment and a range of training 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.

Commercial Training Kitchen

BPC Training Kitchen

10/455 Brunswick Street, Fortitude Valley, also known as Shop 5, 24 Martin Street Fortitude Valley Qld 4006

Students studying commercial cookery have exclusive access to a company owned and operated commercial kitchen in Fortitude Valley. The kitchen currently has its own Food Business Licence issued by the Brisbane City Council. The kitchen is also used by small food business operators to prepare meals for sale. The facility provides:

- Multiple stainless steel preparation benches
- Walk in cold room and freezer
- Ample dry storage;
- Two basket deep fryer
- Gas griddle and multiple burners;
- Combi oven;
- Dishwasher;
- Multiple sets of saucepans, stockpots frying pans;
- Items required from the SIT training package.

A comprehensive equipment list for all units of competency delivered by BPC has been developed to ensure all equipment is available including items such as blenders, mixers, crockery and utensils. If however an item is not available, the cookery trainer will alert management to arrange procurement of the item.

Mode of Study

Full-Time (20+ hours per week scheduled course contact hours) study incorporating classroom delivery, course-related information sessions, supervised study sessions, mandatory and supervised work-based training/work placement, practical/hands-on tasks and home-based research and assessment. Students will join international students during the scheduled classes in accordance with the delivery timetable.

Computers and Internet

Students are required to bring their own electronic devices to each class to assist with their classroom learning and to complete assessments. The West End Campus has a small number of computers available to assist students with completing their assessments while they are on campus in the event they forget their device. The computers are configured to automatically connect to the Campus Wi-Fi whilst on Campus.

Classrooms

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

Library Services

The College has access to Council library services free of charge. Membership is free – you must provide photo ID and proof of your residence. Websites and catalogues available at: Free Wi-Fi internet access is available at all Brisbane City Council libraries.

CLIENT SELECTION AND ENROLMENT PROCEDURE

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. Any questions regarding these arrangements can be addressed by trainers or BPC management.

Enrolment Application

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.

Refer to our website www.bpc.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.

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, learning and assessment and timetable
- Issue Student Identification Card which must be carried at all times whilst on Campus
- The College's facilities and resources
- 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
- Your responsibilities regarding course fees
- Personal security and safety and Emergency evacuation procedures
- Complaints and appeals processes
- Support Services
- AVETMISS/USI/CT/RPL finalised
- Campus tour

Automotive Workshop / Kitchen Induction

- Automotive students will receive workshop Health and Safety training as well an explanation of the tools and equipment used in the workshop – including a physical workshop induction where they will have the opportunity to use some of the equipment.
- Cookery students will be required to undertake formal training in any prerequisite unit(s) along with the course Log Book requirements including the process of work placement approvals.

Unique Student Identifier (USI)

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

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

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

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).

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

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: <ul style="list-style-type: none"> • 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 Students entering into a Payment Plan may be required to pay a one-time fee of \$30 for the establishment of a payment plan. The payment plan binds the student to remit the monthly payments by the required due date. Any fees received past the due date may incur a late payment fee (refer to the fees and charges table). Students are required to pay their fees by the due date prescribed in the payment plan. Any applicable refunds will be made according to the College's Refund Policy. A monthly invoice reflecting the monetary value of the payment plan will be issued and emailed to each student on 1st of each month with a due date matching the payment plan. Payment reminders will be automatically sent prior to the due date and after the due date. Late payment fees will apply to any delayed payments (refer to non-refundable Miscellaneous Fees and Charges).
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
Replacement Log Book	\$30
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
Defer, Suspend, Extend studies Fee	No Charge

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.

COURSE DELIVERY AND ASSESSMENT

Course delivery

The College uses a variety of delivery approaches to teach a course. 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.

Work Placements

Hospitality students are required to undertake a work placement as part of the following course:

- SIT40521 Certificate IV in Kitchen Management

Hospitality students are encouraged to secure their own work placement; however Brisbane Professional College will help arrange a suitable placement during the course if the student requests this in writing due to an inability to find suitable employment. These arrangements will occur at a time convenient to the College and the host providers and only if students are unable to secure their own placement. Students must be flexible and willing to attend the scheduled placements in order to comply with the course requirements.

All work placement venues must be approved by the College. The College admissions team will assist you if you wish to have your workplace approved as a work placement venue.

Due to the College's industry relationships within the hospitality sector, any student who is struggling to find suitable work placement can be connected within the numerous venues operated by Venu Plus Management which is the College's main industry partner.

Work Placement Insurance

If you are working in a paid role within an operational commercial kitchen, you will be insured by the business. However, if you are undertaking an unpaid work placement, Brisbane Professional College's insurance policy will provide insurance to you during your work placement.

Log Book

A Log Book is issued to all students enrolled in SIT40521 Certificate IV in Kitchen Management for the following unit of competency:

- SITHCCC043 Work effectively as a cook

Prior to receiving your Log Book, you must have completed the theory training on how to complete the Log Book and your Trainer must have attended a site visit of your workplace to confirm it is a suitable venue. The College has in place Venue Agreements with its industry partners meaning that a site visit is not required if you are working within one of these venues. A Student Work Placement Agreement will also need to be completed prior to the issue of the Log Book.

Students are encouraged to ensure the Student Work Placement Agreement is approved at least 6 months prior to the end of the course to ensure there is sufficient time to complete the required service periods.

Credit transfer

The Credit Transfer policy of the College is that Credit Transfer applies to situation where students have completed units that are equivalent 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.

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.

Awards to be issued

Students completing all assessment requirements for a qualification will be awarded a Certificate and Record of Results 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 who meet all of the course requirements will be issued a qualification within 30 calendar days of completion of their course.

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 and orientation.

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.

There will be a fee charged for conducting the RPL assessment which applicants will be advised of before enrolment. Student's individual course of study will be adjusted to reflect any RPL granted. Students may use the College appeal procedures if dissatisfied with the outcome of their RPL applications.

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.

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.

Assessment Completion dates

All assessments are allocated a due date which is available in the student portal. Your trainer and the system will remind you of upcoming assessments. It is important to meet these due dates to make you comply with your student visa course progress requirements and complete the course on time.

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.

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

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.

STUDENT SUPPORT

Language, Literacy and Numeracy Assistance

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many locations 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 College administration support officer:

Title: Student Support Officer

Phone: 07 3832 0102 Mobile: 0423 564 402 (24 hrs emergency)

Email: support@bpc.edu.au

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.

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 learning 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 and 'Reasonable Adjustments' to their methods in order to meet the needs of a variety of students. Acceptable 'Reasonable 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.

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.

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.

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 BPC within our abilities and expertise. BPC 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 Employment and Workplace Relations (DEWR), 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.

DEWR 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 DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.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 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.

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

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.

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.

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’ 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)).
- 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 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.

EMERGENCY NUMBERS AND CONTACT DETAILS

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 Local Contacts

Type of Service	Telephone Number	Address
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

Other Helpful Contacts

Type of Service	Contact	Type/Name of Service
AIDS advice and Counselling	1800 133 392	AIDSLINE
Abortion and Grief Counselling	1300 363 550	Abortion and Grief Counselling
Alcohol and Drug Counselling	1800 177 833	Alcohol, Tobacco and other Drug Services
Australian Search and Rescue	1800 815 257	Australian Search and Rescue
Animal Diseases	1800 675 888	Emergency Animal Disease Watch
Community Contact Centre	1300 369 003	Community Information
Coroner's Office	(07) 3239 6193	Office of State Coroner (dealing with causes of death)
Crisis Care	1800 177 135	Crisis Care
Domestic Violence	1800 811 811	Domestic Violence 24x7
Drug Counselling	1300 369 186	Family Drug Support
Equal opportunity/anti-discrimination	https://www.qhrc.qld.gov.au	Human rights commission
Fair Work	www.fairwork.gov.au	Wages and employment terms information
Funeral Director	(03) 9859 9966	Australian Funeral Directors Association
Gamblers Anonymous	1800 002 210	Problem Gambling Counselling
Grief Counselling/ Suicide Prevention	1300 363 622	Salvation Army
Lifeline	131 114	Counselling, Advice and Referral Services
Mental Health	1300 22 4636	Beyond Blue Mental Health Support
Poison Information	13 11 26	Poison Information Centre
Pregnancy	1800 650 840	Crisis Pregnancy
Quit Smoking	131 848	Quit Line
SEEK Employment	www.seek.com.au	Online job ads
Sexual Assault	1800 806 292	Centre Against Sexual Assault
Suicide Help	13 11 14	Suicide Helpline
Workplace Health & Safety	www.worksafe.qld.gov.au	Health and safety work requirements

Brisbane Professional College