



BRISBANE COLLEGE OF AUSTRALIA



BUSINESS COURSES

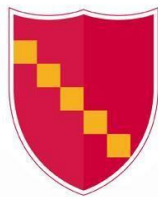
2020 COURSE INFORMATION

BRISBANE COLLEGE



Brisbane College of Australia

Accounting Courses
Business Courses
Early Childhood Education
and Care
Community Services
Hospitality
Animal Technology
TESOL Courses (AIT)



Australian Institute of TESOL

TESOL Courses

Table of contents

<i>Accelerated Business Courses</i>	5
086918J / BSB40215 Certificate IV in Business	6
087185M / BSB50215 Diploma of Business	8
098717G / BSB51918 Diploma of Leadership and Management.....	10
087473C / BSB60215 Advanced Diploma of Business.....	12
089630A / BSB61015 Advanced Diploma of Leadership and Management	14
Distance Study	16
Application Checklist	19
Visa Requirements	19
Terms And Conditions of Enrolment	20

About our Business Courses

Businesses are continually evolving through creative innovation and technological advances. Kick start your career and grasp these business fundamentals with our Certificate and Diploma courses.

Our qualifications in business are nationally recognised and will equip you with new skills to become a leader in your field.

Graduates of our business courses are equipped with a range of employability skills including communication, teamwork, problem-solving, initiative, planning and organising, self-management, learning and technology.

Want to know what our past students have said about our courses? Check out the following link.

<http://bc.edu.au/Testimonials>

ACCELERATED BUSINESS COURSES

About our *accelerated* courses

Our accelerated courses are shorter intensive courses that cover the same course content as our full-length courses. They have been designed for students wishing to obtain their qualification in shorter time frame. All courses are nationally accredited and recognised.

Course Information

Please refer to the course information on the following pages for the course outline, learning outcomes and units of competency. This page is only a reference for course duration and costs for accelerated courses.

Accelerated Course Cost

Please refer to our [tuition page](#) or [application forms](#) for latest course cost and duration.

086918J / BSB40215 CERTIFICATE IV IN BUSINESS

About this course

This qualification is aimed at people wishing to obtain a low to medium level business position or wanting to expand on their Certificate III qualification and is ideally suited to people who wish to gain knowledge and theory in some depth, across a range of business areas.

Students will be required to complete a core unit in Occupational Health and Safety and their choice of electives from Customer Service, Administration, Team Work, Communication, Learning and Development, Writing and various Management fields.

Career and study pathway

Students who successfully complete this course may find employment in low to medium level business positions, such as an Administrator or Project Officer or continue on to further business study such as Diploma of Business or University Degree Programs.

Learning Outcomes

Upon completion of this course, a Certificate IV in Business will be issued. Students will gain the following skill sets for employability: communication, teamwork, problem-solving, initiative and enterprise, planning and organising, self-management, learning and technology. Students may continue on to the Diploma of Business or gain employment.

Program Structure

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.



ENTRY REQUIREMENTS

INTERNATIONAL STUDENTS

The pre-requisite for entering this course is:

- IELTS score of 5.5 with no band less than 5.0 (or equivalent).
- High school certificate OR copy of highest level of qualification.

DOMESTIC STUDENTS

The pre-requisite for entering this course is:

- High school certificate (or equivalent) OR copy of highest level of qualification

COURSE COST AND DURATION

Please refer to our tuition page or application forms for latest course cost and duration.

<http://bc.edu.au/Tuition-Fees>

COURSE DELIVERY

Internal - Brisbane City Campus

External – Correspondence/Distance Learning (Domestic Students)

APPLY

Download our application form at our website:

<http://bc.edu.au/Enrolment/Forms->

Send your application with the required documents to:
study@bc.edu.au

Units of Competency

This qualification requires students to complete 10 units of competency. It allows for 1 specific core unit, then a further 9 elective units may be chosen from any of the fields listed below. The elective units must be relevant to the work outcome and local industry requirements.

Students who have already completed any Certificate IV in Business units may apply for Recognition of Prior Learning towards the qualification (More information on appropriate units that may be credited towards this qualification is available upon request).

The units of competency that will be offered have been listed below grouped by field.

Core Units

BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
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Elective Units

BSBADM405	Organise meetings
BSBCMM401	Make a presentation
BSBFIA402	Report on financial activity
BSBITA401	Design databases
BSBITU402	Develop and use complex spreadsheets
BSBLED401	Develop teams and individuals
BSBREL401	Establish networks
BSBRISK401	Identify risk and apply risk management processes
BSBSUS301	Implement and monitor environmentally sustainable work practices

087185M / BSB50215 DIPLOMA OF BUSINESS

About this course

This course is ideal for those wishing to enter the middle to upper echelons of business, or those wishing to expand on their previous Certificate IV qualification. Students will gain an extensive depth of understanding across a broad range of business areas. The Diploma of Business is suited to students with substantial experience in a range of settings and who are seeking to further develop their skills across a wide range of business functions.

Students will select units from Advertising, Business Administration, Human Resources, Marketing, Public Relations, and various Management fields.

Career and study pathway

Upon successful completion of this course students may gain employment in middle to upper business as an Executive Officer, Program Consultant or Coordinator. Students may also use this qualification to gain credit for a first year of University Degree in Business.

Learning Outcomes

Upon completion of this course, a Diploma of Business will be issued. Students will gain a wide variety of knowledge in business and management. This qualification will equip students with the following employability skills: communication, teamwork, problem-solving, initiative, planning and organising, self-management, learning and technology.

Program Structure

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.



ENTRY REQUIREMENTS

INTERNATIONAL STUDENTS

The pre-requisite for entering this course is:

- IELTS score of 5.5 with no band less than 5.0 (or equivalent)
- High school certificate OR copy of highest level of qualification

DOMESTIC STUDENTS

The pre-requisite for entering this course is:

- High school certificate (or equivalent) OR copy of highest level of qualification

COST AND DURATION

Please refer to our tuition page or application forms for latest course cost and duration.

<http://bc.edu.au/Tuition-Fees>

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APPLY

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Send your application with the required documents to:

study@bc.edu.au

Units of Competency

This qualification requires students to complete 8 elective units (there are no core units). No more than 3 may be selected from any one area. The units must be relevant to the work outcome and local industry requirements.

Students who have already completed any Diploma of Business units may apply for Recognition of Prior Learning (RPL) towards the qualification.

Group B

BSBADM502	Manage meetings
BSBADM503	Plan and manage conferences
BSBADM504	Plan and implement administrative systems

Group C

BSBHRM501	Manage human resources services
BSBHRM502	Manage human resources management information systems
BSBHRM510	Manage an information or knowledge management system

Group E

BSBINM501	Manage an information or knowledge management system
BSBRSK501	Manage risk

098717G / BSB51918 DIPLOMA OF LEADERSHIP AND MANAGEMENT

About this course

This course reflects the role of those individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. Students will display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. The Diploma of Leadership and Management is suited to students with interests to support individuals and teams to meet organisational or enterprise requirements.

Students will select units from various management fields including leading and managing teams, managing operational plans and developing and using emotional intelligence.

Career and study pathway

Upon successful completion of this course students may gain employment in middle to upper business as a Business Manager, Human Resources Manager or Sales Team Manager. Students may also choose to use this qualification to gain credit for a first year University Degree in Business.

Learning Outcomes

Upon completion of this course, a Diploma of Leadership and Management will be issued. Students will gain a wide variety of knowledge in business and management. This qualification will equip students with the following employability skills: planning, designing and evaluating solutions to unpredictable problems and identify, analyse and synthesise information from a variety of sources.

Program Structure

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.



ENTRY REQUIREMENTS

INTERNATIONAL STUDENTS

The pre-requisite for entering this course is:

- IELTS score of 5.5 with no band less than 5.0 (or equivalent)
- High school certificate OR copy of highest level of qualification.

DOMESTIC STUDENTS

The pre-requisite for entering this course is:

- High school certificate (or equivalent) OR copy of highest level of qualification

COST AND DURATION

Please refer to our tuition page or application forms for latest course cost and duration.

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Units of Competency

Students must complete the 4 core units and 8 elective units. 4 elective units must be selected from Group A and up to 4 may be additional units from Group A or Group B.

If not listed below, up to 2 electives may be from Diploma or above in the Business Services Training Package. If not listed below, 1 elective unit may be from any currently endorsed Training Package or accredited course at Diploma level.

Students who have completed any eligible units of competency may credit those units towards this qualification via the Recognition of Prior Learning process (RPL).

Core Units

BSBLDR501	Develop and use emotional intelligence
BSBMGT517	Manage operational plan
BSBLDR502	Lead and manage effective workplace relationships
BSBWOR502	Lead and manage team effectiveness

Elective Units

Group A

BSBCUS501	Manage quality customer service
BSBFIM501	Manage budgets and financial plans
BSBHRM405	Support the recruitment, selection and induction of staff
BSBINN502	Build and sustain an innovative work environment
BSBIPR501	Manage intellectual property to protect and grow business
BSBLDR504	Implement diversity in the workplace
BSBLDR513	Communicate with influence
BSBMGT502	Manage people performance
BSBMGT516	Facilitate continuous improvement
BSBMGT518	Develop organisation policy
BSBMGT519	Incorporate digital solutions into plans and practices
BSBMGT520	Plan and manage the flexible workforce
BSBPMG522	Undertake project work
BSBRISK501	Manage risk
BSBWHS501	Ensure a safe workplace
BSBWOR501	Manage personal work priorities and professional development

Group B

BSBADM502	Manage meetings
BSBCOM503	Develop processes for the management of breaches in compliance requirements
BSBFRA502	Manage a franchise operation
BSBHRM511	Manage expatriate staff
BSBHRM512	Develop and manage performance-management processes
BSBHRM513	Manage workforce planning
BSBINM501	Manage an information or knowledge management system
BSBINN501	Establish systems that support innovation
BSBLED501	Develop a workplace learning environment
BSBMGT521	Plan, implement and review a quality assurance program
BSBMKG507	Interpret market trends and developments
BSBMKG512	Forecast international market and business needs
BSBREL502	Build international business networks
BSBSLS501	Develop a sales plan
BSBSLS502	Lead and manage a sales team
BSBSUS501	Develop workplace policy and procedures for sustainability
BSBWRK520	Manage employee relations

*Please note that elective unit availability is subject to enrolment numbers.

087473C / BSB60215 ADVANCED DIPLOMA OF BUSINESS

About this course

This qualification is aimed at people wishing to obtain an upper level business position or wanting to expand on their Diploma qualification. This course is ideally suited to people who are seeking to develop expertise across a wider range of business functions.

Students will complete units in Advertising, Marketing, Human Resources and Management.

Career and study pathway

Students who successfully complete this course may find employment in higher business positions, such as a Program Consultant or Coordinator, Senior Executive or Administrator or continue onto further business study such as a Bachelor of Business or other University Degree Programs.

Learning Outcomes

Upon completion of this course, an Advanced Diploma of Business will be issued. Students will gain employability skills such as: problem-solving, planning and organising, initiative, self-management, learning and technology. Students may continue onto a Bachelor of Business or other University Degree Program.

Program Structure

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.



ENTRY REQUIREMENTS

INTERNATIONAL STUDENTS

The pre-requisite for entering this course is:

- IELTS score of 5.5 with no band less than 5.0 (or equivalent).
- High school certificate OR copy of highest level of qualification.
- Prior vocational experience in Business or related studies

DOMESTIC STUDENTS

The pre-requisite for entering this course is:

- High school certificate (or equivalent) OR copy of highest level of qualification
- Prior vocational experience in Business or related studies

COURSE COST AND DURATION

Please refer to our tuition page or application forms for latest course cost and duration.

<http://bc.edu.au/Tuition-Fees>

COURSE DELIVERY

Internal - Brisbane City Campus

External – Correspondence/Distance Learning (Domestic Students)

APPLY

Download our application form at our website:

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Send your application with the required documents to:
study@bc.edu.au

Units of Competency

This qualification requires students to complete 8 elective units (there are no core units). No more than 3 may be selected from any one area. The elective units must be relevant to the work outcome and local industry requirements.

Students who have already completed any Advanced Diploma of Business units may apply for Recognition of Prior Learning (RPL) towards the qualification.

Group B

BSBHRM602	Manage human resources strategic planning
BSBINM601	Manage knowledge and information
BSBINN601	Lead and manage organisational change

Group C

BSBMKG607	Manage market research
BSBMKG608	Develop organisational marketing objectives
BSBMKG609	Develop a marketing plan

Group D

BSBCON801	Establish and review the business continuity management framework and strategies
BSBFIM601	Manage finances
BSBINM601	Manage knowledge and information

089630A / BSB61015 ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT

About this course

This qualification is aimed at people wishing to obtain a leadership or management position or wanting to expand on their qualifications. This course is ideally suited to people who are seeking to develop expertise in leadership and management across a wider range of enterprise and industry contexts.

Students will be required to complete core units in Managing Finances, Managing Organisational Change, Leadership and Implementing a Business Plan. Students also have a choice of electives such as Customer Service, Human Resources, Business Innovation and Strategic Planning.

Career and study pathway

Students who successfully complete this course may find employment in leadership and management positions, such as a Team Leader, Operation Manager, Department Manager or Senior Executive or continue onto further business study such as a Bachelor of Business or other University Degree programs.

Learning Outcomes

Upon completion of this course, an Advanced Diploma of Leadership and Management will be issued. Students will gain employability skills such as: leadership, planning and organising, initiative, self-management, communication and how to effectively respond to problems. Students may continue onto a Bachelor of Business or gain employment.

Program Structure

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.



ENTRY REQUIREMENTS

INTERNATIONAL STUDENTS

The pre-requisite for entering this course is:

- IELTS score of 5.5 with no band less than 5.0 (or equivalent).
- High school certificate OR copy of highest level of qualification.
- Prior vocational experience in Business or related studies

DOMESTIC STUDENTS

The pre-requisite for entering this course is:

- High school certificate (or equivalent) OR copy of highest level of qualification
- Prior vocational experience in Business or related studies

COURSE COST AND DURATION

Please refer to our tuition page or application forms for latest course cost and duration.

<http://bc.edu.au/Tuition-Fees>

COURSE DELIVERY

Internal - Brisbane City Campus

External – Correspondence/Distance Learning (Domestic Students)

APPLY

Download our application form at our website:

<http://bc.edu.au/Enrolment/Forms->

Send your application with the required documents to:
study@bc.edu.au

Units of Competency

This qualification requires students to complete 12 units of competency. It allows for 4 specific core units, then a further 8 elective units. The elective units must be relevant to the work outcome and local industry requirements.

Core Units

BSBFIM601	Manage finances
BSBINN601	Lead and manage organisational change
BSBMGT605	Provide leadership across the organisation
BSBMGT617	Develop and implement a business plan

Electives

BSBINM601	Manage knowledge and information
BSBMGT608	Manage innovation and continuous improvement
BSBMGT622	Manage resources
BSBMKG609	Develop a marketing plan
BSBRKG601	Define recordkeeping framework
BSBRSK501	Manage risk
BSBSUS501	Develop workplace policy and procedures for sustainability
BSBWHS605	Develop, implement and maintain WHS management systems

Distance Study

Distance study mode is available for all Business and Leadership and Management courses. Distance study provides the opportunity to complete your course work externally. You can even complete the work at home or anywhere else in the world.

Distance study is *not* available for international students who are studying in Australia on a student visa.

Who is distance study for?

The distance study option is for those who are looking to study while working full time or looking for a flexible option for studying. It also gives you the opportunity to study and learn at your own pace.

Is support still available while I study?

There is still study support available for this mode of study through a designated Trainer who will respond to any questions or queries you have during your studies. Correspondence is generally through email.

How does distance study work?

There is a maximum duration set for each course where the Assessment requirements for each Unit of Competency must be submitted and marked competent within the maximum time frame to complete the course. This requires prioritising your time so that you can complete all the Units within the maximum time frame. If you need more time to complete your studies, we can look at options to extend your course end date.

What happens when I complete my course?

Once you complete the course requirements and have confirmation from the College that you have completed your course requirements, you will be sent a Course Completion Form. Once that Form has been filled out and returned to the College, you will be issued your Certificate and Academic Transcript up to 14 days from the date we finish processing your Form.

Key dates and information

2020 COURSE STARTING DATES

3 Feb 20	2 Mar 20	20 Apr 20	8 Jun 20	20 Jul 20	7 Sep 20	12 Oct 20
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2020 ACADEMIC CALENDAR

	TERM DATES	HOLIDAY
Term 1 2020	3 February 2020 – 3 April 2020	6 April 2020 – 17 April 2020
Term 2 2020	20 April 2020 – 26 June 2020	29 June 2020 – 17 July 2020
Term 3 2020	20 July 2020 – 25 September 2020	28 September 2020 – 9 October 2020
Term 4 2020	12 October 2020 – 11 December 2020	14 December 2020 – 29 January 2021

INTERNATIONAL STUDENT INFORMATION

OVERSEAS STUDENT HEALTH COVER (subject to change)

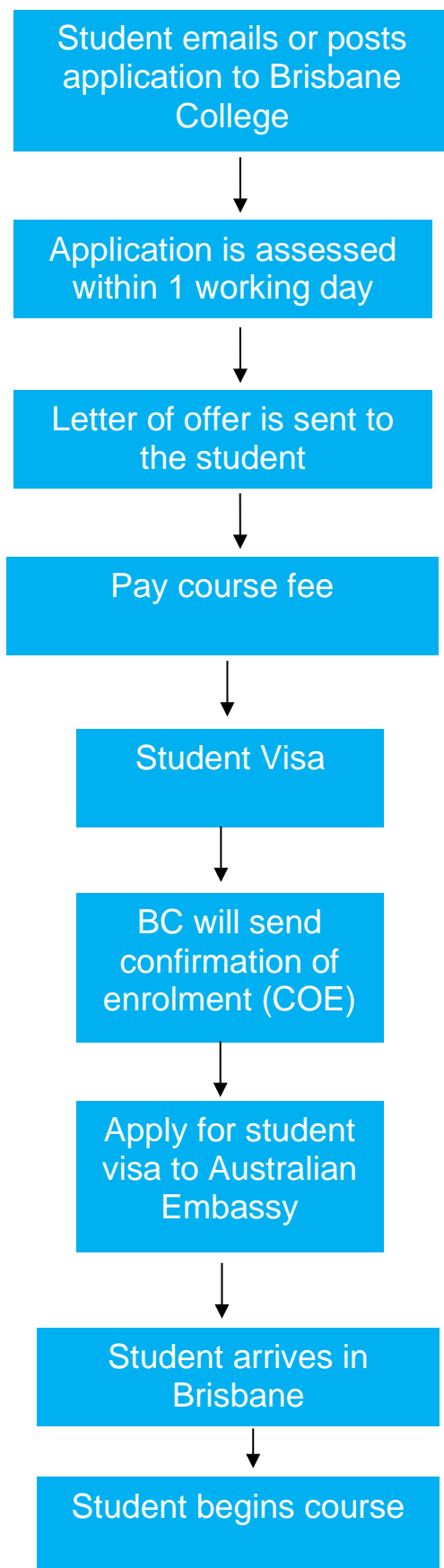
LENGTH OF POLICY	SINGLE	COUPLES	FAMILY
Up to 4 months	\$202	\$643	\$937
Up to 8 months	\$404	\$1,285	\$1,873
Up to 14 months	\$729	\$2,301	\$3,559
Up to 20 months	\$1,041	\$3,287	\$5,085

ACCOMMODATION

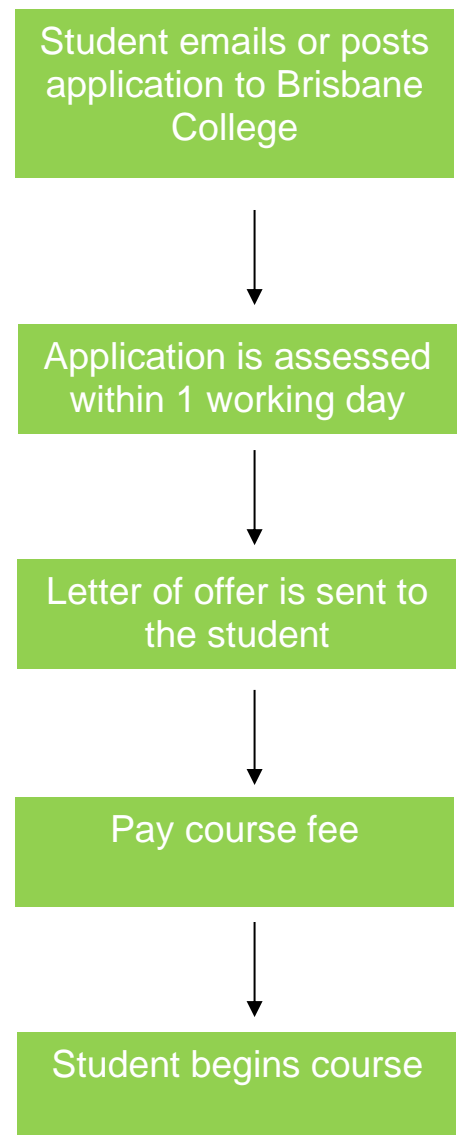
TYPE	PRICE (\$AU)	PROVIDED
Placement Fees	\$100	N/A
Homestay (4 weeks min)	\$240 p/wk	3 Meals/day & Utilities
Additional Nights	\$34 per night	3 Meals/day & Utilities

Enrolment procedure

International Students



Domestic Students



APPLICATION CHECKLIST

Prior to submitting your application form, ensure that you have all the supporting documents by completing the application checklist below.

International Students

- ☐ Application Form
- ☐ Copy of Passport
- ☐ IELTS Test Results
- ☐ Copy of High School Certificate or highest level of qualification

- ☐ Check for course prerequisites

Domestic Students

- ☐ Application Form
- ☐ Copy of Passport
- ☐ Copy of High School Certificate or highest level of qualification
- ☐ Check for course prerequisites

VISA REQUIREMENTS

BC recommends all that applicants visit the Department of Immigration and Multicultural Affairs website at: www.immi.gov.au to find out more details on visa requirements applicable to each applicant.

However, before applying to the Australian Embassy for an Australian visa, students are advised to have:

- ☐ Applied to the College
- ☐ Paid Course fees
- ☐ Obtained Electronic Confirmation of Enrolment (COE) from the College
- ☐ Health check
- ☐ Paid Overseas Student Health Cover

TERMS AND CONDITIONS OF ENROLMENT

All Students must read this document carefully before signing the student agreement.

REFUND POLICY

1. The enrolment fee is not refundable under any circumstances.
2. All requests for cancellations, transfers and refunds must be made in writing using and require the presentation of relevant supporting documentation.
3. Upon approval the application will be refunded in accordance with the ESOS regulations.
4. No refunds will be given to students who are expelled for unacceptable behaviour or non-compliance with visa conditions.
5. If, after the full payment of fees a student withdraws an application the following will apply:
A cancellation fee of the lesser of \$250 or 5% of the total tuition fees received will be deducted from the refund.
 - 5.1 If written notice is received by BC more than 28 days before the commencement of the course a cancellation fee of 30% will be deducted from the fees received.
 - 5.2 If written notice is received by BC less than 28 days before commencement, no refund will be made.
 - 5.3 No refund will be made for that portion of the tuition fee that is payable as counselling fees to the students appointed agent.
6. If the visa is refused by the Australian Authority an administration fee will be deducted and a refund of the tuition fee will be given.
7. If the course has not commenced and BC cannot deliver the course, BC will refund your full tuition fee (including your enrolment fee).
8. If the course has commenced and BC can no longer deliver the course, BC will give a full refund of the tuition fees for all course money paid.
9. Refunds are payable only to the person or organisation who entered into the agreement with the College. Refunds will not be made to third parties.
10. All bank charges incurred by Brisbane College are to be met by the student.
11. The registered provider's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
12. This agreement does not remove the right to take action under Australia's Consumer Protection Laws.
13. BC may provide student information, including enrolment details, visa-related information, academic performance and attendance records, to Australian Commonwealth and State agencies and to the managers of the ESOS Assurance Fund.
14. In the case of a student returning home any refund will only be made after the student ID card is returned and immigration notified.

GUARANTEE OF TRAINING/ASSESSMENT

Once a student has successfully enrolled and paid for an entire course, BC is under obligation to deliver the training and assessment for that entire course. In the event that BC is unable to deliver the training and assessment for that course, a refund will be given in accordance with BC's Refund Policy.

ATTENDANCE OBLIGATIONS

It is Brisbane College policy that students studying courses in Australia on a student visa are to attend 80% of all classes.

TRANSFERS

Transfer to another educational institution

1. Under Student Visa Regulations it is not possible to transfer to another education institution for the duration of any preliminary course and/or the first six months of the principal course, except where:
 - 1.1 The college has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
 - 1.2 A written letter of release has been provided by the College.
 - 1.3 A sanction has been imposed on the College's registration by the Queensland or Australian Government that prevents the student from continuing the principal course.
 - 1.4 Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
2. Requests for transfer must be made to the Administration Office in writing and be accompanied by a letter of offer from the receiving institution. Evidence of exceptional and/or extenuating circumstances is also required.
3. If approved, any money transferred will be in accordance with BC's Refund Policy.

Transfer to another course at BC

1. All applications to transfer to another course at BC should be made on the 'Request for Internal Transfer' form available at the Administration Office in consultation with the relevant teaching departments.
2. Students will be required to fill out a new application form in order to apply for the new course they wish to study.
3. Where a transfer is granted students must pay an administration fee of AU\$100 plus any additional tuition fees applicable to the new course before starting the new course.

ACCOMMODATION AND AIRPORT TRANSFER FEE REFUND POLICY

1. If the student's application for enrolment or visa is denied, a full refund is given.
2. Except for in the above instance, the Accommodation Placement and Airport transfer fees are non-refundable.
3. If at least 28 days' notice is given for cancellation of accommodation, a full refund will be given. If less than 28 days' notice is given, a cancellation equal to 2 weeks rent is incurred. After accommodation has commenced, 2 weeks' notice must be given, otherwise the above cancellation charge is incurred.
4. If the College is not notified of any change in flight details at least 48 hours before arrival, another Airport transfer fee may be incurred.

ACCOMMODATION FEES

Placement Fees:	\$100
Home-stay (at least 4 wks):	\$240 p/wk
Additional Nights:	\$35 per night

(includes all meals throughout your stay)

TERMS AND CONDITIONS OF ENROLMENT

All Students must read this document carefully before signing the student agreement.

INTERNAL & EXTERNAL COMPLAINTS AND APPEALS PROCESSES

1. Brisbane College will ensure that all complaints and appeals are handled professionally and within a reasonable amount of time in order to achieve a satisfactory outcome for all parties.
 2. Student is to discuss the problem with relevant staff and fill out BCA complaint form.
 3. If problem is not resolved via discussion, matter can be taken to academic manager.
 - 3.1 Student can be represented by a nominee if they so choose.
 4. Academic manager will assign a staff member to the responsibility of managing this issue.
 - 4.1 If the dispute concerns assessment results, the staff member, in conjunction with the assessor, reviews the initial assessment and/or identifies other assessment methods, and informs the student accordingly.
 - 4.2 If the problem is connected with other matters, the staff member will obtain more information, undertake discussions as necessary, and will reach a resolution to the issue, providing a written statement of the resolution to all parties to the dispute.
 5. If matter is still unresolved, matter can be referred to the principal administrator.
 6. If matter is still unresolved following referral to principal administrator, students are encouraged to contact the Dispute Resolution Branch, Department of Justice and Attorney-General at 363 George Street Brisbane, or call (07) 3239 6269.
 7. Students may contact the relevant government department or the national complaints hotline (National Complaints Hotline: 1800 000 674). The relevant government department has the power to suspend or cancel the registration of the Brisbane College of Australia or its courses. Students concerned about the Brisbane College of Australia can be addressed directly to officers of the relevant government department. Students may also pursue legal remedies other than this.
- Or;
- Students who wish to lodge an external appeal or complain about the decision, can contact the Overseas Students Ombudsman (Overseas Students Ombudsman: 1300 362 072). The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

SATISFACTORY COURSE PROGRESS OBLIGATIONS

1. Students are required to maintain satisfactory course progress.
2. Satisfactory course progress refers to:
 - 2.1 Timely submission of all assessment items.
 - 2.2 Compliance with the assessment and submission guidelines.
 - 2.3 Compliance with plagiarism policy.
 - 2.4 Competence in and completion of all required course units (and work placement if applicable) by the course completion date.
3. Brisbane College is obligated to report any student who does not comply with the satisfactory course progression policy.

ESOS FRAMEWORK

The ESOS Framework is the legislation in place in Australia to protect international students. You can learn about your rights as an international student through this link <https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>.

PRIVACY STATEMENT

Brisbane College of Australia is collecting this information for general student administration as well as for planning, communication, research, evaluation and marketing activities undertaken by the Brisbane College of Australia. Your personal information may be disclosed to Commonwealth and State Government Agencies, or by the Commonwealth including the TPS, or state or territory agencies in accordance with the *Privacy Act 1988*. Your personal information may be disclosed to Bupa and any other entity providing insurance to Brisbane College of Australia for health cover for overseas students. If you are under the age of 18 years your personal information, attendance details, progress and results may be disclosed to your parent/guardian. No further access to your enrolment information will be provided to any other organisation or persons without your consent or, unless authorised or required by law, in accordance with the Information Privacy Principles.



BRISBANE COLLEGE OF AUSTRALIA

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CRICOS No. 02615G

National Provider No. 31315

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