



# BRISBANE COLLEGE OF AUSTRALIA



**HOSPITALITY 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

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## ***About our Hospitality Courses***

Our Hospitality courses provide a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. It provides options for specialisation in areas such as accommodation services, food and beverage and gaming. This qualification allows graduates to work in most sectors of the hospitality industry including positions such as food and beverage attendants, receptionists, function hosts, housekeepers, wait staff and departmental or small business manager.

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

*Graduates of our Hospitality courses are equipped with a range of employability skills including discretion and good judgement of industry operations, teamwork and the ability to work independently under limited supervision. After successful completion of the Diploma course skilled operators can use their sound knowledge of industry operations and broad range of managerial skills to coordinate hospitality operations.*

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

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

# ACCELERATED HOSPITALITY 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 durations.



## About this course

This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members. This qualification is suitable for an Australian Apprenticeship pathway.

Students will be required to complete 7 core units and 8 elective units. The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

## Career and study pathway

Students who successfully complete this course may find employment in restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. Possible job titles include espresso coffee machine operator, food and beverage attendant, front desk receptionist, function attendant, function host, gaming attendant, housekeeper, restaurant host or waiter.

## Learning Outcomes

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

There are no pre-requisites for entering this course as a domestic student

### 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 15 units of competency. It allows for 7 core units, then a further 8 elective units. 1 unit must be chosen from Group A, 5 units from Group B and 2 units from Group B, Group C, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course. The elective units must be relevant to the work outcome and local industry requirements.

Students who have already completed any Certificate III in Hospitality units may apply for Recognition of Prior Learning towards the qualification.

## Core Units

BSBWOR203B	Work effectively with others
SITHIND201	Source and use information on the hospitality industry
SITHIND301	Work effectively in hospitality service
SITXCCS303	Provide service to customers
SITXCOM201	Show social and cultural sensitivity
SITXHRM301	Coach others in job skills
SITXWHS101	Participate in safe work practices

## Elective Units

### Group A

SITHIND101	Use hygienic practices for hospitality service
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### Group B

#### Accommodation Services

SITHACS202	Prepare rooms for guests
SITHACS203	Launder linen and guest clothes
SITHACS301	Provide valet service
SITHACS302	Conduct night audit
SITHACS303	Provide accommodation reception services

#### Client and Customer Service

SITXCCS201	Provide visitor information
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### Group C

#### Computer Operations and ICT Management

BSBITU306A	Design and produce business documents
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# 091015F / SIT50416 DIPLOMA OF HOSPITALITY MANAGEMENT

## About this course

This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of managerial skills to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification is suitable for an Australian Apprenticeship pathway.

## Career and study pathway

Upon successful completion of this course students may gain employment in any sector of the hospitality industry as a departmental or small business manager.

Possible job titles include banquet or function manager, chef de cuisine, chef patisserie, executive housekeeper, front office manager, gaming manager, kitchen manager, motel manager, restaurant manager, sous chef or unit manager.

## Learning Outcomes

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

### COURSE DELIVERY

Internal - Brisbane City Campus

External – Correspondence/Distance Learning (Domestic Students)

### APPLY

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<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 28 units of competency. It allows for 13 core units and 15 elective units: 1 unit from Group A, 1 unit from Group B, 8 units from Group C and 5 units from Group C, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course.

Students who have already completed any Diploma of Hospitality units may apply for Recognition of Prior Learning towards the qualification.

## Core Units

BSBDIV501	Manage diversity in the workplace
BSBMGT517	Manage operational plan
SITXCCS007	Enhance the customer service experience
SITXCCS008	Develop and manage quality customer service experiences
SITXCOM005	Manage conflict
SITXFIN003	Manage finances within a budget
SITXFIN004	Prepare and monitor budgets
SITXGLC001	Research and comply with regulatory requirements
SITXHRM002	Roster staff
SITXHRM003	Lead and manage people
SITXMGT001	Monitor work operations
SITXMGT002	Establish and conduct business relationships
SITXWHS003	Implement and monitor work health and safety practices

## Elective Units

### Group A

SITHIND001	Use hygienic practices for hospitality service
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### Group B

SITHIND004	Work effectively in hospitality service
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### Group C

#### **Accommodation Services**

SITHACS001	Clean premises and equipment
SITHACS002	Provide housekeeping services to guests
SITHACS003	Prepare rooms for guests
SITHACS004	Launder linen and guest clothes
SITHACS005	Provide porter services
SITHACS006	Provide valet service
SITHACS007	Conduct night audit
SITHACS008	Provide accommodation reception services

#### **Client and Customer Service, Crisis Management**

SITXCCS004	Provide lost and found services
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#### **Computer Operations and ICT Management**

BSBITU301	Create and use databases
BSBITU306	Design and produce business documents
BSBITU402	Develop and use complex spreadsheets

#### **Finance**

BSBFIA401	Prepare financial reports
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# 092165F / SIT60316 ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT

## About this course

This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions.

## Career and study pathway

This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafes, and coffee shops. This qualification allows for multi-skilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

Possible job titles include area manager or operations manager, café owner or manager, club secretary or manager, executive chef, executive housekeeper, executive sous chef, food and beverage manager, head chef, motel owner or manager or a rooms division manager.

## Learning Outcomes

Upon completion of this course, an Advanced Diploma of Hospitality Management will be issued. Students will gain a wide variety of knowledge in hospitality and management. This qualification allows for multi-skilling and for specialisation in accommodation services, cookery, food and beverage and game.

## 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 Hospitality 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 Hospitality or related studies

### 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](mailto:study@bc.edu.au)

## Units of Competency

This qualification requires students to complete 33 units of competency. It allows for 16 core units and 17 elective units to be selected from any of the units listed below: 1 unit from Group A, 1 unit from Group B, 9 units from Group C and 6 units from Group C, or elsewhere in SIT12 Training Package, or any other current Training Package or accredited course. The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Students who have already completed any eligible units may apply for Recognition of Prior Learning towards the qualification.

### Core Units

BSBDIV501	Manage diversity in the workplace
BSBFIM601	Manage finances
BSBMGT517	Manage operational plan
BSBMGT617	Develop and implement a business plan
SITXCCS008	Develop and manage quality customer service practices
SITXFIN003	Manage finances within a budget
SITXFIN004	Prepare and monitor budgets
SITXFIN005	Manage physical assets
SITXGLC001	Research and comply with regulatory requirements
SITXHRM003	Lead and manage people
SITXHRM004	Recruit, select and induct staff
SITXHRM006	Monitor staff performance
SITXMGT001	Monitor work operations
SITXMGT002	Establish and conduct business relationships
SITXMPR007	Develop and implement marketing strategies
SITXWHS004	Establish and maintain a work health and safety system

### Elective Units *(continues over page)*

#### Group A

SITHIND001	Use hygienic practices for hospitality service
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#### Group B

SITHIND004	Work effectively in hospitality service
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#### Group C

##### **Accommodation Services – Front Office, Housekeeping and Porting**

CPPCLO2001A	Maintain hard floor surfaces
SITHACS002	Provide housekeeping services to guests
SITHACS003	Prepare rooms for guests
SITHACS007	Conduct night audit
SITTTSL005	Sell tourism products and services

##### **Administration**

BSBADM502	Manage meetings
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##### **Events**

SITEEVT005	Plan in-house events or functions
SITEEVT008	Manage event staging components
SITEEVT010	Manage on-site event operations
SITEEVT011	Research event trends and practice

## **Management and Leadership**

BSBR501 Manage risk

## **Planning and Product Development**

SITTPPD005 Develop host community awareness of tourism

SITTPPD010 Develop culturally appropriate tourism operations

## **Work Health and Safety**

SITXWHS002 Identify hazards, assess and control safety risks

## **Working in Industry**

SITHIND002 Source and use information on the hospitality industry

# Distance Study

Distance study mode is available for all the Hospitality Courses. Distance study is done by completing 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 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

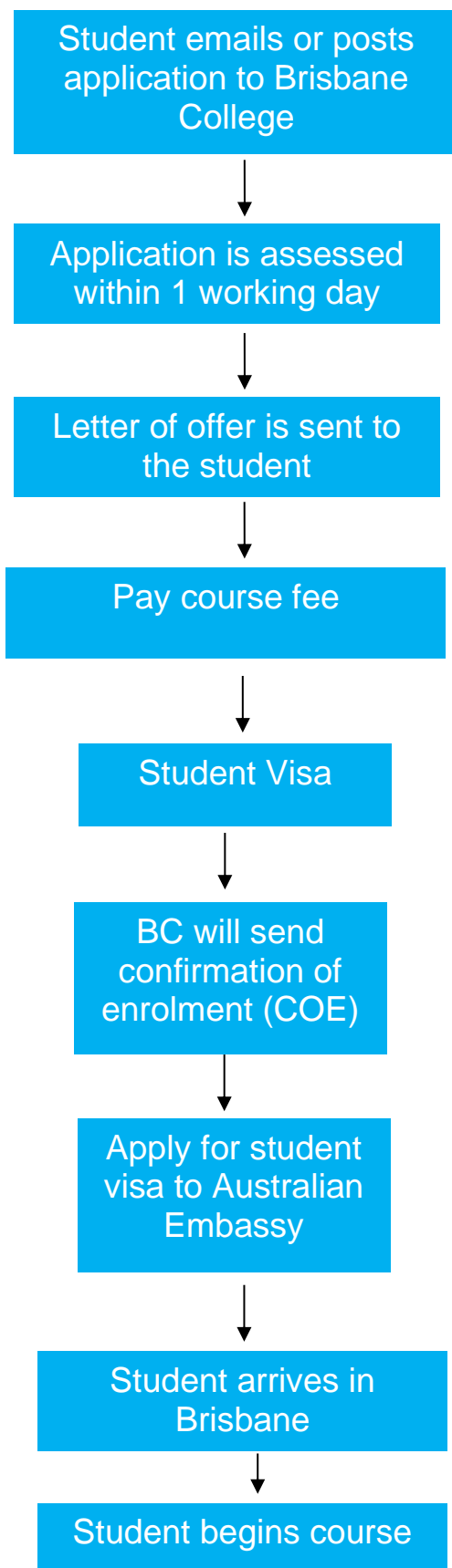
## ACCOMMODATION

TYPE	PRICE (\$AU)	PROVIDED
Placement Fees	\$100	N/A
Homestay (4 weeks min)	\$240-250 p/wk	3 Meals/day & Utilities
Additional Nights	\$35 per night	3 Meals/day & Utilities

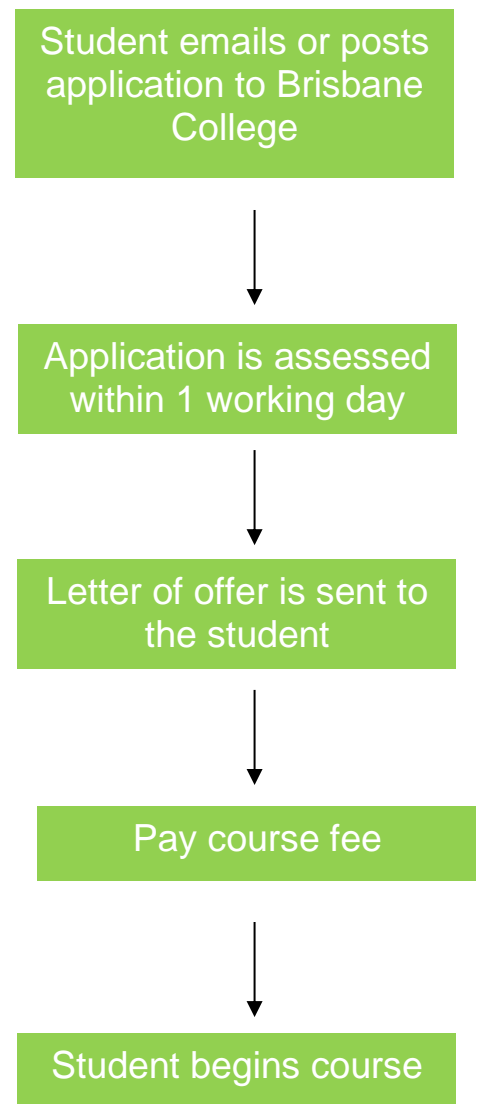


# Enrolment procedure

## 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](http://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
- Paid Overseas Student Health Cover
- Obtained Electronic Confirmation of Enrolment (COE) from the College
- Health check
- Apply for Visa

# 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 \$500 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)*

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**

**Brisbane Campus** 160 Edward St, Brisbane QLD 4000

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CRICOS No. 02615G

National Provider No. 31315

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