



# BRISBANE COLLEGE OF AUSTRALIA



## BUSINESS COURSES

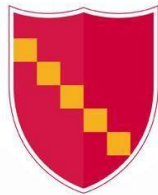
### 2021 COURSE INFORMATION

# 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 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.

# BSB40120 CERTIFICATE IV IN BUSINESS

## About this course

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities.

Individuals in these roles carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills. They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

## Career and study pathway

Students who successfully complete this course may find employment as a Personal Assistant, Office Administrator, Sustainability Manager, Sales Assistant, Sustainability Officer, Trade Coordinator, Exporter, Importer, Assistant Records Manager, Analyst, Customer service assistant, Administrator.

Students may also wish to continue further business study such as Diploma of Business, Diploma of Leadership and Management 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 12 units of competency. There are 6 core units and six elective units.

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).

## Core Units

BSBCRT411	Apply critical thinking to work practices
BSBTEC404	Use digital technologies to collaborate in a work environment
BSBTWK401	Build and maintain business relationships
BSBWHS411	Implement and monitor WHS policies, procedures and programs
BSBWRT411	Write complex documents
BSBXCM401	Apply communication strategies in the workplace

## Elective Units

BSBPEF402	Develop personal work priorities
BSBPEF502	Develop and use emotional intelligence
BSBCMM411	Make presentations
BSBPEF501	Manage personal and professional development

Choose from one of the following:

BSBFIN401	Report on financial activity
FNSTPB402	Establish and maintain payroll systems

\*Elective units may be subject to change

# BSB50120 DIPLOMA OF BUSINESS

## About this course

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have frontline management accountabilities. Individuals in these roles carry out moderately complex tasks in a specialist field of expertise that requires business operations skills. They may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.

It is also suitable for students wanting to build on their previous Certificate IV qualification. Students will gain an extensive depth of understanding across a broad range of business areas.

## Career and study pathway

Types of roles students may want to pursue after completing the course include Executive Officer, Business Development Manager, Project Consultant, Compliance Manager (Local Government), Office Manager, Business Sales Team Leader, Administrator, Corporate Services Manager, Administration Manager (Local Government), Evaluation, Records Management Coordinator, Team Leader, Procurement Officer, Unit Leader, Project Coordinator, Administration Manager, Customer Service Manager, Procurement and Contract Manager, Records Manager, Environmental Compliance Officer (Local Government).

Students may also use this qualification to gain credit towards a 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>

### 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 5 core units and 7 elective units.

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

### Core units

BSBCRT511	Develop critical thinking in others
BSBFIN501	Manage budgets and financial plans
BSBOPS501	Manage business resources
BSBSUS511	Develop workplace policies and procedures for sustainability
BSBXCM501	Lead communication in the workplace

### Elective units

BSBPRC505	Manage ethical procurement strategy
BSBOPS503	Manage business risk
BSBOPS601	Develop and implement business systems
BSBHRM529	Coordinate separation and termination processes
BSBLDR522	Manage people performance
BSBHRM521	Facilitate performance development processes
BSBLDR601	Lead and manage organisational change

\*Elective units may be subject to change

# BSB50420 DIPLOMA OF LEADERSHIP AND MANAGEMENT

## About this course

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

## Career and study pathway

Upon successful completion of this course students may gain employment as a Transport Manager, Distribution Centre Manager, Information Services Manager, Manager, Corporate Services Manager, Public Sector Manager, Senior Manager (Public Sector), Office Manager, Legal Practice Manager, Operations Manager, Warehouse Manager, Business Development Manager, Production Manager, Business Manager.

Students may also choose to build on this qualification with the Advanced Diploma of Leadership and Management or use this qualification to gain credit towards a 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.

<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

Students must complete 12 units in total which include 6 core units and 6 elective units.

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

BSBCMM511	Communicate with influence
BSBCRT511	Develop critical thinking in others
BSBLDR523	Lead and manage effective workplace relationships
BSBOPS502	Manage business operational plans
BSBPEF502	Develop and use emotional intelligence
BSBTWK502	Manage team effectiveness

### Elective Units

BSBLDR522	Manage People Performance
BSBOPS504	Manage business risk
BSBPEF501	Manage personal and professional development
BSBSUS511	Develop workplace policies and procedure for sustainability
BSBTWK503	Manage Meetings
BSBXCM501	Lead communication in the workplace

# BSB60120 ADVANCED DIPLOMA OF BUSINESS

## About this course

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have general management accountabilities.

Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis, and will often contribute to setting the strategic direction for a work area.

The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions).

## Career and study pathway

Students who successfully complete this course may find employment in roles such as Quarry Business Manager, Business Analyst, Senior Executive, Business Development Director, Administrator.

Students may also gain credit to 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.

## 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 10 units in total including 5 core units and 5 elective units.

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

### Core units

BSBCRT611	Apply critical thinking for complex problem solving
BSBFIN601	Manage organisational finances
BSBOPS601	Develop and implement business plans
BSBSUS601	Lead corporate social responsibility
BSBTEC601	Review organisational digital strategy

### Elective units

BSBINS601	Manage Knowledge and information
BSBLDR601	Lead and Manage Organisational Change

Choose 3 electives from the following list:

BSBSTR601	Manage innovation and continuous improvements
BSBLDR602	Provide Leadership across the organisation
BSBOPS504	Manage business risk
BSBOPS505	Manage organisational customer service
BSBPEF501	Manage personal and professional development
BSBSUS511	Develop workplace policies and procedures for sustainability

# BSB6020 ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT

## About this course

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

## Career and study pathway

Students who successfully complete this course may find employment as a Managing Director, Manager, Department Manager, Chief Executive Officer, Quarry Business Manager, Area Manager, Business Analyst, Business Development Director, Senior Executive, Executive Director.

Students may also gain credit towards studying 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 a total of 10 units of competency including 5 core units and 5 elective units.

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

### Core Units

BSBCRT611	Apply critical thinking for complex problem solving
BSBLDR601	Lead and manage organisational change
BSBLDR602	Provide leadership across the organisation
BSBOPS601	Develop and implement business plans
BSBSTR601	Manage innovation and continuous improvement

### Electives

BSBCMM511	Communicate with influence
BSBHRM613	Contribute to the development of learning and development strategies
BSBHRM614	Contribute to strategic workforce planning

Choose 2 electives from the following list

BSBPEF501	Manage personal and professional development
BSBPMG633	Provide leadership for the program
BSBSTR602	Develop organisational strategies
BSBXCM501	Lead communication in the workplace

# 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

## 2021 COURSE STARTING DATES

18 Jan 21	1 Feb 21	1 Mar 21	12 Apr 21	7 Jun 21	12 Jul 21	6 Sep 21	5 Oct 21
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## 2021 ACADEMIC CALENDAR

	TERM DATES	HOLIDAY
Term 1 2021	18 January 2021 – 26 March 2021	29 March 2021 – 9 April 2021
Term 2 2021	12 April 2021 – 18 June 2021	21 June 2021 – 9 July 2021
Term 3 2021	12 June 2021 – 17 September 2021	20 September 2021 – 1 October 2021
Term 4 2021	5 October 2021 – 10 December 2021	13 December 2021 – 29 January 2022

## INTERNATIONAL STUDENT INFORMATION

### OVERSEAS STUDENT HEALTH COVER (subject to change)

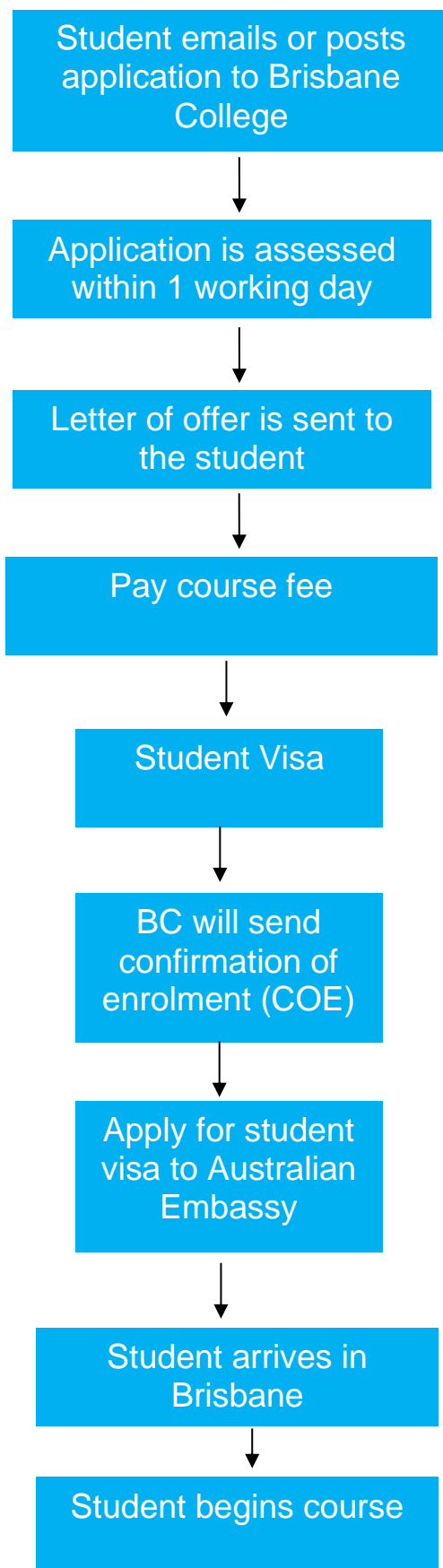
LENGTH OF POLICY	SINGLE	COUPLES	FAMILY
Up to 4 months	\$202	\$643	\$937
Up to 8 months	\$404	\$1,285	\$1,873
Up to 14 months	\$729	\$2,301	\$3,559
Up to 20 months	\$1,041	\$3,287	\$5,085

## ACCOMMODATION

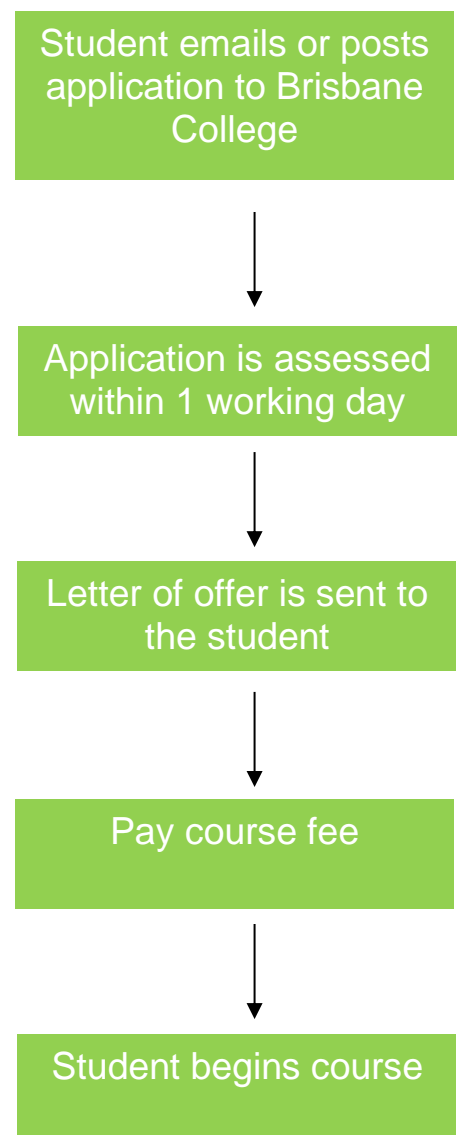
TYPE	PRICE (\$AU)	PROVIDED
Placement Fees	\$100	N/A
Homestay (4 weeks min)	\$240 p/wk	3 Meals/day & Utilities
Additional Nights	\$34 per night	3 Meals/day & Utilities

# 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](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
- 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 \$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)*

# 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**

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

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CRICOS No. 02615G

National Provider No. 31315

[www.bc.edu.au](http://www.bc.edu.au)