



## STUDENT HANDBOOK

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**RTO #: 45014 CRICOS Code: 03774G**

**ABN: 35 609 153 586**

**Diljit Singh Buttar, CEO Mobile: 0450 077 982**





***From the CEO***

Welcome to Bella College Australia,

I would like to extend a warm welcome and thank you for choosing Bella College Australia. Our College name translates to ***"beautiful"*** in Italian, French, and Spanish. We are a Queensland based registered training organisation in Australia catering to delivering Business Management courses that will assist you in your future endeavours.

We offer training in Business Services Training Packages. We are a privately owned, independent training company aiming to provide quality training for these specific fields.

All Bella College staff are highly experienced, qualified and continuously engage in further professional development.

Please feel free to refer to us as ***Bella College***, as we partner with you on your educational journey. And we will do our very best to make sure your journey is a beautiful one.

Regards

Diljit Singh Buttar  
CEO





## Using this Handbook

This handbook is to be issued to all those students who are considering enrolling at Bella College.

## HISTORY

Bella College takes pride in the quality of courses and services delivered. Bella College works within the VET Quality Framework which has brought about major changes in the vocational pathways we are able to offer to our clients.

We are registered by the ASQA- Australia Skills Quality Authority to deliver the following course, qualifications to students:

- 1) BSB51918 DIPLOMA OF LEADERSHIP AND MANAGEMENT
- 2) BSB61015 ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT

## RTO Location

Davies Institute Pty Ltd. T/A Bella College Australia (\*hereafter referred to as 'Bella College' or 'BCA')

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RTO ID: 45014

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### KEY CONTACTS

CEO

Diljit Singh Buttar

### ABBREVIATIONS USED IN THIS HANDBOOK

#### ASQA

Australian Skills Quality Authority



## SECTION I: Before you arrive

### 1. About Australia

Students who want to study in an English speaking country have several choices, including Australia, New Zealand, the UK, USA and Canada. However, many students choose Australia because of our quality education system which is recognised worldwide, our low cost of living and high living standards, and our closeness to Asia. Our educational system is regulated by the government to ensure that all institutions consistently maintain quality standards. Also, institutions that enrol international students must comply with additional requirements, to ensure that the students are accurately informed about their course of study, and that their financial investment is protected.

Australia consists of six states, two major mainland territories, and other minor territories. The states are New South Wales, Queensland, South Australia, Tasmania, Victoria and Western Australia. The two major mainland territories are the Northern Territory and the Australian Capital Territory.

State/ Territory	Capital City	Total Population	International Student Population	Size (sqm)	Official Government Website
Australian Capital Territory	Canberra	382,000	12,441	2,400	<a href="http://www.act.gov.au">www.act.gov.au</a>
New South Wales	Sydney	7.4 million	219,000	802,000	<a href="http://www.nsw.gov.au">www.nsw.gov.au</a>
Victoria	Melbourne	5.7 million	175,886	228,000	<a href="http://www.vic.gov.au">www.vic.gov.au</a>
Queensland	Brisbane	4.6 million	97,924	1,727,000	<a href="http://www.qld.gov.au">www.qld.gov.au</a>
South Australia	Adelaide	1.7 million	50,726	894,277	<a href="http://www.sa.gov.au">www.sa.gov.au</a>
Western Australia	Perth	2.5 million	46,156	2,525,500	<a href="http://www.wa.gov.au">www.wa.gov.au</a>
Northern Territory	Darwin	241,000	1,895	1,350,000	<a href="http://www.nt.gov.au">www.nt.gov.au</a>
Tasmania	Hobart	513,000	4,570	67,800	<a href="http://www.tas.gov.au">www.tas.gov.au</a>

You can find detailed information about Australia at the official Australian government website:

<http://www.dfat.gov.au/about-australia/Pages/about-australia.aspx>

Please refer to the following websites to get general information about living in Australia

- **Living costs in Australia:** Refer to <http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>
- **Health and safety in Australia:** Refer to <http://www.studyinaustralia.gov.au/global/live-in-australia/health-and-safety>
- **Working in Australia as an international student:** Refer to <http://www.studyinaustralia.gov.au/global/live-in-australia/working>
- **Transport information:** Refer to <http://www.studyinaustralia.gov.au/global/live-in-australia/transport>



## 2. Queensland- the Smart State

Queensland is one of the largest states in Australia, by population and size. It has an idyllic sub-tropical climate, with warm summers and mild winters. The population and economy are growing strongly, as large numbers of people from overseas, as well as other Australian states such as New South Wales and Victoria, move to the 'Sunshine State', also referred to as the 'Smart State' for the better weather and lifestyle, and relatively lower cost of living.

## 3. Brisbane- Australia's new world city

**Brisbane is the capital city of Queensland**, with over one million residents. The city is built around the Brisbane River, which provides a scenic backdrop for markets, restaurants, and many entertainment activities. There are a wide range of attractions which are free for all to enjoy, including Southbank parklands (featuring a man-made beach in the centre of the city!), a large museum and contemporary art gallery. Brisbane is less than one hour from some of the best beaches in the world on the Sunshine Coast (Noosa, Mooloolaba) and the Gold Coast (Surfers Paradise, Broadbeach). Well known theme parks, including Dreamworld, Seaworld and Movieworld, are all located close to Brisbane.

**Brisbane is located in Southern Queensland**, about half-way up Australia's east coast. This central location makes Brisbane a great base from which to explore the many tourist attractions located throughout Queensland and Australia, including the Great Barrier Reef and Daintree Rainforest to the north, the Australian Outback to the west, and Byron Bay and Sydney to the South. Studying in Brisbane gives students an excellent opportunity to see much of our great country.

**Brisbane is a very safe city**, home to thousands of international students. Accommodation is affordable by Australian and many international standards, with a range of options available. The public transport system includes electric train and extensive bus networks, and taxi cabs are readily available.

**Brisbane is a multicultural and cosmopolitan city.** Brisbane's 'China Town' is located close to the city, and throughout the Brisbane area there are many restaurants specialising in foods from different countries, so students can get a taste of home as well as experiencing Australian cuisine.

- For more information on **Brisbane**, refer to: <http://www.visitbrisbane.com.au>

## 4. Australian people and lifestyle

Australians are generally friendly, easy-going people who work hard during the week and enjoy a relaxed laid-back lifestyle during the weekend. Australian people enjoy outdoor activities, such as sport, beach activities, backyard barbecues and family picnics. Young people like spending time with their friends. Going for sporting events, music festivals, concerts, live performances, night clubs and restaurants are quite common forms of socialising.

## 5. About BCA location

Bella College Australia is located in the central business district (CBD), in the heart of inner city, Brisbane. The location is ideal, as students have easy access to public transport, restaurants, cafes and places of interest right outside the door of the building.





## 6. About BCA facilities

The college building has been newly appointed. It is a very modern, well-appointed, well-lit site suitable for an inner city training college. The rooms are air-conditioned and there is an electronic security system in place. There are wide corridors and exits allowing student traffic to flow through easily.

The College has spacious training rooms, a counselling room and a large computer room with over 24 computers. All the training rooms have spacious seating arrangements (desks and comfortable cushioned chairs) and whiteboards. Projectors and lap tops are available for use in the classrooms as required.

There are both male and female toilets on site, and a separate disability toilet.

There is a kitchen facility with a fridge, toaster and microwave.

Students have free wireless facility available to them. Printing, scanning facilities are available, at cost. Additionally, the College computer lab is available for use during non-teaching times. The kitchen and student lounge area is available, with free Internet access.

## 7. About the BCA enrolment process

You can apply to BCA directly or through one of our registered agents. The list of our registered agents is available on our website.

In order to apply for a course place at BCA, you need to follow the steps below:

Student application	<p>All international students need to apply to BCA using the prescribed 'Enrolment Form'. Students should attach the following documents:</p> <ul style="list-style-type: none"> <li>○ Completed Enrolment Form <u>signed</u> by the student</li> <li>○ Certified copy of any international English test results (e.g IELTS/ TOEFL/PTE); OR statement from educational institution or similar evidence that confirms that English was the language of instruction; OR official results/certificate from an Australian education institution where the student has completed previous study</li> <li>○ Copy of passport</li> </ul>
Eligibility and minimum entry criteria	<p>All applications from international students will be assessed against the following criteria:</p> <ol style="list-style-type: none"> <li>1. <u>Age</u>: Must be over 17. BCA does not accept students under 17 years of age</li> <li>2. <u>English language requirements</u> <ul style="list-style-type: none"> <li>○ Entry to Diploma and above: IELTS 5.5: OR</li> <li>○ Entry into any level if the student has undertaken prior study in an educational institution where English was the</li> </ul> </li> </ol>



	<p>medium of instruction: OR</p> <ul style="list-style-type: none"> <li>Entry into any level if the student has <u>successfully</u> completed at least 6 months of study in an Australian educational institution</li> </ul> <p>3. <u>Academic requirements</u></p> <ul style="list-style-type: none"> <li>Entry to Diploma and above: Year 12 or equivalent, or above</li> <li>Entry to Certificate III : Year 11 or equivalent, or above</li> </ul>
<p><b>Step 2:</b> BCA staff assess the Student's Application</p>	<p>2. BCA staff will check whether the following supporting documents have been provided:</p> <ul style="list-style-type: none"> <li>Completed Enrolment Form <u>signed</u> by the student</li> <li>Certified copy of any international English test results (e.g IELTS/ TOEFL/PTE); OR statement from educational institution or similar evidence that confirms that English was the language of instruction; OR official results/certificate from an Australian education institution where the student has completed previous study</li> <li>Copy of passport</li> </ul> <p>3. If all the documents have been provided, the student's completed Enrolment Form is assessed by trained BCA staff who makes a judgment about whether:</p> <ul style="list-style-type: none"> <li>The prospective Student meets the course eligibility requirements, as per the criteria stated above; AND</li> <li>The training program is appropriate for the applicant's needs, taking into account their existing skills and competencies</li> </ul>
<p><b>Step 3:</b> BCA staff issue an Offer letter to successful applicants</p> <p>OR</p> <p>a letter to unsuccessful applicants</p>	<ul style="list-style-type: none"> <li>BCA staff will issue an 'Offer of a Course Place and written agreement' to <u>successful</u> applicants</li> </ul> <p>The Offer will include the following information:</p> <p>1. <i>Amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of</i></p>

	<p>BCA);</p> <ol style="list-style-type: none"> <li>Processes for claiming a refund;</li> <li>A plain English explanation of what happens in the event of a course not being delivered; and</li> <li>A statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws"</li> </ol>
<p><b>Step 4:</b> Student must sign acceptance of offer and written agreement; and pay course fees</p>	<ul style="list-style-type: none"> <li>The student must accept the offer by signing the 'Offer of a course place and written agreement' <b>prior to or at the same time</b> as making the required payment for the course</li> </ul>
<p><b>Step 5:</b> BCA to issue an electronic 'Confirmation of Enrolment' (eCOE) through PRISMS</p>	<ol style="list-style-type: none"> <li>After the student has signed the acceptance and paid the required fees, BCA will issue an electronic 'Confirmation of Enrolment' (eCOE) through the Provider Registration and International Student Management System (PRISMS)</li> <li>BCA will email a copy of the eCOE to the student or his/her nominated agent and instruct the student/agent to advise BCA once the student visa application has been granted.</li> </ol> <p><i>[Note: The eCOE is a key document that the student requires to lodge their student visa application]</i></p>
<p><b>Step 6:</b> Student to use eCOE to lodge student visa application</p>	<ol style="list-style-type: none"> <li>The student or his nominated agent can apply for a student visa after obtaining the eCOE</li> <li>The student/agent should notify BCA once their student visa has been granted</li> <li>The student should make travel arrangements in order to arrive in Australia a few days before the course start date</li> <li>If the student wants help with airport reception or homestay accommodation, they should have ticked the relevant service required in the original 'Enrolment Form'. If either of these services have been requested, BCA will make the required arrangements and provide the details to the student prior to arrival in Australia</li> </ol>

## 8. Understanding your student visa conditions





The following information relates to the mandatory conditions of your student visa. For the most up to date information, please refer to: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

There are other discretionary conditions that may apply to your student visa. Please refer to the Immigration website for details: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

## 9. Bringing your family to Australia

Yes, you can bring your family to Australia on a student visa. Please read the following information from the Department of Home Affairs website carefully:

Most student visas allow you to bring your family members to Australia as your dependants if you are:

1. eligible for streamlined visa processing
2. assessment level 1 or 2 **or**
3. assessment level 3 or 4 and your course is longer than 12 months. If the duration of your course is less than 52 weeks, your family members are eligible to accompany you to Australia provided that:
  - your nominated course (if you are applying for another student visa) or your current course (if you are a student visa holder) is the same course as, or a continuation of, the course that was associated with your previous student visa and the total duration of the course or courses as registered on CRICOS is 52 weeks or more, or
  - you have been in Australia lawfully for 12 months or more.
4. Your assessment level is determined by your course of study and your nationality.

### Eligible family members

5. Eligible family members include your partner and you and your partner's dependent children.

### How can your family members come to Australia?

Your family members can apply to come with you to Australia in the following ways:

- They can apply to join you in Australia as your dependants. Click here to see- How to apply for dependent family members to join you.
- They can apply for a Student Guardian visa (subclass 580).
- If they plan to study in Australia, they can apply for a student visa in their own right.

For the most up-to-date information, please refer to the Department of Home Affairs website.

Please note that if you bring dependent school-age children to Australia, you will need to cover their school fees. It is compulsory for school age children to attend school in Australia. You need to contact the Education Department to obtain information on school fees and enrolment procedures

## 10. Working in Australia

People granted student visas receive permission to work with their visa grant. This applies to both the primary student and any family members travelling with them on their student visa. As a result, most student visa holders will no longer need to apply separately in Australia for permission to work.



Also, you will need to obtain a Tax File Number (TFN) to work in Australia. You can obtain a TFN through the Australian Tax Office. You will need to contact them about their requirements and processes.

See: [Australia Tax Office website \(www.ato.gov.au\)](http://www.ato.gov.au)

While your student visa allows you to work 40 hours per fortnight, please understand that it is not easy to find work in Australia. You cannot depend on your income in Australia to pay for your fees or living expenses. BCA does not take responsibility for finding work for students. Your ability to find work depends on your English proficiency, qualifications, previous work experience, skills, contacts, a positive, friendly attitude and some good luck.

A number of international students work on a casual basis in the following types of jobs:

- Taxi drivers
- Wait-staff at restaurants
- Check-out counters at retail shops
- Farm work
- General office administration
- Cleaners

Some international students may find work in their own professional area of expertise or experience, however it may take time to find your preferred job

## 11. Australian currency

The Australian Dollar is the currency of Australia. The currency code for Dollars is AUD, and the currency symbol is \$.

You can use the following link to find out the currency conversion rate: <http://www.xe.com/currencyconverter/>

## 12. How much money will you need?

It is important for you to have a realistic understanding of how much money you will need to live and study in Australia. We have provided you with the following information from the official Study in Australia government website. (For updates, please refer to: <http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>)

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars.)

### Accommodation

- Hostels and Guesthouses - \$80 to \$135 per week
- Shared Rental - \$70 to \$250 per week
- On campus (if applicable)- \$80 to \$250 per week
- Homestay - \$110 to \$270 per week
- Rental - \$100 to \$400 per week
- Boarding schools (if applicable) - \$10,000 to \$20,000 a year

### Other living expenses

- Groceries and eating out - \$80 to \$200 per week
- Gas, electricity - \$60 to \$100 per week
- Phone and Internet - \$20 to \$50 per week
- Public transport - \$10 to \$50 per week
- Car (after purchase) - \$150 to \$250 per week
- Entertainment - \$50 to \$100 per week



### Minimum cost of living

The Department of Home Affairs and Border Protection has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

- You - \$19,830
- Your partner - \$6,940
- Your child - \$2,970

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>

## 13. Accommodation options

Most international students over the age of 18 live independently in shared or private rental accommodation. Some international students opt to live in homestay accommodation, while others may have the option to live with friends and family. The information below will help you to make a decision about your choice of accommodation.

### 1. Homestay accommodation

You can request BCA to help you with finding a suitable homestay accommodation for you. In order to access homestay through BCA, you will be required to complete a 'Homestay Application Form'. BCA uses an external service provider to make homestay arrangements for you. Usually, you will be required to pay up to six months homestay rent in advance, unless your stay is shorter than six months. You will also be required to pay a 'Homestay Placement Fee' and a 'Homestay Bond' that is refundable unless you have any fee/ penalty owing to the homestay family.

**We have sourced an independent homestay agency that can help to organise homestay for you.**

If you want to live in homestay accommodation, we can put you in contact with this agency that provides homestay. **The following information is provided by the independent agency.**

Families live in various locations. You will be provided with:

- a single, furnished, private bedroom with study facilities
- breakfast and dinner during the week and breakfast, lunch and dinner on the weekends

Conditions	Information
Rates	Short or long term (minimum two weeks):  2018- A\$300+ per week (subject to change)  Please note that a non-refundable, up-front minimum payment of two weeks rent is required.
Booking method	Bookings can be made through BCA. A placement fee of A\$350 applies.
Extra costs (not usually included in weekly rent)	<ul style="list-style-type: none"> <li>• telephone calls</li> </ul>

Conditions	Information
	<ul style="list-style-type: none"> <li>• lunch from Monday to Friday</li> <li>• transport to and from the college</li> <li>• personal toiletries</li> <li>• Internet access (however this is free on the BCA campus)</li> </ul>
Extensions to homestay	If you wish to extend your homestay beyond the initial booking period, you may do so by contacting the Reception at BCA. Advance payment of all subsequent bookings is required in full. Under no circumstances can students negotiate directly or pay homestay families directly, if the homestay has been provided through the BCA homestay service program
Notice of leaving	Two weeks' notice, or two weeks rent in lieu of notice, is required after the initial two-week minimum stay.

Please note: all prices are in Australian dollars and are indicative only and are subject to change

If you are planning to live with an Australian homestay family, the following information (source: unknown) will be useful for you:

#### **Homestay and cultural differences**

*The way Australian families live may be different from the way you live in your home country.*

*When you live in homestay with an Australian family you are usually considered part of the family. The Australian families that take international students for homestay are generally considerate, kind people who try to understand the cultural differences between themselves and their international students. You, also, need to try to understand these differences so that your homestay is a good experience for you.*

#### **Australian families are not all the same**

*Australian families, like families everywhere, differ from each other in many ways. This is especially so because Australia is a multi-cultural country. It has been settled by people from all over the world, including Europe and Asia. There is freedom of religion in Australia and people practice many different religions (for example, Christianity, Buddhism, Islam, Hinduism, Judaism).*

*In general, Australians live in nuclear families (that is, mother, father and children) rather than with grandparents, uncles and aunts, although they often have regular contact with their relatives. In recent years, the number of single parent families (one parent and children) and childless families (husband and wife only) has increased.*

#### **Everyone helps**

*In Australia, families do not normally have household help and, frequently, both parents work. Therefore, it is usual for all members of the family to be expected to help with household tasks. These might include helping with food preparation and clean-up, keeping their own room clean, and washing and ironing their own clothes. In many families, the children prepare their own breakfast and lunch and either the mother or the father prepares the evening meal.*

#### **Mealtimes**

*The food eaten by Australian families and the customs associated with eating depend on the cultural background of the family. For example, families from a European background eat mainly European food, although many families like to try different types of food and may buy or cook dishes from China, Mexico, Thailand, Lebanon, etc. Breakfast, for many Australians, consists of cereal or toast, and perhaps fruit and a juice drink. Lunch is often sandwiches and fruit or cake. All members of the family normally eat their evening meal together. This meal is often a time for discussion and sharing of information about what has happened during the day. European families, while encouraging their children to join in discussions at mealtime, consider noisy eating (e.g. loud chewing, slurping, chewing with your mouth open) to be impolite.*

#### **Expressing emotions**



*Australians, especially European Australians, tend to express their emotions openly. They are usually not embarrassed about showing others that they are angry, happy, sad, etc. Many Australians find it quite acceptable to openly disagree with another person's opinion, as long as this is done in a non-aggressive, reasonable manner. In most cases, it is also considered acceptable to discuss personal problems with other people, especially friends, family and trained professionals (e.g. guidance officers in Colleges). Australian parents encourage their children to say 'please' and 'thank you' when they ask for something and to apologise (say 'I am sorry') when they upset someone.*

#### Australian homes

*Most Australian homes have a kitchen, living room (where the family may watch TV, entertain friends, etc), bedrooms, laundry and bathroom. The bathroom usually contains a bath or shower or both. Sometimes the toilet is also located in the bathroom and toilet paper, not water, is used.*

*When Australians bathe, they usually do so in the bath or shower cubicle so water does not splash on the bathroom floor. If there are many people in the family or if there is a drought, water (especially hot water) may be scarce and family members must limit the length of time they spend bathing.*

#### Australian young people

*Australian teenagers and young people, in general, are fairly independent although parents would expect to be told where they are going, who they are going with, what they will be doing, and the time they will be home. It is extremely important that international students let their homestay families know these things also. This will avoid a lot of worry for the homestay families. It is also polite for students to tell homestay families in advance (the day before) if they are not coming home for dinner.*

*Australian young people participate in a wide range of leisure activities, including sports, movies, parties and visiting friends. Shopping with friends is also enjoyed, although most shops close at 5pm and some shopping centres are open on Sundays.*

#### Transportation to and from College

*Depending on where they live, students either:*

- *Walk; or*
- *Ride bicycles; or*
- *Catch trains or buses to College.*

*Sometimes students must use two buses or a bus and train if they live a long way from their College. You will need to cover the cost (if any) of your transportation to and from College each day.*

#### Additional spending money

*As well as the money you will need to pay for your homestay, you will also need extra money to pay for other living expenses. Refer to the section on costs above*

#### Talking to the family

*It is normal to feel nervous when you first meet your homestay family. You will begin to feel happier when you get to know the family better. Talking to your homestay family about any worries or questions you have when you first arrive will help you adjust to living in a new country.*

*If you do not speak English well, you can still communicate. Write down what you want to say if your written English is better than your spoken English. Draw a picture of what you want to say. Use your bilingual dictionary. Mime or act out your message. Ask another student to interpret for you or use the telephone interpreter service (your homestay or College can tell you about this).*

*If you spend most of your time in your room with the door closed, the homestay family may think you do not like them. Spend some time each day with the family talking, watching TV, or helping the family with household tasks. Tell the homestay family about your culture and find out about theirs.*

#### Make the most of your experience

*Staying in homestay gives you an excellent opportunity to:*

- *learn about Australian culture;*
- *make friends with Australians;*
- *improve your English language skills;*
- *share information about your culture; and*



- *adjust to a new country while living in a safe and caring environment.*

## 2. Rental accommodation

Due to the College's central location and close proximity to the central train station, accommodation around all around the city is easy to find, either through local real estate agents and newspapers or [www.realestate.com.au](http://www.realestate.com.au) and [www.gumtree.com.au](http://www.gumtree.com.au)

The 'Courier Mail' newspaper publishes a list of available shared accommodation and other rental accommodation in its Saturday edition.

You can find share accommodation or rent a unit or house with friends. Searching for the right place could take a couple of weeks, so it is recommended that you book temporary accommodation before arriving.

### **Residential Tenancies Authority (RTA)**

The Residential Tenancies Authority (RTA) looks after the laws for renting a place to live in Queensland (the Residential Tenancies Act 1994 and the Residential Services (Accommodation) Act 2002).

The law gives tenants, landlords and agents an understanding of their rights and responsibilities when renting.

The RTA can help you learn your rights and responsibilities as a tenant.

Get advice on:

- what to do when you're starting a tenancy
- your rights and legal responsibilities as a tenant
- how to get your bond back
- what to do if you have a problem when renting

**To download tenancy forms or for more information call 1300 366 311 or visit the [RTA website](http://www.rta.qld.gov.au). Also, please read Appendix 1 in this handbook for more details.**

Please note that Residential Tenancy Authority services do not apply to students living in Homestay.

## **14. Getting organised to travel to Australia**

Once you obtain your electronic 'Confirmation of enrolment' (eCOE) from BCA, you can start preparing for your visa and travel to Australia. We have provided a checklist below to help you to get organised to travel to Australia.





- **Passport:** Make sure that your passport is valid for at least 6 months prior to your entry arrival in Australia. Make a photocopy of your passport
- **Visa:** Make sure that you have applied and obtained the relevant 572 Student Visa and that you have your visa documentation with you. We recommend that you make copies of your visa documents and also scan a copy on your mobile phone for easy reference. Also, please advise us once you obtain your visa.
- **BCA enrolment documents:** Make a copy of your Offer Letter and eCOE
- **Accommodation details:** Before traveling, you should have a very clear idea of where you will be staying in Australia. International students usually live in homestay accommodation, rental accommodation or with friends and family. Please read the accommodation section above for more details. Make sure that you have a copy of the address of the place where you will be staying. Also make sure that you have the relevant phone numbers for the person who has helped you with your accommodation.
- **Book your flights:** Check your course start date on your eCOE. Book your flights at least 4-5 days before your course start date. Once you book your flight, we recommend that you email your arrival details to us
- **Travel Insurance:** We highly recommend that you get travel insurance for your travel to Australia
- **Transfer from the airport to your accommodation:** You need to make sure that you have planned your transport from the airport to your accommodation. You can take a taxi or bus from the airport, or you can ask us to help you with airport transfer. There is a fee for this service. If you want us to help you with your airport pick-up, please make sure that you send us your detailed flight and destination information. Please request the arrangements from us **before** departing from your home country. If you want us to help you with the airport pick-up, we will confirm your airport transport arrangements by email. Please keep a copy of the BCA airport transport confirmation with you at the time of arrival
- **Contact details:** Please make a list of emergency contact details and keep a printed copy with you. You should consider including the contact details of your family, close friend, your embassy, your agent and BCA staff.
- **What to pack (suggestions only):**
  - Clothes and footwear (summer/ winter)
  - Prescribed medication (for three months only), if relevant
  - Mobile phone/ laptop
  - Passport
  - Visa documentation
  - BCA Offer letter and eCOE (and airport transfer confirmation, if applicable)
  - Contact details of family, agent, embassy, BCA
  - Address in Australia
  - Australian currency (you can exchange money at the airport and other places in the city, however, we recommend that you bring some Australian currency with you)
- **What NOT to bring**  
 Australian customs are very strict about what is allowed into the country. To avoid any issues at the airport, DO NOT bring the following:
  - Illegal drugs
  - Firearms, ammunition, weapons
  - Live animals
  - Plants, plant materials
  - Animal products
  - Fish and seafood (raw, dried or any other)
  - Fresh fruit and vegetables, meat, poultry, pork, eggs, nuts, dairy goods and live plants and seeds
  - Some medicines need to be declared
  - Currency amounts greater than AUD\$10,000 need to be declared

If you are not sure about whether the goods you have brought into Australia are prohibited or not, declare them on the Incoming Passenger Card which you will receive on the plane. You may have to pay heavy fines, if you do not declare such items.

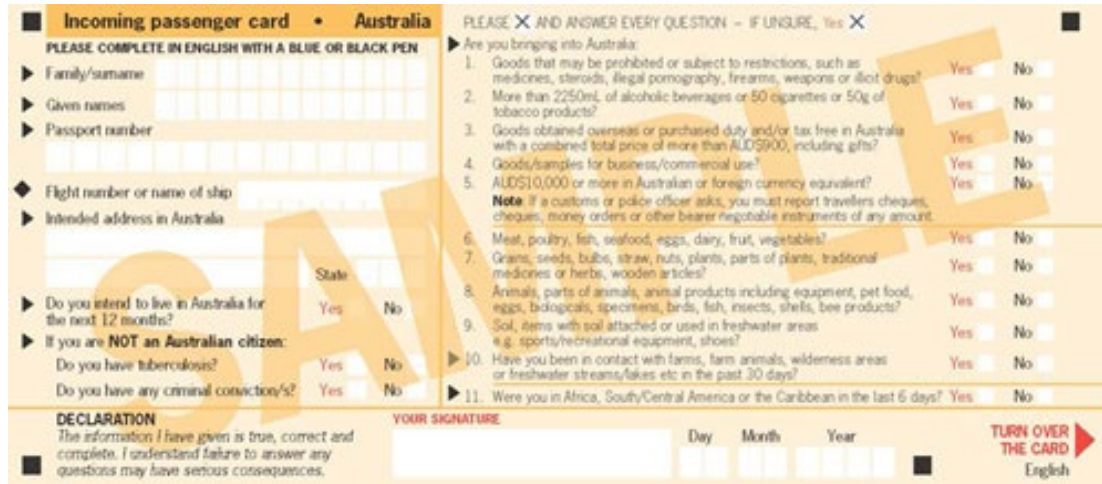




## SECTION II: Upon arrival in Australia

### 1. At the airport

- Once your flight has landed, you will need to make your way towards the Arrival Gates. Just follow the other passengers towards the Customs and baggage collection area
- You will need to complete an 'Incoming Passenger Card' (see image below)



**Incoming passenger card • Australia**

PLEASE COMPLETE IN ENGLISH WITH A BLUE OR BLACK PEN

▶ Family/surname

▶ Given names

▶ Passport number

◆ Flight number or name of ship

▶ Intended address in Australia

State

▶ Do you intend to live in Australia for the next 12 months? Yes No

▶ If you are **NOT** an Australian citizen:

Do you have tuberculosis? Yes No

Do you have any criminal conviction/s? Yes No

**DECLARATION**  
The information I have given is true, correct and complete. I understand failure to answer any questions may have serious consequences.

PLEASE X AND ANSWER EVERY QUESTION – IF UNSURE, Yes X

▶ Are you bringing into Australia:

1. Goods that may be prohibited or subject to restrictions, such as medicines, steroids, illegal pornography, firearms, weapons or illicit drugs? Yes No
2. More than 2250ml of alcoholic beverages or 80 cigarettes or 50g of tobacco products? Yes No
3. Goods obtained overseas or purchased duty and/or tax free in Australia with a combined total price of more than AUD\$900, including gifts? Yes No
4. Goods/samples for business/commercial use? Yes No
5. AUD\$10,000 or more in Australian or foreign currency equivalent? Yes No

**Note:** If a customs or police officer asks, you must report travellers cheques, cheques, money orders or other bearer negotiable instruments of any amount.

6. Meat, poultry, fish, seafood, eggs, dairy, fruit, vegetables? Yes No
7. Grains, seeds, bulbs, straw, nuts, plants, parts of plants, traditional medicines or herbs, wooden articles? Yes No
8. Animals, parts of animals, animal products including equipment, pet food, eggs, bioprecious, specimens, birds, fish, insects, shells, bee products? Yes No
9. Soil, items with soil attached or used in freshwater areas e.g. sports/recreational equipment, shoes? Yes No
- ▶ 10. Have you been in contact with farms, farm animals, wilderness areas or freshwater streams/lakes etc in the past 30 days? Yes No
- ▶ 11. Were you in Africa, South/Central America or the Caribbean in the last 6 days? Yes No

YOUR SIGNATURE

Day Month Year

**TURN OVER THE CARD**  
English

Make sure that you answer all the questions accurately. If you are not sure about any item, it is better to declare it.

Australian Customs are very strict about goods that are brought into the country, so it is important to declare any prohibited and restricted items. Click here for details:

<http://www.customs.gov.au/site/page4351.asp>

- Once you have completed your 'Incoming Passenger Card', you can walk through to the Customs area. You will need to have your passport, boarding pass and the completed 'Incoming Passenger Card' ready to show to the Customs Officers
- You can then go to the baggage collection area to collect your baggage. Once you have collected your baggage, you can proceed to the departure gates. At the gates, your luggage may be X-rayed and trained dogs may inspect your baggage at the departure point. If you have nothing to declare, you can walk through the 'Nothing to Declare' (green) gate. If you have goods to declare, or if you are unsure, you should go to the 'Goods to Declare' queue. A Customs Officer will assist you.
- Once you come out into the airport lounge, you will have the following options for **transport to your accommodation**:





- Airport-pick up through BCA: If you have pre-arranged airport pick-up through BCA, there will be a driver waiting at the arrival lounge with a placard with your FULL NAME on it. You should look out for the drivers waiting at the entry with placards. Once you find the driver who is there to pick you up, identify yourself to them. They will escort you to a car and drop you off at your accommodation.

If you cannot locate the driver, please contact the BCA telephone number for assistance

- Public transport: You can make your way to the Taxi area and take a taxi to your accommodation. Taxis are quite expensive in Australia (Please refer to the following site to calculate the taxi costs: <http://www.taxifare.com.au/rates/australia>).

Alternatively, you could take the Air Train to the city area and then take a taxi to your accommodation (Click here for details: <http://www.airtrain.com.au>)

## 2. Reaching your accommodation

You would have made one of the following arrangements for accommodation, prior to leaving your country.

- Homestay through BCA: If you requested BCA to organize homestay for you, your homestay family will be expecting you. Please introduce yourself to your homestay family and feel at home!! Your homestay family will help you to settle in and show you around your accommodation.
- Hotel/Motel/ Share Accommodation/ Friends/ Family: If you have booked your own accommodation, you should be able to settle into your new place. Please contact the person who helped you with your accommodation arrangements, if you need assistance

Once you arrive at your accommodation, remember to contact your family back home to let them know that you have arrived safely.



### 3. Understanding culture shock

Australia is a developed country and one of the wealthiest in the world, with the world's 12th-largest economy. In 2012

Australia had the world's fifth-highest per capita income.

Australians are relatively easy-going, friendly people. Australia is a very diverse country with migrants from all over the world. However, it is likely that you may experience some level of 'culture shock' after arriving in Australia. It is natural for people to experience culture shock, irrespective of which cultural background or country they may come from.

#### **HOW TO COPE WITH CULTURE SHOCK**

**By Arthur Gordon**

**Source Unknown**

***As the world grows smaller, as ever-increasing numbers of people travel, work or study abroad, more attention is being forced on a kind of silent sickness that often afflicts the inexperienced traveller. It's the loss of emotional equilibrium that a person suffers when he moves from a familiar environment where he has learned to function easily and successfully to one where he has not. The term used to describe this malady is "Culture Shock".***

*The effects of culture shock may range from mild uneasiness or temporary homesickness to acute unhappiness or even, in extreme cases, psychological panic, irritability, hypersensitivity and loss of perspective are common symptoms. Often the victim does not know what the matter with him is. He just knows that something is wrong, and he feels miserable.*

*Most experts in inter cultural communications agree that the basic cause of culture shock is the abrupt loss of the familiar, which in turn causes a sense of isolation and diminished self-importance. "Culture Shock", says the anthropologist Kalvero Oberg "is brought on by the anxiety that results from losing all our familiar signs and symbols of social intercourse. These signs or cues include the thousand and one ways in which we orient ourselves to the situations of daily life; when to shake hands and what to say when we meet people; how to make purchases; when to accept and when to refuse invitations; when to take statements seriously and when not."*

*According to Dr. Oberg, these cues, which may be words, gestures, facial expressions or customs, are acquired by all of us in the course of growing up and are as much a part of our culture as the language we speak or the beliefs we accept. All of us depend for our peace of mind on hundreds of these cues; even though we may not consciously be aware of them. "When an individual enters a strange culture" Dr. Oberg says, "all or most of these familiar cues are removed. He or she is like a fish out of water. No matter how broad-minded or full of good will he may be, a series of props has been knocked out from them under him."*

*Underlying all of these difficulties is the uncomfortable feeling of not really belonging, of being an outsider. In changing cultures, the newcomer has inevitably changed his own status. At home he was recognized: here is a relative 'nobody'. As a foreigner, he is a member of a minority whose voice counts for little or nothing. He may find that his homeland, so important to him, is regarded with suspicion or dismissed as unimportant. In short, as one observer put it, he finds himself in 'circumstances of beleaguered self-esteem'.*

***Almost always, fortunately, symptoms of culture shock subside with the passage of time. The first sign of recovery may well be the reappearance of the victim's sense of humour; he begins to smile or even laugh at some of the things that irritated him so much at first. As familiarity with local language and customs increases, his self-confidence and self esteem begin to return. He comes out of his self and makes tentative overtures to the people around him and as soon as he starts being friendly, they stop seeming hostile. Slowly he progresses from a grudging acceptance***

*of his surroundings to a genuine fondness for them and becomes proud of growing ability to function in them. In the end, he wonders what he was so unhappy about in the beginning.*

*Cultural Adjustment or 'Culture Shock' has been described as disorientation and a feeling of being overwhelmed by the differences experienced in another culture. Symptoms of culture shock can be both physical (sleep disturbances, eating problems, frequent illnesses) and psychological (severe homesickness, loneliness, boredom, isolation, hostility, withdrawal). Staff, Homestay families and others can help students by being understanding and supportive during this time. If students are concerned, they should contact the CEO to discuss their concerns. We are here to help you cope with the culture shock that almost everyone experiences when they first come to Australia.*

## 4. Getting settled in your new city

We hope you will love living in Australia. You will soon find out more about your city and your local area.

Some of the information provided below might be useful for you

### a. Shopping

In Brisbane there are two major shopping/central business precincts:

- Brisbane City (CBD)
- Fortitude Valley (1 km from the Brisbane CBD)

Additionally, there are a number of big shopping malls, such as:

Brisbane Factory Outlet shopping is very popular.

#### [Stafford City Shopping Centre](#)

- [www.staffordcity.com.au](http://www.staffordcity.com.au) - (07) 3352 6699

#### [Queen Street Mall](#)

- [www.queenstreetmall.com](http://www.queenstreetmall.com) - (07) 3006 6290

#### [The Myer Centre Brisbane](#)

- [www.myercentreshopping.com.au](http://www.myercentreshopping.com.au) - (07) 3223 6900

#### [Greenslopes Mall Shopping Centre](#)

- [maps.google.com.au](https://maps.google.com.au) - (07) 3394 2244

#### [Brookside Shopping Centre](#)

- [www.brookside.com.au](http://www.brookside.com.au) - (07) 3355 5211

#### [Macarthur Central](#)

- [www.macarthurcentral.com](http://www.macarthurcentral.com) - (07) 3007 2300

#### [Wintergarden](#)

- [www.wgarden.com.au](http://www.wgarden.com.au) - (07) 3229 9755

#### [Westfield Chermiside](#)

- [westfield.com.au](http://westfield.com.au) - (07) 3359 0755

- DFO Airport Road
- DFO Jindalee
- Stones Corner (Logan Road)
- Harbour Town (Gold Coast)

Also, most suburbs in Brisbane have small suburban shopping areas with small retail, food, grocery etc outlets. There are a number of specialist grocery stores that stock ethnic foods and spices, including Indian, Chinese, Japanese, Korean, Thai, Vietnamese, Sri Lankan flavours

The big grocery/ everyday products chains available close to most residential areas are:

- Woolworths
- Coles
- Aldi
- IG Markets
- Bi-Lo

Big superstores that sell general goods such as clothing, household goods etc are as follows:

- Big-W
- K-Mart
- Target
- Harvey Norman (Electronics)

Second hand goods are sold through:

- Garage sales (in private homes; advertised in the Saturday 'Courier Mail')
- Second-hand stores (furniture, small goods)
- eBay: [www.ebay.com.au](http://www.ebay.com.au)
- St Vincent de Paul (second hand clothes)

## b. Opening a bank account

International students are advised to open a bank account in Australia. A number of Australian banks provide specialised services for international students. Students should not carry large amounts of cash at any time.

To open a bank account, you usually need the following documents:

- a. Your passport
- b. Proof of residence in Brisbane (Rates bill; or Electricity bill etc)
- c. College ID

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. Most banks open from 9.30am – 4pm Monday to Thursday, and 9.30 am – 5 pm on Friday.

## c. Local transport

Brisbane City Council operates one of the largest bus fleets in Australia, along with the iconic CityCat and CityFerry network. Find information about buses, CityCats, CityFerries, Council Cab and other transport services including timetable and tickets.

For further information about timetables and tickets in Brisbane, [visit the TransLink website](#) or call them on 13 12 30.

As a full-time international student studying at a registered training organisation, you will be eligible for concessional fares on public transport. Please ask us to help you with the process once you arrive in Australia.

## d. Medical Services

As an international student on a student visa, you are required to have Overseas Student Health Cover (OSHC) for the duration of your studies. OSHC is medical and Health insurance that you may need while studying in Australia. It is a government requirement and is compulsory.

All international students would have paid for private Medical Insurance prior to their arrival in Australia. The insurance is from an Australian company. If you arranged your own OSHC, you will need to go to your OSHC provider's office with

your passport to confirm that you have arrived. If BCA arranged your OSHC for you, please contact our office to obtain your OSHC Card

OSHC covers you when you need to visit a doctor or go to Hospital. You may possibly be required to pay at the time of consultation approximately \$70 – \$80. Pay, and obtain a receipt from the doctor's receptionist to make a claim from your OSHC provider

**What are you covered for? OSHC may help you pay for:**

- Medical practitioners (including specialists) who treat you at the doctor's surgery, Hospital or at home.
- Pathology services as such blood tests
- X-rays
- Hospitals – Public or Private
- Emergency ambulance transport (medically necessary). OSHC pays 100% of the charge for medically necessary ambulance transport when medical attention is required immediately.
- OSHC provides benefits for prescription medicines. You are required to pay a contribution towards the cost of each prescription item..

You can find a local doctor on this website: <http://australiandoctorsdirectory.com.au/>

In an emergency, call 000 and ask for an ambulance.

If you are sick you should see a doctor immediately.

## 5. What to do in case of an emergency

**For any emergency, immediately call '000'.**

The College CEO, Diljit Singh Buttar is available at all times on **0450 077 982** for emergencies. Please use this number after hours strictly for EMERGENCIES ONLY.

If your enquiry relates to an administrative matter, please contact College Reception during office hours

Important EMERGENCY numbers:

**Police 000**

**Fire 000**

**Ambulance 000**

How 000 works

000 calls are answered by a Telstra Operator who will ask which service you require - Police, Fire or Ambulance. The operator will ask relevant questions, and arrange an appropriate response from the local Police, Ambulance or Fire Service.

**000 Calls From Mobile Phones:** 000 calls are free on all mobile phones.

**Useful emergency websites: Queensland**

Police Service - <http://www.police.qld.gov.au/>

Ambulance Service - <http://www.ambulance.qld.gov.au/>

Fire & Rescue Authority - <http://www.fire.qld.gov.au/>

Department of Emergency Services - <http://www.emergency.qld.gov.au/>



## 6. Legal services in Australia

Students are advised to carefully select legal advisors, particularly in relation to migration advice.

### Migration agents

In Australia, migration agents must be registered with the Office of the Migration Agents Registration Authority (Office of the MARA) in order to provide immigration assistance services.

A registered migration agent can advise on visa requirements, help an applicant lodge a visa application and deal with the Department of Home Affairs and Citizenship on an applicant's behalf, usually for a fee.

If an applicant chooses to seek migration advice, eg because they do feel confident lodging an application, or if their case is complex, it is important that a registered migration agent is used.

**Note:** An applicant does not have to use a migration agent to lodge a visa application with the Department of Home Affairs and Citizenship, and a migration agent cannot influence the outcome of the application.

**To find a registered migration agent, you can use:**

List of registered migration agents:

[http://www.mara.com.au/consumers/list\\_of\\_registered\\_migration\\_agents](http://www.mara.com.au/consumers/list_of_registered_migration_agents)

**Do NOT use:**

List of lapsed migration agents (37KB PDF file): <http://www.mara.com.au/attach/lapsed-migration-agents.pdf>

### Lawyers/ Solicitors

If you haven't used a lawyer/ solicitor before, you may not know where to find one, what to expect when using one, or what to do if things don't work out as you expected.

You can use the Queensland Law Society website to find a registered lawyer:

<http://www.qls.com.au/content/lwp/wcm/connect/QLS/You+%26+Your+Solicitor/Find+a+Solicitor>

## 7. Department of Home Affairs

If you need to contact the Department of Home Affairs, the contact details are as follows:





National telephone numbers:

- General enquiries: 131 881
- General Skilled Migration enquiries: 1300 364 613
- Australian citizenship: 131 880
- Translating and Interpreting Service: 131 450

Brisbane Office

Street address

Ground Floor  
299 Adelaide Street  
Brisbane QLD 4000

Counter hours

0900-1600 Monday - Friday

Postal address

GPO Box 9984  
Brisbane QLD 4001

General facsimile

07 3136 7152

Please contact the department on 131 881 and make an appointment in advance if you need to attend a meeting. Also, check whether you need to carry any specific documents with you to the meeting.

## 8. Contact BCA

Remember to contact us to let us know that you have arrived safely. We look forward to welcoming you to BCA



## SECTION III: BCA as a VET Registered Training Organisation

### 1. Australian education system

The Australian education system covers primary, secondary and tertiary education.

The primary and secondary education refers to primary school and secondary school in Australia.

Tertiary education refers to higher education (at university) and vocational education and training (at Registered Training Organisations).

You are enrolled at BCA, which is a Registered Training Organization (RTO) under the Vocational Education and Training (VET) system that is part of the Australian Qualifications Framework (AQF).

The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. The AQF comprises ten levels of education:

- Level 1 – Certificate I
- Level 2 – Certificate II
- Level 3 – Certificate III
- Level 4 – Certificate IV
- Level 5 – Diploma
- Level 6 – Advanced Diploma, Associate Degree
- Level 7 – Bachelor Degree
- Level 8 – Bachelor Honours Degree, Graduate Certificate, Graduate Diploma
- Level 9 – Masters Degree
- Level 10 – Doctoral Degree

As an RTO, BCA offers nationally recognized qualifications from Level 5- Level 6

### 2. About vocational training

Vocational education and training (VET) provides students with practical, real-world skills that help them to demonstrate competency in specific job roles in the workplace.

VET qualifications are outcome-based and focus on the occupational skills and competencies gained. Qualifications range across four levels of certificates (Certificate I, II, III and IV), as well as Diploma courses and Advanced Diploma courses.

Your training program a BCA will equip you with skills, knowledge and competencies based on the nationally accredited training requirements.

### 3. Summary of key principles and policies

BCA has a Code of Practice and a Code of Ethics to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training.

BCA is also bound by the National Code of Practice for Providers of Education and Training to Overseas Students 2018 under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).







The following sections provide a summarised overview of key principles under the VET system. BCA has detailed policies and procedures covering its operations and compliance requirements. Selected policies in relation to international students are included in this handbook for quick reference. The full set of policies is available to BCA enrolled students. A copy can be obtained from the College Reception.

### Legislative Requirements

All relevant Commonwealth and State legislative requirements are to be followed by teacher/trainer/assessors, administrators, and students (where applicable) in relation to:

- Work Health and Safety
- Anti-Discrimination including equal opportunity, racial vilification, disability discrimination
- Workplace harassment, victimisation and bullying
- Privacy
- VET legislation
- Work Experience
- Copyright
- National principles for registration and mutual recognition
- Apprenticeships and traineeships
- The Education Services for Overseas Students (ESOS) Act 2000; Queensland Act
- National Code of Practice 2018





## BCA Commitment/ BCA Responsibilities towards students

BCA is committed to ensuring that we

- Provide a quality training program for all our students
- Ensure compliance with the VET Quality Framework and the relevant international education legislation
- treat you in a fair and equitable manner
- respect your rights and privacy
- provide a supportive and safe learning environment
- provide counselling and support services
- allow you access to your personal records on request
- give feedback on your academic progress
- provide assistance and support to help you to adjust to living and studying in Australia
- issue the Australian Qualifications Framework (AQF) certification upon satisfactory completion of the course.

## ESOS Framework

BCA is committed to meeting our obligations under the ESOS Framework. (For detailed information click here:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Your rights and responsibilities as an international student on a student visa are summarised below: (Please note that the website link above has the most up to date information)

## Access, Equity, Student Selection and Admission

Every student who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training/assessment program. BCA will incorporate the principles of equity into all programs. Students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

## National Recognition

BCA recognises the assessment decisions of any other Registered Training Organisation (RTO) and the Statements of Attainment and Qualifications issued by any other RTO.

## Language, Literacy and Numeracy

BCA recognises that all vocational training includes language, literacy and numeracy tasks and all the College trainers and assessors provide:

- course materials, resources and assessment tools and tasks that do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- opportunities for repeated and supported practice; and
- opportunities for independent practice.

Where some students require additional practice and training BCA provides language support. IF BCA does not have specific support required by specific learners, BCA will assist the student in identifying alternative training organisations that can provide the specialist support.

## Unique Student Identifier (USI)

What is a USI?





If you're studying a nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2019 will be available in your USI account in 2020.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime.

### **How to get a USI**

It's free and easy to create your own USI and will only take a few minutes of your time.

While most students will create their own USI, we can also help you to create your USI. Bella College prefers that students create their own USI and provide their USI to Bella College before a qualification is issued to you.

### **What are the benefits of the USI?**

A key benefit of your Unique Student Identifier (USI) is that it will enable the consolidation of information on nationally recognised Vocational Education and Training (VET) completed by you after 1 January 2015 onwards. The information is based on the data about your training reported by your training organisations to the National VET Provider Collection managed by the National Centre for Vocational Education Research (NCVER).

Training organisations are required to submit this information to the NCVER at least once a year. From 2016, following the annual data collection, you will be able to access your USI account to view the information on your training online or to generate authenticated or extract printed transcripts, which you can provide to prospective employers. The information you will be able to view from that time will relate only to the training you completed after 1 January 2015 and reported to the NCVER by your training organisations.

### **For Students**

#### **Steps to create your USI**

The following steps show how you can create a USI:

Step 1 Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport





- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

**IMPORTANT:** To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to help you get a USI.

**Step 2** Have your personal contact details ready (e.g. email address, or mobile number, or address).

**Step 3** Visit the USI website at: [usi.gov.au](http://usi.gov.au).

**Step 4** Select the 'Create a USI' link and follow the steps.

**Step 5** Agree to the Terms and Conditions.

**Step 6** Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

**Step 7** You should then write down the USI and keep it somewhere handy and safe.

#### **When will my records and results appear in my USI account?**

You may find that information about the training you completed is not included in your USI account immediately after completion or issuance of the qualification by your training organisation. In most cases this will be because your training organisation has not yet reported the information to the NCVER. Your training organisation will be able to tell you when they will provide their next report to the NCVER.

#### **Are there any records and results that won't appear in my USI account?**

Please note that some training organisations are exempted from reporting VET information to the NCVER. Bella College has not been exempted from reporting to the NCVER.

#### **Using your USI?**

You will need to give your USI to Bella College when you enrol to study.

Students who need a USI include:

- Students who are enrolling in nationally recognised training for the first time
- School students completing nationally recognised training
- Students continuing with nationally recognised training

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.





Once you create your USI you will be able to:

- Give your USI to each training organisation you study with
- View and update your details in your USI account
- View and download your training records and results (transcript) from early 2016 onwards
- Manage who can view your transcript

Please note that your USI account will not have your records and results (transcript) for the first year and will be available in 2016.

## Changes to Bella College

Bella College must advise the Australian Skills Quality Authority and the students in writing and as soon as practical of:

- Any prospective changes to its ownership
- Any prospective or actual change to its high managerial agents
- Any new third party arrangements
- Changes to existing third party arrangements.

Should Bella College plan to relocate to new premises (including the head office and campus locations), the CEO of Bella College will notify ASQA and all students enrolled with Bella College at least 20 working days before the relocation taking place.

The Chief Executive Officer has overall responsibility for interactions with the learner. This responsibility is reflected in the relevant duty statement.

All changes to training will be advised to students and trainers 3 days prior to commencement of classes.

## Training Delivery

BCA will ensure the resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuance of qualifications.

### Training and Assessment Policy

BCA delivers learning experiences and performs assessment of student learning under the guidelines articulated by the national regulator. BCA's delivery of learning and assessment is informed by Industry Training packages. These sources are used to develop Learning and Assessment Plans for all qualifications,

### Training and Assessment Strategies

Learning/ Training and Assessment Strategies have been developed for all qualifications. Each strategy contains information on:

- the Training Package
- qualification
- units of competency
- clients/target audience
- organisation/duration
- consultation
- clustering/course structure
- evidence gathering techniques
- delivery and assessment staff





- assessment validation process
- pathways

Each program will be evaluated to establish its effectiveness. Any changes required before the delivery of each training course or module will be recorded systematically and used for continuous improvement.

### Resources

The latest training package details can be found at [www.training.gov.au](http://www.training.gov.au)

Resources are purchased from various providers or developed in-house at BCA.

The required resources for training and assessment are made available to BCA students.

Literacy and numeracy support materials can be found at <https://www.acer.org/au/cspa>

## Assessment

The College is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by BCA remains consistent with the National Assessment Principles.

### Assessment Principles:

BCA ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid.

**Reliable** - all assessment methods and procedures will ensure that competency standards/modules are applied consistently and that there is always consistency in the interpretation of evidence.

**Flexible** - assessment may be offered in the workplace in exceptional circumstances, if applicable (on-the-job), in the training environment (off-the-job), in a combination of both or via recognition of prior learning/recognition of current competence. BCA will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired. However, please note that all assessments for international students will be offered on campus only.

**Fair** - assessment methods and procedures will not, under any circumstance, disadvantage any student.

**Valid** - assessment activities will always meet the requirements as specified in the unit of competency/module. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

### Assessment Pathways:

BCA offers students a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition will lead to a part or a full qualification under the Australian Qualifications Framework (AQF). The main assessment pathways to a qualification can be listed as follows:

- off-the-job training and assessment
- recognition of prior learning/recognition of current competence
- credit transfer
- simulated workplace assessment

### Assessor Qualifications:

BCA ensures that staff, involved in assessment activity, always meets the assessor requirements as prescribed by the national regulator

### Assessment Resources:

BCA when designing assessment resources, ensures that all aspects of competence are covered, including:

- task skills (performance of individual tasks);
- task management skills (managing a number of different tasks within the job);
- contingency management skills (responding to problems, breakdowns and changes in routine);
- job/role environment skills (dealing with the responsibilities and expectations of the workplace).



All assessment reporting systems will indicate the units of competency that the individual has attained. BCA ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

### Competency Based Assessment

Competency based assessment is a system for assessing a person's knowledge and skills. Assessment is based on actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts.

Throughout a course a portfolio of evidence will be collected and may take the form of the following assessment methods:

#### Short Answer

Questions which need answers of a single word, a few words, a sentence or paragraph

#### Project

An exercise or research task from which time constraints have been largely removed. It usually involves the work being carried out without close supervision.

#### Group Discussion/ Oral interview

A means of generating information on a student's ability to listen, interpret, communicate ideas and sustain conversation.

#### Multiple Choice

A question or incomplete statement followed by four or five options from which the student selects the best answer.

#### Case Study

Allows opportunity for students to display process and problem-solving skills in a set of integrated tasks in a simulated context.

#### Practical Exercise

A task which involves an application of knowledge. The work will be carried out under close supervision and may be open or closed book.

#### Observation

Involves observing the demonstration of a student's performance.

#### Role Play

Presents students with the opportunity of displaying behavioural and interpersonal skills in a simulated context.

Assessment activities undertaken by BCA follow the methodology outlined below:

- 1) Assessment procedures are fully explained to students. Throughout all training, students are regularly reminded of the ongoing availability of assessment.
- 2) Opportunities for Recognition (recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.
- 3) The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.
- 4) All evidence-gathering methods remain reliable, flexible, fair and valid.
- 5) As assessments are undertaken, BCA teachers/trainers/assessors record individual student assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
- 6) Post-assessment guidance is always available to students.
- 7) A fair and impartial appeals process is always available.
- 8) Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

Evidence gathering methods by BCA may include, but are in no way limited to:

- demonstration
- questioning
- role-play
- simulation
- oral presentation



- projects/assignments
- written tests
- skills portfolio
- oral assessments

**Recognition:**

Students who consider they already possess the competencies identified in all or part of any course/qualification offered by BCA will be encouraged to seek formal Recognition.

The processes used to determine Recognition are fair to all parties and BCA ensures that it provides adequate support to all potential applicants. An application for Recognition of Prior Learning is available at the College Reception or online at the College website

**Credit Transfer**

Recognition can also include the opportunity for Credit Transfer for previous study and must also be accompanied by evidence of currency in the study area. Please refer to the RPL Policy for details.

## Online/ Distance courses

At this stage, BCA does not offer any courses online or through distance delivery to international students on student visas enrolled in a full-time course at BCA

## Student Welfare, Guidance and Support Services

All students of BCA are treated as individuals and are offered advice and support services, which assist students in achieving their identified outcomes. Students have access to the CEO/ Training Manager and trainers and administration staff to get support on advice on general academic issues, welfare matters and difficulties.

BCA does not offer professional counselling services on a daily basis; however, the College can arrange psychologists, professional career counsellors and guidance counsellors, if required. The referral is provided at no cost.

## Access to Students' Records

Each student's records are available to them on request. Students' records are not available to other people unless BCA is requested in writing by the student to allow such access. Please refer to the *Privacy Policy* for details

## Issuing of certificates

1. Students who have completed their qualification are required to complete a form to request the issuance of the qualification. Students are also required to provide their 'Unique Student Identifier' (USI, if they have not already done so.
2. Upon receipt of the completed form, BCA administration staff checks the student records and identify all the units of competency satisfactorily completed by the student. They also ensure that all the student's marked assessments and portfolio of evidence is included in the student file. If any completed assessment record is missing, the administration staff follows up with the relevant trainer/s and/or student to locate any missing marked assessment/s
3. The BCA administration staff also checks if the student has paid their fees in full. Certificates are not issued until all relevant fees have been paid in full
4. The above process is completed within 21 days, as far as possible.
5. The student can collect the originals from the office or request for the originals to be mailed at a nominated address

If a student has NOT completed a form requesting the issuance of a certificate/ Statement of Attainment







1. The administration staff identifies all the students who have completed their qualification at the end of each term.
2. The administration staff BCA administration staff checks the student records and identify all the units of competency satisfactorily completed by the student. They also ensure that all the student's marked assessments and portfolio of evidence is included in the student file. If any completed assessment record is missing, the administration staff follows up with the relevant trainer/s and/or student to locate any missing marked assessment/s
3. The BCA administration staff also checks if the student has paid their fees in full. Certificates/ Statement of Attainment are not issued until all relevant fees have been paid in full
4. The above process is completed within 30 days from the course end date
5. In cases, where a student has completed additional units of competency due to clustering of units or timetabling by BCA, the student may request a separate 'Statement of Attainment' for the unit/s of competency completed. There is no charge for this service

## Appeals Process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Recognition Framework.

Appeals should be made within 3 months from the date the results are provided to the student.

A fair and impartial appeals process is available to students of BCA.

Refer to the *Complaints and Appeals Policy*. BCA will record in writing the result of each appeal.

## Grievance Procedures

In the event of a student wishing to lodge a complaint, a formal or informal approach will initially need to be made by the student (or a nominated representative chosen by the student) to the student's teacher/trainer/assessor. This complaint will be recorded in writing by BCA. If, however, the complaint involves the student's teacher/trainer/assessor, a formal or informal approach will need to be made by the student (or a nominated representative) to the Operations Manager.

Refer to *BCA Complaints and Appeals Policy* for details

## Disciplinary Procedures

All BCA students are expected to take responsibility in line with all current workplace practices and legislation for their own learning and behaviour during both on- and off-the-job training and assessment. Any breaches of discipline will result in the student being given a verbal warning, in the first instance. Repeated breaches will result in the student having to "show cause" why they should not be excluded from further participation in the program.

Refer to the *Code of Conduct* section in this Student Handbook.

## Anti-Bullying

BCA has a responsibility to ensure that the rights of its students are safeguarded. These include, the right to a learning environment free from discrimination and harassment. By definition bullying is repeated oppression, psychological or physical, of a less powerful person or group by a more powerful person or group of persons. It may be manifested in many ways e.g. harassment (verbal, sexual or psychological), victimisation, alienation, coercion, intimidation, exclusion, ostracism, discrimination. Refer to BCA policies for details



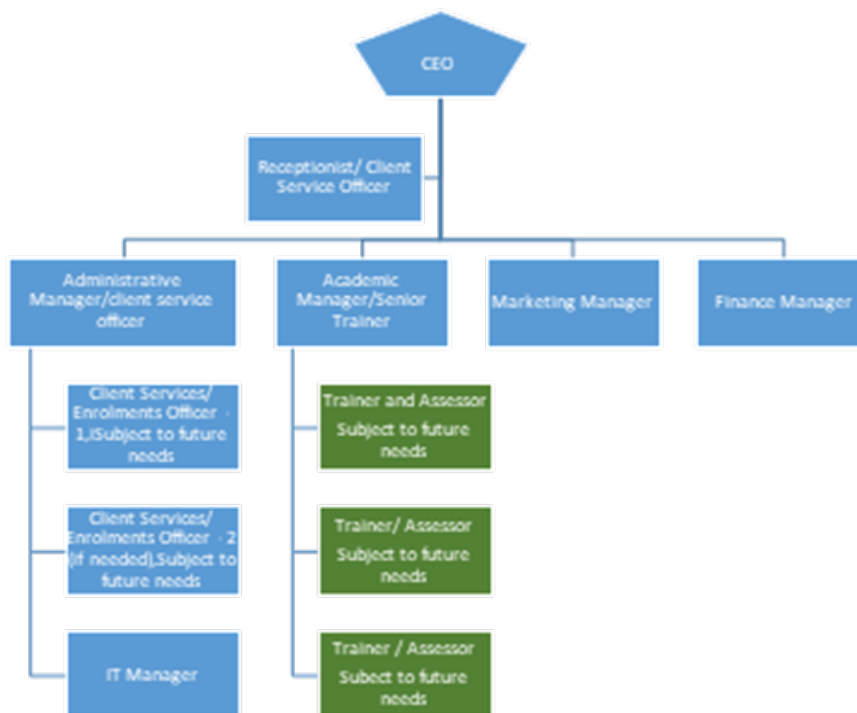
## SECTION IV: Location, Facilities and Services

### 1. BCA Management and Staff

Our management is deeply committed to ensuring that you receive a high quality training program and support services at BCA. All our staff are highly experienced and qualified to support you during your study program at BCA.

### 2. BCA Organisational Structure

The following organisational structure reflects the BCA operations overall. The organisational structure is expected to be modified on an ongoing basis as per the changing requirements of the business. In particular, training staff and student support staff for international students may need to be added as BCA grows in size.



#### Roles and Responsibilities

BCA has clearly defined roles and responsibilities for every team member, in order to ensure that it meets all its compliance requirements and its customer service and quality objectives.

### 3. BCA Office Hours

The administration office is open on Monday- Friday from 8:30am- 5:30 pm

We are closed on public holidays.



## 4. BCA Training Delivery Location

### Delivery Address

All training is delivered at the following location:

- Suite 1, Level 1, 345 Ann Street, Brisbane 4000, Australia

### In case of any relocation

BCA, as a registered provider must notify the designated authority and the students enrolled with the registered provider of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation"

**In accordance with the above legislative requirement, BCA will notify the appropriate government authorities (including ASQA) and all current and future students enrolled at BCA of any intention to relocate premises 30 days before the relocation**

### Access to public transport:

The College campus is located approximately 200 meters from the CBD train station and 50-100 meters from major bus stops. The train station is linked to most major train lines in Brisbane, making it convenient for students to travel to and from College easily.

### Surrounding area

The site is located close in the Central Business District, with a number of businesses, colleges, cafes, food outlets, shopping centres, entertainment venues, and other venues of interest to students located within walking distance. A number of government offices are also located in close proximity allowing students of business to access key information easily.

### College site

The college has a total covered area of 254 sqm.

Classes will be held at the above campus as per the scheduled timetables.

Work placement components of any course, if applicable, are likely to be conducted off-campus (with another person or business) and the placement/s will be undertaken in Brisbane. At this stage, there are NO work placement requirements for any qualification delivered at BCA.

## 5. Facilities and Resources

The college building has been newly appointed. It is a very modern, well-appointed, well-lit site suitable for an inner city training college. The rooms are air-conditioned and there is an electronic security system in place. There are wide corridors and exits allowing student traffic to flow through easily.

The College has spacious training rooms, a counselling room and a large computer room with over 24 computers. All the training rooms have spacious seating arrangements (desks and comfortable cushioned chairs) and whiteboards. Projectors and lap tops are available for use in the classrooms as required.





There are both male and female toilets on site, and a separate disability toilet.

There is a kitchen facility with a fridge, toaster and microwave.

Students have free wireless facility available to them. Printing, scanning facilities are available, at cost. Additionally, the College computer lab is available for use during non-teaching times. The kitchen and student lounge area is available, with free Internet access.

### Equipment

The college has the latest equipment and technology to support course delivery. Each course is delivered using the required tools and equipment that provides students with an opportunity to learn in a simulated work environment.

### Library Resources

#### **Online resources**

BCA students have unlimited wireless access on campus to assist with their online research. Computer facilities are available during college hours.

A number of online libraries are recommended to students, as most reference materials are now available online. The following are some of the recommended library collections online:

- National Library of Australia <http://www.nla.gov.au> (FREE ONLINE LIBRARY)
- Libraries Australia <http://librariesaustralia.nla.gov.au/apps/kss> (FREE)
- Free e-books <http://www.e-book.com.au/freebooks.htm> (FREE)
- <http://www.thefreelibrary.com> (FREE ONLINE LIBRARY)
- <http://www.questia.com/Index.jsp> (Free trial available; Monthly subscription can be purchased)

#### **Hard copy resources**

The college has a small resource library to support the specific subjects taught in class. A number of general books can be borrowed through the college Reception.

As experienced educators, we recommend that students use the electronic resources and the Brisbane City Council libraries for research, as is the common practice in academic and professional circles in the present times.

#### **Brisbane City Council Libraries**

The central Brisbane City Council library is located at:

Address

Brisbane Square, 266 George Street, Brisbane Qld 4000

Opening Hours

Saturday and Sunday, 10:00am to 3:00pm.

Monday thru Thursday, 9:00am to 6:00pm.

Fridays, 9:00am to 7:00pm.

This library is closed on public holidays.

For other BCC library locations go to: [http://www.brisbane.qld.gov.au/BCC:BASE:1096352391:pc=PC\\_1240](http://www.brisbane.qld.gov.au/BCC:BASE:1096352391:pc=PC_1240)

Telephone: 07 3403 8888

International students living in Brisbane are entitled to free membership. You would be required to take your ID card and some proof of residence in Brisbane. BCA recommends that students become members of this library as it is very well resourced and provides a number of other facilities to members.

### Computers and Internet





The college has well-equipped computer facilities for the use of students and staff. Free wireless is available to students within the college building. Students MUST adhere to the college 'Acceptable Use Policy (Internet and Network Services)' when using the college computers and Internet facilities.

#### Photocopying

Students will be provided all the required learning resources for their courses. Limited photocopying facilities are available to students through the Reception. Students are required to pay for this service. Alternatively, students can get materials photocopied externally.

#### ID Cards

Students will be issued a college ID card on arrival. The ID card can be used at various public places and public transport where concessions may be offered to students. Students must carry their ID cards at all times when they are on campus or undertaking any college related activity outside the campus. Replacement ID cards will be issued at an additional charge of \$30

#### Public Transport concession cards

BCA can assist in organizing transport concession cards for its full time students. Please contact the Reception for assistance

#### Car parks

The car parks in the building are for staff and visitors only. Students are not permitted to park on site. Limited paid parking is available outside the campus.

#### Student activities

BCA organises some activities for students throughout the year. Students can sign-up for these activities through the college Reception. Students will be required to pay for activities at cost.

## **6. Student Support Services**

We are always available to help you. We understand that you are new to Australia and may have a lot of questions when you start and during your stay in Australia. Please do not hesitate to come and talk to us anytime.

The following services are available to you at no cost:

- a. For study/ training/ study plan/ assessment related matters, please contact your trainer or make an appointment to meet the CEO
- b. For accommodation matters, please talk to the Administration Manager/ Client Services Officer
- c. For health matters, please consult your doctor. If you do not know where to go for help, please talk to the BCA Administration Manager, who will be able to help you
- d. For financial or fees-related matters, please talk to the Administration Manager or Finance Manager
- e. For visa matters, please talk to the Administration Manager or CEO- (please note we cannot give you migration related advice, however, if you are concerned about your student visa as it relates to your study at BCA, we may be able to assist you, or guide you in the right direction)
- f. For general career advice or job search skills training, please speak to the CEO. If you need professional career advice from a trained career counsellor, we can arrange a meeting with trained counsellors for you, on a fee-for-service basis
- g. For general support, please talk to the Administration Manager/ Client Services who will direct you the CEO or a specialist, as required
- h. If you need a specialist psychologist, we can make arrangements for you, as required. We do not charge a fee for helping with the arrangements, however, professional psychologists are available on a fee-for service basis.
- i. If you need to speak to someone about general questions about Australia, Australian culture, expected norms of behaviour, dress code, food, shopping or anything else, or if you are feeling home-sick, we are all here to help you. Please talk to any staff, including the CEO.
- j. For any bullying/ harassment matters, please report to the CEO immediately and follow the BCA complaints procedures.

### **List of designated BCA staff who international students can contact for specific assistance**



HELP NEEDED	DESIGNATED STAFF	NAME
General help/ general questions/ just want to chat with someone/ feeling lonely	Administration Manager/ Client Services Officer (Designated 'International Students Coordinator')	Lynn Seo
Study assistance	Academic Manager	
English language support	Academic Manager	
Worried about not being able to complete the assessments on time	Academic Manager	
Personal issues...just need to get general advice	Administration Manager/ Client Services Officer	
Accommodation help and advice	Administration Manager/ Client Services Officer	
Worried about not being able to pay fees on time	Administration Manager/ Client Services Officer or Finance Manager	
Worried about personal safety or security	Administration Manager/ Client Services Officer	
Want to report an incident/ or want to complain about something that is impacting on their wellbeing, including critical incidents	Administration Manager/ Client Services Officer	
Health concerns	Administration Manager/ Client Services Officer	
Need specialist support	Administration Manager/ Client Services Officer	
Need referral to an external specialist (e.g. psychologist/ doctor/ etc.)	Administration Manager/ Client Services Officer	

## SECTION V: BCA Course Information

### 1. Registered Training Organisation

#### Registration Details (Registered Training Organisation)

**45014 - DAVIES INSTITUTE PTY. LTD.**

##### Summary

Code: **45014**  
Legal name: **DAVIES INSTITUTE PTY. LTD.**  
Trading name: **BELLA COLLEGE AUSTRALIA**  
Status: **Current**  
ABN: **35 609 153 586**  
ACN: **609 153 586**  
RTO type: **Education/training Business Or Centre: Privately Operated Registered Training Organisation**  
Web address  
Initial registration date: **12/Oct/2016**

#### Qualifications on Scope as a Registered Training Organisation (RTO)

##### Qualifications

Code	Title
BSB51915	Diploma of Leadership and Management
BSB51918	Diploma of Leadership and Management
BSB61015	Advanced Diploma of Leadership and Management

## 2. Term duration and breaks

The College offers training over three terms during the year. Term 1 and Term 2 are 13 weeks and Term 3 is 14 weeks in duration. Each term is divided into two blocks as shown below. In total there are 6 blocks during the year.

The annual calendar is structured as follows:

TERM	BLOCK	WEEK	Schedule
TERM 1	Block 1	1	Class
		2	Class
		3	Class
		4	Class
		5	Class
		6	Class
	Block 2	7	Class
		8	Class
		9	Class
		10	Class
		11	Class
		12	Class
		13	Class Consolidation week
Break		14	Holidays
		15	Holidays
		16	Holidays
		17	Holidays
TERM 2	Block 3	18	Class
		19	Class
		20	Class
		21	Class
		22	Class
		23	Class
	Block 4	24	Class
		25	Class
		26	Class
		27	Class
		28	Class
		29	Class



TERM	BLOCK	WEEK	Schedule
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## Student Handbook

		30	Class Consolidation week
<b>Break</b>		31	Holidays
		32	Holidays
		33	Holidays
		34	Holidays
<b>TERM 3</b>	Block 5	35	Class
		36	Class
		37	Class
		38	Class
		39	Class
		40	Class
	Block 6	41	Class
		42	Class
		43	Class
		44	Class
		45	Class
		46	Class
		47	Class Consolidation week
		48	End of year review/ party
<b>Break</b>		49	Holidays
		50	Holidays
		51	Holidays

During each block, the students usually cover two Units/ subjects out of their overall study program. Details of the College term dates and holidays is published on the College website.





### 3. Class Timetables

The class timetables are published prior to the commencement of each block. You will be advised of your block timetable before the start of each block.

### 4. What to expect on your first day at BCA

As a new student at BCA, you will receive an email from BCA approximately one week prior to your commencement date welcoming you to the College.

You will be expected to arrive at 8:30 am on Day 1. You should bring a copy of your Overseas Student Health Cover (OSHC), your current address and a pen and some writing paper. You might wish to bring something to eat and drink during the day, however there are a few food outlets in close proximity to the College. You will not need anything else on the first day.

We look forward to welcoming you to the College. On the first day at the College, the Reception staff will look after you. You will be introduced to the staff, shown around the College facilities. Your photo identification card will be organized and you will be introduced to your teacher for the day.

You will be advised of the Orientation day, when you will be provided detailed information about the College, your course, your rights and responsibilities and other important information about your enrolment at BCA.

Please remember that we are all here to help you, so please do not hesitate to ask us for any help on the first day or during your entire study program.

### 5. Your obligations as an international student at BCA

We will endeavour to provide you with high quality training program and support services. We hope you really enjoy your study with us.

As an international student at BCA, you will be required to comply with the following:

- **Maintain satisfactory attendance.** The College requires you to attend classes regularly unless you are sick. It is a condition of your student visa that you must maintain attendance above 80%. Failure to maintain satisfactory attendance and course progress can result in the cancellation of your enrolment, and subsequently your student visa.
- **Submit your assessments by the due date**
  - If you need an extension, please seek an extension via email from your trainer. We normally allow two weeks extensions, except in compassionate or compelling circumstances that warrant additional time.
- **Maintain satisfactory academic progress.** This is a condition of your student visa. You are encouraged to talk to the CEO or your teachers if you are experiencing difficulties in coping with your academic program. The college will try and help you with strategies and support options. Ongoing failure to maintain satisfactory academic progress can result in the cancellation of your student visa. See further details in the 'Course Progress Policy' included in this handbook.
- **Maintain Overseas Student Health Cover**
- **Provide BCA your current residential address and contact details.** Students MUST notify College Reception within 48 hours if you change your address in Australia or your mobile number and email.
- **Follow College rules, policies and procedures:** You are expected to follow all College rules and policies:

#### Behaviour Policy/Code of Conduct/ College Rules

- No smoking is permitted on campus, inside or outside the building. Smoking is banned in public and commercial buildings in Australia by law, so you must not smoke inside the college or in the car parks. If you smoke outside the





college campus, please take care to keep the city clean. Please make sure you put all your cigarette butts in an ashtray. Public bins and ashtrays are available in most public areas. Littering a public place is not accepted in Australia.

- Aggressive behaviour, bullying or racism is not tolerated. Please read the College policies for details.
- The College prohibits the use of illegal drugs on the premises and during other college activities. Appropriate action will be taken against individuals who breach this policy.
- Staff or students are not permitted to possess or consume alcohol on the College premises except under special circumstances approved by the CEO.
- Acts of violence, aggression, vandalism, including graffiti will be dealt with by the police where appropriate
- Classrooms are intended for learning and teaching purposes and must be used only be used in the presence of a teacher. No food or drinks are permitted in the classrooms or study areas at anytime. Food and drink are permitted only in specially designated areas.
- All equipment belonging to BCA should be treated with respect and you should let BCA know if anything is not working properly.
- No electronic equipment or mobile phones are to be used during class.
- All break times must be taken according to the times allocated by the teacher.
- Students must be seated in class prior to the expected start time. Class times will start at the times indicated on the course timetables unless otherwise notified.
- General housekeeping must be undertaken before leaving the class. Please do not leave rubbish lying around, but place it into the bins provided. Make sure the doors and windows are shut and lights and relevant equipment turned off.
- Give consideration to others and keep the toilets and other public areas clean and hygienic after your use.
- A reasonable standard of dress and hygiene is to be maintained at all times. It is recommended that closed shoes be worn at all times.
- BCA Trainers and staff can refuse admittance to class, if you do not turn up with the prescribed textbooks, course materials, learning materials, tool kits and appropriate OH&S clothing and equipment, if applicable.
- Any serious breach of the college Acceptable Use Policy (IT and Network) can lead to cancellation of your account/enrolment
- Any serious academic misconduct can lead to a cancellation of your enrolment. Academic misconduct includes plagiarism, cheating, misusing other students' work.
- All students and staff must comply with WHS policies and procedures at all times
- Any serious breach of any other College policy can also result in cancellation of your enrolment. College policies are available at the College Reception. Some policies are included in this handbook.
- College Fees and charges: Students MUST pay their course fees in advance by the due date as per the written agreement. If your course fees are overdue for more than one week, it will be deemed as if you have notified a cessation of study at BCA, and the necessary administrative action will be initiated to cancel your enrolment (COE).
- Continuation in the course is dependent upon satisfactory academic progress, attendance and payment of the required tuition fees before the commencement of subsequent semesters.
- Where required to repeat subjects, or where assessments are not submitted by the agreed due date, additional payment may be required (as per the Enrolment Agreement)

### Process for dealing with breaches of Code of Conduct

#### Minor complaints/ breaches

1. BCA will attempt to resolve the breach/ complaint informally.
2. If the issue is not resolved informally, the BCA 'Complaints and Appeals Policy' will be used to handle the complaint.

#### Academic misconduct





- a. Plagiarism or any other form of academic misconduct is not acceptable.
  - i. First offence: Students will be required to resubmit their work, if plagiarism or any other form of academic misconduct is detected.
  - ii. Any repeated instances of academic misconduct will be escalated to the CEO. The student will be issued with a formal warning and will be required to resubmit their work.
  - iii. Further misconduct may result in a cancellation of enrolment (Refer to the 'Complaints and Appeals Policy' and the 'Deferment, Suspension and Cancellation Policy' for details).



## SECTION VI: Important policies for international students

### Course Progress Policy

#### 1.0 Purpose and Scope

- 1.1 The purpose of this policy is to ensure that students' course progress is monitored and reviewed, and that Davies Institute Pty Ltd T/A Bella College Australia (BCA) takes intervention action when a student is at risk of not progressing satisfactorily or completing their course as per the requirements of National Code 2018 (Standard 8).
- 1.2 BCA is implementing the *DEEWR - DIAC Course Progress Policy and Procedures* for CRICOS Providers of VET Courses for all its vocational courses.
- 1.3 This policy applies to all international students enrolled in any course offered to international students (all CRICOS registered courses).
- 1.4 BCA will document and implement a detailed policy and process for monitoring the attendance of overseas students in the event that this requirement is set as a condition of BCA's registration by the regulatory authority. In such an event, BCA will comply with the requirements outlined in Standard 8.10, 8.11 and 8.12.

#### 2.0 Responsibility

- 2.1 The CEO or delegate is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application.
- 2.3 The manager for each course is responsible for determining the training and assessment strategy for the course. The training and assessment strategy will specify how the course is divided into study periods and the workload for each study period.

#### 3.0 Policy Statement

- 3.1 The progress of each student shall be monitored, assessed, and recorded.
- 3.2 Each student shall be assessed at the end point of each study period and their course progress shall be determined.
- 3.3 An intervention strategy will be implemented to assist students who are at risk of not making satisfactory course progress.
- 3.4 Where BCA has assessed the student as not meeting satisfactory course progress, (after the intervention strategies have been exhausted) BCA will inform the student in writing of its intention to report the student to DHA and that he or she is able to access the Complaints and Appeals process within 20 working days.

3.5 BCA shall notify the Secretary through PRISMS within 14 days of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the BCA's decision to report.

**3.6 Requirements for achieving satisfactory course progress-** A student will be deemed to have achieved satisfactory course progress if he/ she satisfactorily completes and achieves competency in 50% or more of the Units attempted in the study period.

Competency is determined by the Assessors based on the specific competency requirements related to each Unit.

Academic misconduct, such as plagiarism, is not acceptable and the student will be required to resubmit work, if relevant. Additional information on the expected 'Code of Conduct' is available in the 'Code of Conduct' and procedures to handle misconduct is included in the 'Complaints and Appeals Policy'.

**3.7 Students at risk** - are defined by BCA as students who:

- have failed to achieve competency in 50% or more of units or prescribed assessments attempted in a study period
- have unsatisfactory performance in class and show very little learning progress
- have unsatisfactory attendance which is deemed to be insufficient to achieve satisfactory course progress by their instructor

## 4.0 Definitions

### 4.1 Study period

A study period for courses – 13 weeks for Term1 and Term2, 14 weeks for Term 3

4.2 Meeting course requirements – satisfactorily completing and achieving competency in more than 50% of units or prescribed assessments in a study period

4.3 Unsatisfactory course progress – failing to satisfactorily complete and achieve competency in 50% or more of units or prescribed assessments in 2 consecutive study periods

## 5.0

## Method

5.1 A failure in 50% or more units in a single study period will trigger a review of academic progress and implementation of an intervention strategy by the College.

5.2 Units that have been completed at the end of a study period and have a final unit result will be evaluated by the student administrator in accordance with the course progress and intervention strategy.

5.3 Where a unit runs for more than one study period, early intervention will be implemented at the end of each term of delivery. If the student has not satisfactorily completed all assessment tasks in that term, they will be deemed as being 'at risk' of failing the unit.

5.4 Early intervention based on assessment task failure is not counted toward formal course progress. Early

intervention is only implemented to assist students in achieving satisfactory course progress.

5.5 Failing a unit means being assessed as “Not Yet Competent” for a completed unit.

5.6 Students will be counselled if they have failed any unit in a study period or if they have failed two or more core units in any study period

5.7 Within 10 working days of the completion of a study period the student administrator will review the course progress of all students and identify those students who have failed 50% or more units in the study period.

5.8 Within 10 working days of the completion of a study period all students identified as having failed 50% or more units will be contacted requiring them to attend a course progress interview with the course program manager.

5.9 At any point in the term, if BCA believes a student is struggling and may not achieve satisfactory progress, an early intervention may be activated. The early intervention requires an interview with the course program manager and strategies identified to assist student to pass the unit.

5.10 At the course progress interview the student may be placed on a Student Monitoring Program with one or more of the following intervention strategies put in place:

- Student attendance timetable drawn up
- Student study time table drawn up
- A fortnightly intervention meeting for the current study period with the course program manager or a delegated person will be scheduled
- A fortnightly academic involvement report requested from each subject instructor
- Advice of course suitability
- Opportunities to be reassessed in tasks or subjects previously failed, or be able to demonstrate the necessary competency in areas in which they had not previously been able to achieve competency
- Advising students that unsatisfactory course progress in two consecutive study periods could lead to them being reported to DHA and cancellation of his or her visa, depending on the outcome of any appeals process.

5.11 At the fortnightly intervention meeting the following will be reviewed

- Fortnightly attendance
- Fortnightly academic involvement
- Implementation of the study timetable

5.12 All students training plans, results, course progress, and interventions (if any) shall be recorded in the student management system on an ongoing basis.



5.13 If a student fails 50% or more units in two consecutive study periods (after having been on the Student Monitoring Program and interventions put in place) thus failing to meet course progress requirements, then BCA will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The student will be informed they have 20 working days to appeal the decision to report via the Complaints and Appeals process. If the appeal is not upheld or the student withdraws from the appeal process, BCA will report the student to DHA. A copy of all the documents and PRISMS notifications will be put in the student's file.

5.14 During the intervention period, students who fail to maintain 80% attendance, fail to achieve set satisfactory academic progress goals or fail to implement the study timetable may be reported to DHA for unsatisfactory academic progress.

5.15 Students failing to attend the fortnightly intervention meeting without a reasonable excuse may trigger the reporting process to DHA for unsatisfactory academic progress.

5.17 In exceptional circumstances, BCA may extend the duration of the student's enrolment if he/ she is unable to complete the course within the expected duration. These circumstances are listed below and will be examined on a case by case basis, subject to sufficient supporting evidence being available to BCA:

- Compassionate or compelling grounds exist
- BCA has implemented a special intervention strategy to help the student achieve satisfactory course progress, or
- An approved deferral or suspension of study has occurred (based on the BCA 'Deferral, Suspension and Cancellation Policy'.

In circumstances where a student's course duration is approved and changed by BCA, the student must be notified to contact the Department of Home Affairs to seek advice on the potential impact to their visa, including any visa extensions that may be needed.

## 6.0 Records

- 6.1 All records related to students' course progress and attendance will be retained in the Student's file for a minimum period of two years after the student ceases to be an accepted student at BCA.





## Complaints and Appeals Policy

### Purpose

The purpose of this policy and procedure is to ensure that complaints and appeals are resolved appropriately and as quickly as possible.

### Scope

This policy and procedure applies to all staff of BCA. Trainer/assessor staff and all staff working with international students in particular should have a clear understanding of this policy and procedure so that they can ensure students are aware of this process.

### Principles

BCA will ensure that:

- All students have access to the complaints policy and procedures and their rights as consumers
- BCA will maintain the student's enrolment during the complaint process
- The complainant is provided with information about the complaints procedure
- BCA will respond to any complaint or appeal the overseas student makes regarding his or her dealings with BCA, its education agents or any related party that BCA has an arrangement with to deliver the overseas student's course or related services
- All complaints are assessed in a professional, fair and transparent manner
- The complaint process is commenced within 10 working days from the date of complaint
- Due to confidentiality reasons, the number of people involved in the resolution process will be limited.
- Officials involved in any aspect of the process will maintain absolute confidentiality at all times
- The complaint resolution procedure promotes a conciliatory approach using mediation and open communication while acknowledging that in some instances this may be challenging.
- The rights of the complainant and respondent will be protected throughout the complaint resolution process.
- All parties have the right to representation during the complaint resolution process.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- The complainant is provided with a written response including the outcome and reasons for the outcome within 20 calendar days.
- Complainants reserve the right to lodge a complaint with external agencies at any point during the complaint resolution process.
- Retain a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome for a period of five years after the student ceases to be an accepted student at BCA.

### Definitions

COMPLAINTS – Dissatisfaction with a service offered by BCA



## APPEAL – Dissatisfaction with a decision made by BCA

### Responsibilities

The CEO/RTO Manager is responsible for implementing and ensuring compliance with this policy

### Types of complaints

The complaints may be about academic or non-academic matters including, but not limited to:

- Application procedures
- Marketing information
- Training delivery or content
- Trainers, Assessors/ Teachers or other staff
- Assessment methods or assessment content
- Student progress
- Issuing of Awards
- An agent recruiting students for BCA
- A third party delivering services on BCA's behalf
- A student or group of students of BCA
- Discrimination
- Harassment, bullying or victimisation
- Breach of privacy
- Individual conflict arising from perceived inappropriate behaviours
- Fees or other financial matters
- Fines and payments

## Complaints Procedure for all academic and non-academic matters

### Internal complaints and appeals

The internal complaints and appeals processes are conciliatory and non-legal.

- 1) Complaints against other Students
  - a) Grievances brought by a Student against another student will be dealt with under the College's Behaviour Policy/Code of Conduct.
- 2) Informal Complaints/ Appeals Resolution
  - a) In the first instance, BCA requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
  - b) Students should continue to attend classes (if applicable) while the complaint is being processed
  - c) Students should contact their Trainer/ Teacher in the first instance to attempt mediation/informal resolution of the complaint.
  - d) If Students are not satisfied with the outcome, they should contact student support coordinator who will attempt to resolve the matter.
  - e) If the complaint is about the student support coordinator, it can be directly brought to the CEO's attention.
  - f) If the matter cannot be resolved through the informal mediation process, the matter will be referred to the CEO in writing and BCA's internal formal complaints and appeals handling procedure will be followed.
- 3) Formal Appeals/Complaints Handling Procedure





- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The Student must notify BCA in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the CEO.
- d) Where the internal complaints and appeals process is being accessed by an international Student because the student has received notice by BCA that the College intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant or appellant has the opportunity to present his/her case to the CEO.
- g) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings
- h) The formal grievance process will commence within 10 working days of the lodgment of the complaint or appeal with the CEO.
- i) BCA undertakes to finalise all grievance procedures within 20 calendar days.
- j) However, should detailed investigation be required, the process may take more than 20 days. The complainant or appellant will be notified of the expected duration of the investigation process should the process take 21-60 days.
- k) If more than 60 days are required, BCA will advise the complainant in writing, the reasons for why more than 60 days are required. BCA will regularly update the complainant or appellant of the progress of the matter.
- l) For the duration of the appeals process, the Student's enrolment and attendance must be maintained. If the Student chooses to access BCA's complaints and appeals process, BCA will maintain the Student's enrolment while the complaints and appeals process is ongoing
- m) Once the CEO has come to a decision regarding the complaint or appeal, the Student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained securely on the Student's file. A copy will also be retained securely in the internal 'Complaints and Appeals Register'.
  - i) If the grievance procedure finds in favour of the complainant, BCA will immediately implement the decision and any corrective and preventative action required, and advise the Student of the outcome.
  - ii) If the overseas student is not successful in the BCA' internal complaints handling and appeals process, BCA will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost.

#### 4) External Appeals Processes

Overseas Students: If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. 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. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

You can complain to the Overseas Students Ombudsman if you believe your provider has not followed the rules correctly or treated you fairly.

The Ombudsman can consider complaints about:





- refusing admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- Incorrect advice given by an education agent.

The Overseas Students Ombudsman can also investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. You can also complain if a provider has failed to take action or is taking too long to take some action, like not providing your results in the normal timeframe, or not providing services included in your written agreement with the provider.

If you are an overseas Student and you have a complaint about the quality of training and assessment being delivered by BCA, you may be eligible to submit a complaint to ASQA.

You can also contact your local state & territory consumer protection agency (sometimes called 'consumer affairs' or 'fair trading') can provide you with information about your rights and options.

- 5) BCA will identify the potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence, for continuous improvement purposes
- 6) Written records of all complaints and appeals and their outcomes will be maintained in the relevant person's file and a copy in the BCA Complaints Register for a period of two years after the student ceases to be an accepted student at BCA.

The Complaints Register is to be managed and maintained by the CEO. Complaints must be updated within the register as soon as is possible, no later than two (2) working days after the complaint is received. The outcome of the complaint must be recorded in the Complaint Register soon as possible, no later than two (2) working days after the outcome determined.

The Complaints Register is to be saved electronically in the RTOs management file in the "Complaints" in "Complaint and Appeals."

A review of the complaint is to be undertaken and actions implemented to reduce the likelihood of the same complaint being reported in the future.



## Refund Policy (International Students)

### Fees

All fees must be paid prior to the commencement of the course or as per an agreed payment plan accepted in writing by the Student. All ongoing fees must be paid as invoiced for the course. All fees are payable in Australian dollars. Students will not be permitted to commence or continue their course until all outstanding fees have been paid. Bella College Australia reserves the right to cancel a Student's enrolment for non-payment of fees, where fees are overdue by more than 14 days. Any cancellation of enrolment due to non-payment of fees will be reported to the Department of Home Affairs as prescribed under Section 19 of the *Education Services for Overseas Students Act 2000 (ESOS Act)*.

Bella College Australia reserves the right to change fees at any time, subject to the relevant authority's approval.

### Refunds

Refund of the fees will only be granted in accordance with the refund policy set out below.

Application fees are non-refundable under any circumstances, except in the unlikely circumstances where Bella College Australia is unable to provide the course.

**Full Refund:** Bella College Australia has a fee refund policy for situations where special circumstances exist. We will make a full refund of course fees paid (less administration and application fee charge) in the following circumstances:

- **Visa Not Granted:** Application for a Student visa is unsuccessful: In this case Bella College Australia, reserves the right to retain an administration charge of AUD\$50. Refund of any balance pre-paid course money will be made within 14 days. A request of refund in writing and proof of visa refusal, from the Australian Government must be sent to Bella College Australia upon visa refusal.
- **Provider Default:**
  - In the unlikely event that Bella College Australia is unable to start your course on the agreed starting date, you will be offered a full refund of all the course money you have paid to date. The refund will be paid to you within 14 days from the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Bella College Australia at no extra cost to you. You have the right to choose whether you would prefer a full refund of the unspent course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
  - In the unlikely event that Bella College Australia is unable to deliver your course in full, you will be offered a refund of all the unspent course money you have paid to date. The refund will be paid to you within 14 days from the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Bella College Australia at no extra cost to you. You have the right to choose whether you would prefer a full refund of the unspent course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.



If Bella College Australia is unable to provide a refund or place you in an alternative course the Australian Government's Tuition Protection Service (TPS) will assist you with your placement in an alternative course or manage any applicable refunds.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

Bella College Australia reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, if necessary. In such circumstances, if a Student is unable to enroll in a similar course at Bella College Australia all fees will be refunded within 14 days.

**Partial Refund:** Bella College Australia will make a partial refund of any tuition fees **paid** to Bella College Australia *before the Course Start Date* in the following circumstances:

- *Withdrawal at least 10 weeks prior to agreed course start date - Full refund of tuition.*
- *Withdrawal at least 6 weeks prior to agreed course start date - 75% refund of tuition.*
- *Withdrawal at least 4 weeks prior to agreed course start date - 60% refund of tuition.*
- *Withdrawal at least 2 weeks prior to agreed course start date - 40% refund of tuition.*
- *Withdrawal less than 2 weeks prior to agreed course start date - 20% refund of tuition.*

In the above circumstances the refunds will be processed within 4 weeks from the date the refund request is received

#### **No Fee Refund**

- If a Student withdraws from, cancels or fails to attend a program or course after the start of the program, with the exception of visa refusal, Bella College Australia will not refund any of the fees paid for that program or course. The Student will be required to pay any outstanding balances for the course. No refund will be issued for any non-tuition fees paid to Bella College Australia. No refunds will be issued for any deposits and payment plan fees paid on additional COEs at Bella College Australia. Any pre-paid fees for future courses within a packaged program will not be refunded after the student has commenced their study at Bella College Australia.
- Refunds for any non-tuition fees received by Bella College Australia on behalf of the Student for ancillary services, such as Overseas Student Health Cover etc. must be requested from the company delivering the service and students will be subject to the respective companies refund policies.
- In the event that an extension to the Student's visa is not granted and the course has commenced a refund will not be issued to the Student for the course duration that has already finished.
- In the event that the Student seeks and is granted approval by Bella College Australia to transfer to another provider prior to completion of six months' study of the principal course, no refund of any course money paid in advance will be granted. Any outstanding fees for the course must be paid prior to release.
- In the event that the Student's enrolment is cancelled because of infringement of Bella College Australia's disciplinary Policy or breach of Student visa conditions or non-payment of fees, no refund of any course money will be granted.





- In the event of student visa is rejected due to fraudulent documents no refund of any course money will be granted.

**Process for claiming a Refund:** *All applications for refunds must be made in writing by completing an 'Application for Refund Form' (available from the Bella College Australia Administration Office) and submitted to the Enrolment Officer. Prospective students who are overseas should contact Student Administration.*

**Payment of Refund:** All refunds for which a Student is eligible will be forwarded to the bank account nominated in writing by the Student, unless the Student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution, as authorised by the Student or his/her legal guardian (if under 18). Bella College Australia will provide the Student with a statement detailing the calculation of the refund.

**Approvals:** All refunds must be approved by the Chief Executive Officer (CEO). Exemptions to any of the above mention cases may only occur where the Student has extenuating or compassionate grounds as determined by the CEO.

**Appeals:** Please refer to Bella College Australia's 'Complaints and Appeals Policy' if you wish to appeal the decision related to your refunds.

**NOTE:** *"This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the right of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".*

#### **Non-payment of fees and debt collection for all Students**

Students are required to pay all their course fees as they become due (as per the conditions outlined in the enrolment documentation). Delays in payments incurs a late fee fine. Ongoing delays in payment of College fees may result in cancellation of enrolment. Please refer to the 'Deferment, Suspension and Cancellation Policy' and the 'Payment of Course Fees Policy' for details.

The College reserves the right to utilise the services of a debt-collection agency for the collection of overdue fees, in circumstances where the College's internal processes to collect the fees have not been successful. In such circumstances, costs for full debt collection/ recovery, including costs such as demand letters, skip/trace, solicitor's involvement etc. will be added to the amount outstanding and the Student will be liable for the costs.



## Transfer between Registered Providers Policy

### Introduction

CRICOS providers are restricted from enrolling transferring students prior to the student completing six months of his or her principal course of study, except in certain circumstances. Providers, from whom a student is seeking to transfer, are responsible for assessing the student's request for transfer within the restricted period. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student.

After the first six months of the principal course no restrictions apply.

### Key requirements for all sectors

- Registered providers must not enroll a transferring student before the student has completed six months of the student's principal course of study except for the circumstances outlined in Standard 7 of the National Code.
- The restriction applies to any prerequisite courses in a package of courses, as well as the first six months of the principal course.
- When a student wants to transfer before completing six months of his or her principal course, the provider must assess the student's request against its documented transfer policy and procedures.
- Requests can be refused, but the reasons must be consistent with the intent of the standard, the provider's documented transfer policy and given to the student in writing.
- If a provider refuses to release a student or the provider does not respond during the timeframe set out in the policy, the student can appeal through the provider's complaints and appeal process.
- The new provider must have issued a valid enrolment offer for a student's request for a letter of release to be considered.
- A provider must not charge the student for the release.
- Under-18 students must have written confirmation from their legal guardian or parent to transfer. If the student is not being cared for in Australia by a parent or suitable nominated relative, the receiving registered provider must accept responsibility for approving the student's accommodation, support and general welfare arrangements as per [Standard 5](#). The letter of offer must note this responsibility.
- Providers must keep records of requests for release and the process used to make a decision in relation to the request.
- A provider must not enrol a transferring student before the student has completed six months of his or her principal course unless the following exceptions in Standard 7.1 are satisfied.
  - the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
  - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
  - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS



- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.
- Students can apply to transfer before they have completed six months of their principal course.
- The provider must have documented policies and procedures for assessing applications for transfer.
- Providers must accept responsibility for assessing applications to transfer.
- If a student's request for release is refused, the student must be informed in writing of the reasons for the refusal and his or her right to appeal the decision

(Source: <https://www.ael.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>)

## Legislation

- *National Code 2018*
  - *Standard 7*

## Transfer Policy

Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.

### Transferring to Bella College Australia (BCA) from another provider

BCA will not knowingly enroll a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

### Transferring from BCA to another provider

Students can apply for release to enable them to transfer to another education provider.

- Applications for transfer from a student must:
  - Be in writing on the prescribed BCA's 'Transfer of Provider Form';
  - Relate to and provide details about the student's individual circumstances;
  - Provide details as to the reasons why the application should be approved.
- In order to apply for a release, students must provide a valid enrolment offer from the receiving provider.

Students under 18 years of age MUST also have;



- Written evidence that the student's parent(s)/legal guardian supports the transfer
- Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s)/legal guardian or a suitable nominated relative
- Evidence that the student is always in DHA approved welfare and accommodation arrangements
- All applications for transfer will be considered within 10 working days and the applicant notified of the decision. This period may be extended if the applicant fails to provide all relevant information/documentation, however in such instances BCA will advise the student of the additional information/documentation required to make the decision.
- Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications.  
Contact details are:  
Tel: 131 881  
E: [studentvisa@immi.gov.au](mailto:studentvisa@immi.gov.au)

Release will be considered on the following grounds:

A release will be granted when BCA is satisfied that:

- A course is academically unsuitable for the student; or
- The course the student wishes to transfer to better meets the long term goals of the student, whether these relate to future work, education etc; or
- The student has not been able to achieve satisfactory course progress even after participating actively in the BCA academic intervention policy; or
- Compassionate or compelling reasons for the transfer exist; or
- BCA fails to deliver the course outlined in the written agreement; or
- There is evidence that the student's reasonable expectations about their current course are not being met; or
- The student can provide evidence that he/she was misled by BCA or its appointed representative regarding the course or BCA; or
- An internal or external appeal results in a decision or recommendation to release the student.

If the application is successful BCA will:

- Process the release of the student via PRISMS at no cost to the student
- advise the student to contact the Department of Immigration to seek advice on whether a new student visa is required
- update PRISMS to indicate that the release has been granted against the relevant COE

Release not granted

A release will be refused if a student is unable to provide satisfactory evidence that his/her course does not meet the long-term goals of the student or it is academically unsuitable, or that the student cannot demonstrate compassionate or compelling circumstances for the transfer exit.

Specifically, a release request will not be granted if:

- BCA forms the view that the student is trying to avoid being reported to the Department of Home Affairs (DHA) for failure to meet the provider's attendance or academic progress requirements (in cases where the student has not fully engaged with the academic intervention opportunities provided by BCA);



- The transfer may jeopardise the student's progressions through a package of courses; or
- The intended course will not provide adequate preparation for further study, nor be recognised by higher education or VET providers as meeting their entry requirements and the transfer would be detrimental to the student's future study plans.
- BCA fees for the course that the student is currently enrolled in have not been paid in full. This includes any balance instalment payments applicable to the course. (Students are advised to read the BCA Refund Policy prior to seeking a release, as any pre-paid fees for future courses within a packaged program will not be refunded after the student has commenced their study at BCA)

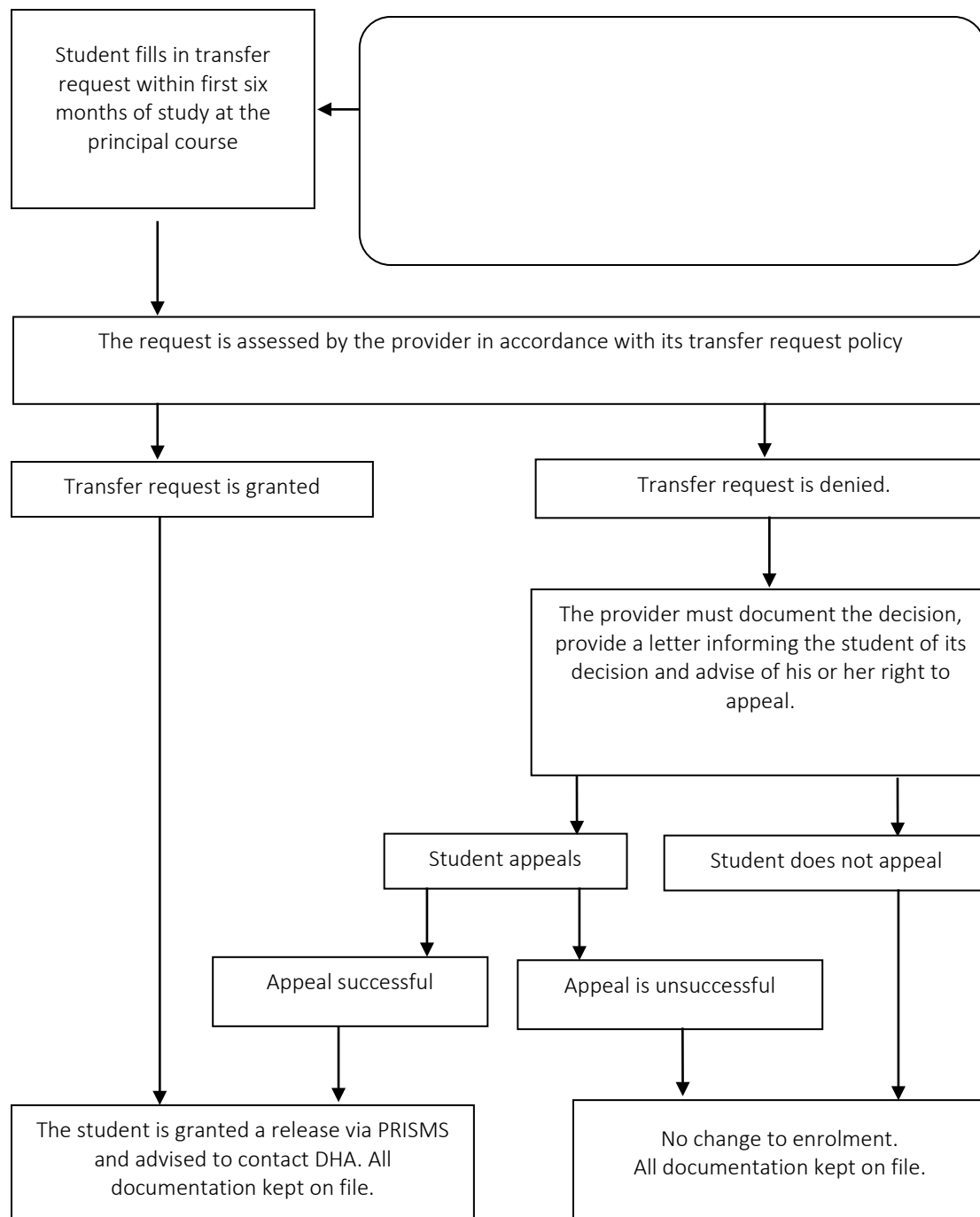
Students whose request for transfer has been refused will be informed in writing of:

- The outcome and the reasons for the decision and the factors taken into consideration given the student's individual circumstances.
- Their right to appeal the decision within 20 working days in accordance with BCA complaints and appeals policy.

### Administrative Actions

- BCA must not finalise the student's refusal status in PRISMS until:
  - The appeal finds in favour of BCA; or
  - The student has chosen not to access the complaints and appeals process within 20 working days; or
  - The student withdraws from the process.
- All relevant documents related to the release will be retained in the student's file for a minimum period of two years from the date the student ceases to be an accepted student at BCA.





## Deferment, Suspension and Cancellation Policy ✓

### Introduction

To *defer* or *suspend enrolment* means to *temporarily put studies on hold* (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment.

A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension or cancellation of a student's enrolment due to misbehaviour of the student.

### Key requirements for all sectors

- Providers must have documented procedures for assessing, approving and recording a deferment, suspension or cancellation of study. (This relates to [Standard 2.1.8.](#), which requires that students must be informed prior to enrolment of the grounds on which their enrolment may be deferred, suspended or cancelled.)
- Providers must inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.
- Should a provider initiate the suspension or cancellation of a student's enrolment, it must notify the student of its intention and allow the student 20 working days to access the provider's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.
- If the student appeals the decision to defer, suspend or cancel his or her studies, the provider must not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.
- Providers inform the Department of Education, via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.
- This standard allows providers to grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status *on the grounds of compassionate or compelling circumstances*.
- The standard also allows providers to temporarily suspend the enrolment of students *due to misbehaviour of the students*. Misbehaviour of students can also be grounds for cancellation of studies as long as the student was informed of this prior to enrolment. (See [Standard 2.1.8](#))

### Legislation

- *Education Services for Overseas Student Act 2000*
  - *Section 19*
- *National Code 2018*
  - *Standard 9*

### Deferment, suspension and cancellation policy

#### Deferring or temporarily suspending your enrolment

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness
- Serious illness or death of a family member necessitating a return to the student's home country





- Serious injury
- Major upheaval in home country requiring student to return home
- Natural disaster
- Unavailability of courses
- Visa delay

Students must submit the prescribed BCA form to Administration requesting to defer or temporarily suspend their studies, together with documentary evidence verifying their situation (for example, a medical certificate). BCA will assess the application and make a decision within seven business days. Suspension of studies is allowed for a maximum period of 8 weeks. If an international student's application for deferral or suspension is approved, BCA will notify the Department of Home Affairs (DHA) through the Department of Education's (DoE) reporting system PRISMS.

### **Deferral prior to commencement**

Students may request a deferral prior to course commencement. Student must complete 'Application to Defer Start Date Form' and submit it to the Administration officer.

When the deferral is processed and approved the student will receive a revised eCOE.

### **Cancelling your enrolment**

Students wishing to cancel their enrolment must complete a 'Withdrawal Form' or 'Transfer of Provider Form' with all supporting documentation attached. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code. See policy on Transfer between Providers.

### **Suspension or cancellation of enrolment by BCA**

BCA has the right to cancel or suspend a student's enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to BCA
- If a student does not maintain satisfactory course progress in accordance with the Course Progress Policy for international students
- If a student fails to attend formal academic intervention meetings set up to assist with course progress
- If a student does not maintain satisfactory attendance in accordance with the Attendance Policy for international students
- If a student does not pay the required tuition or non-tuition fees as per the Written Agreement
- If the student behaves in a way which could potentially bring the College into disrepute
- If a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.
- If the student has received two formal warnings from the College for disobeying College rules. A formal warning will be issued if a student:
  - i) Disobeys any College rules as set out in the Student Handbook
  - ii) Fails to attend formal academic intervention meetings
  - iii) Knowingly engages in material plagiarism, cheating or academic misconduct
  - iv) Does not abide by the email and Internet rules as stipulated by the College
  - v) Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
  - vi) Misuses or willfully damages Homestay or College facilities, equipment or property.





PLEASE NOTE: Deferring, suspending or cancelling your enrolment may affect your student visa. You must seek advice from the Department of Home Affairs on the potential impact on your visa.

Students are required to pay all fees due during their temporary suspension or deferral period, as per the payment plan outlined in the Letter of Confirmation of their enrolment.

### Appeals

1. BCA will notify the student in writing of its intention to cancel or suspend their enrolment, including the reasons for the cancellation or suspension.
2. Students have the right to appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the CEO of the College within 20 working days from the date of the intention to cancel or suspend notice. Students should refer to the College's complaints and appeals procedures, if they wish to lodge an appeal.
3. *If the student accesses the BCA internal complaints and appeals process, the suspension and cancellation of the student's enrolment cannot take effect until the internal process is completed, unless the student's wellbeing or the wellbeing of others is likely to be at risk.*
4. Upon completion of any appeals process (where relevant) or upon the expiry of the 20 day appeal period (in the event the student does not appeal), if an international student's enrolment is suspended or cancelled, BCA will notify the Department of Home Affairs (DHA) through PRISMS, the Department of Education's reporting system.

### IMPORTANT

**Timeframe for reporting changes in enrolment via PRISMS:** As required under Section 19 of the ESOS Act, BCA must notify DHA through PRISMS within 14 days from the date of deferment, suspension or cancellation.

### Record Keeping

All records related to deferment, suspension and cancellation, including records of decisions must be retained for a period of two years after a student ceases to be an accepted student at BCA.





## COMPLETION WITHIN THE EXPECTED DURATION OF STUDY POLICY

Davies Institute Pty Ltd T/A Bella College Australia will monitor the enrolment load of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. Davies Institute Pty Ltd T/A Bella College Australia will only allow students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

Davies Institute Pty Ltd T/A Bella College Australia adheres to its policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE. In monitoring this enrolment load, Davies Institute Pty Ltd T/A Bella College Australia will ensure that in each compulsory study period for a course, the student is studying at least one unit which is not by distance or online learning.

Davies Institute Pty Ltd T/A Bella College Australia will monitor student's progress closely using the Course Progress Policy and will take action where required to ensure that the student can complete a course within the expected duration as specified on the CoE. Please refer to the Course Progress Policy to identify how the student's loads will be monitored and what actions Davies Institute Pty Ltd T/A Bella College Australia will take to keep students on track.

Davies Institute Pty Ltd T/A Bella College Australia does not offer online or distance learning to its students.

Davies Institute Pty Ltd T/A Bella College Australia will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- a. compassionate or compelling circumstances (examples below), supported by demonstrable evidence
- b. Davies Institute Pty Ltd T/A Bella College Australia has, or is in the process of implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- c. an approved deferment or suspension of study has been granted according to the Deferment, suspension and cancellation policy.

Compassionate and compelling circumstances are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:

- o Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
- o Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
- o Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- o Traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports); or
- o inability to begin studying on the course commencement date due to delay in receiving a student visa.

In addition to the above for the purpose of Standard 8.16 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, the following additional situations can also be considered "compelling" circumstances and could support the granting of an extension of the duration of a student's study:

- if the student has failed occasional units throughout the course, but had not done so poorly as to be picked up by the provider's intervention strategy for course progress (Davies Institute Pty Ltd T/A Bella College Australia will have to document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course)







Where there is a variation in the student's enrolment load which may affect the student's expected duration of study, then Davies Institute Pty Ltd T/A Bella College Australia will record this variation and the reasons for it on the student file. Davies Institute Pty Ltd T/A Bella College Australia will then correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

Except in the circumstances noted above, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

### PROCESS FOR EXTENDING THE DURATION OF STUDY

**IMPORTANT:** Students are advised that if their course duration is extended, they **MUST** seek advice from the Department of Home Affairs regarding the potential impact on your visa, including the need to obtain a new visa.

To extend a student's enrolment, the student must apply for the extension in writing to *Chief Executive Officer* explaining the justification to their application. All records of the consideration and approval or rejection of the application to extend the visa are to be retained on the student file.

The *Chief Executive Officer* shall review the application along with trainers/assessors and other relevant members of staff and make an informed decision. Rejection of the application shall be discussed with the student and where appropriate, the student may appeal the decision as defined in our procedures.

The Student shall be advised of the outcome in writing.

Where a student's enrolment is extended, DHA will be notified via PRISMS of the extension.





## Privacy Policy

### Introduction

#### Purpose

Davies Institute Pty Ltd T/A Bella College Australia is required to collect, use, store and disclose a range of personal information on students, employees and a range of other stakeholders. Davies Institute Pty Ltd T/A Bella College Australia is committed to maintaining the privacy and confidentiality of all student and personnel records. Davies Institute Pty Ltd T/A Bella College Australia complies with the Privacy Act 1988 (Commonwealth), including the 13 Australian Privacy Principles (APP) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Commonwealth).

#### Scope

This policy applies to all students, employees and contractors.

#### Responsible Parties

The CEO is responsible for the control and issuance of this policy.

#### Policy

##### 1. Open and transparent management of personal information

- a. Bella College Australia will publish this policy on its website
- b. The policy will be included in to RTOs student handbook, staff handbook and made available on request.

##### 2. Anonymity and pseudonymity

- a. Individuals have the option to not identify themselves when dealing with the RTO, for example when requesting information on a course, website enquiries or anonymous complaints/feedback.
- b. Individuals who wish to undertake nationally recognised training with the RTO will be required to disclose information of a personal nature as outlined in this policy.

##### 3. Collection of solicited personal information

- a. Bella College Australia will collect information you provide on enrolment into a nationally accredited course or on commencement of employment with **Davies Institute Pty Ltd T/A Bella College Australia**. Bella College Australia may also collect information you provide on websites, enrolment forms, course materials and assessments.
- b. Bella College Australia may sometimes collect information, with your consent, from your employer, a job services provider or other organisations where students may engage in placement for training and assessment purposes.
- c. Bella College Australia collects information of a personal and sometimes sensitive nature. Information the RTO collects may include: Full name, date of birth, residential address, contact details, demographic information, ability/disability, employment details, educational background, indigenous





background, concession status language, literacy and numeracy skills and educational/course progress. Bella College Australia may also collect information on your next of kin or parent/guardian.

#### **4. Dealing with unsolicited personal information**

- a. Bella College Australia only collects, uses and stores information which is directly related to the provision of training and assessment (for students) and information directly related to the employment or engagement of contractors (for employees and contractors).
- b. Information which is received that is not related to training and assessment or employment with **Davies Institute Pty Ltd T/A Bella College Australia** is destroyed in a safe and secure manner.

#### **5. Notification of the collection of personal information**

- a. Students and employees are notified when information is collected or sourced from third parties. Such notifications are expressed in enrolment forms, assessment tools and other written documents or implied in such circumstances such as workplace observations.

#### **6. Use or disclosure of personal information**

- a. Bella College Australia only uses information for the provision of training and assessment and is required to disclose this information to a number of organisations such as:
  - i. Registering bodies such as the ASQA (National), VRQA (Victoria) or TAC Western Australia,
  - ii. Government funding bodies in each state and territory and/or Commonwealth Government
  - iii. Apprenticeship Centres,
  - iv. Employers and Job Services Providers,
  - v. External auditors and our consultants,
  - vi. The Australian Taxation Office,
  - vii. Other entities required by law and in accordance with the Privacy Act 1988.
- b. Bella College Australia will not disclose any personal or sensitive information to a third party except for the direct provision of training and assessment or in emergency and life threatening situations.
- c. In addition, BCA may release Information collected about you throughout your enrolment as required under law and in order to meet our obligations as a CRICOS Registered Training Organisation, to the Commonwealth Government, including the Tuition Protection Scheme (TPS) and/or designated State and Territory agencies, including the Department of Immigration; or legal institutions, in accordance with the Privacy Act 1988.

#### **7. Direct marketing**

- a. Your personal information will never be sold to any marketing company or third party,
- b. Bella College Australia may use your personal information to market directly to you only for the provision of further training and assessment with the RTO.
- c. Bella College Australia will only use your information if you have provided consent to use your information for this purpose and you have opted-in to this type of communication,

#### **8. Cross-border disclosure of personal information**

- a. Bella College Australia will not disclose your personal information to any entity outside of Australia unless you have provided your express written consent,
- b. All records will be kept in Australia,

#### **9. Adoption, use or disclosure of government related identifiers**





- a. Bella College Australia is required to collect, in some circumstances, government related identifiers. Bella College Australia will not use these identifiers for any reason or purpose except for the explicit reason it is required (eg. Concession numbers, Tax File Numbers, Drivers Licence Number, etc) and will not use these numbers as an identifier of individuals.
- b. Bella College Australia will only disclose government related identifiers where required by law or express consent has been given to disclose this information,

#### **10. Quality of personal information**

- a. Bella College Australia collects information and ensures it is accurate, up to date and complete,
- b. Bella College Australia will take all reasonable steps to ensure that the information provided from individuals is correct and any third party information received can be verified for accuracy, currency and completeness.

#### **11. Security of personal information**

- a. All personal and sensitive information is kept safe and secure at all times, only people who are authorised may access this information,
- b. Personal and Sensitive information is protected from unauthorised access, interference, misuse, loss, modification or disclosure.
- c. Destruction of personal and sensitive information is carried out by commercial document destruction companies or secure shredding or secure electronic deletion,

#### **12. Access to personal information**

- a. Individuals may request copies of information which is kept about them at any time free of charge. Bella College Australia may charge for printing and postage in some circumstances.
- b. All requests for access to personal information must be in writing and the individual must be able to identify themselves and verify their identity prior to any information being disclosed,
- c. All requests must be made to the CEO

#### **13. Correction of personal information**

- a. Individuals who feel that the information the RTO uses and stores is inaccurate or incomplete may request to have the information updated and corrected. Such corrections must be in writing.

#### **Legislation Includes**

- The Privacy Act 1988 (Commonwealth)
- The Australian Privacy Principles (APP), 2014 (Commonwealth)



## Access to Personal Information Policy ✓

### Introduction

Students of BCA can request access to records of their own personal details, training participation, course progress, assessment and certification at any time

Please refer to Privacy Policy for detailed information

### Key legislation

- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Privacy Act 1988 (Privacy Act) including the Australian Privacy Principles
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- ESOS Regulations 2001 Clause 3.06

### Procedures

- a. Access by Students to their personal records is available upon request to the Administration staff.
- b. Students are required to send an e-mail requesting for information or change to their personal details.
- c. The Administration Staff will conduct an identification check to verify the Student
- d. Access to the Student file will be granted only after the administration staff has verified the Student's identification.
- e. Access will be provided within 2 working days, or earlier if practicable
- f. There is no fee for accessing personal records.



## Recognition of Prior Learning and Credit Transfer Policy

Davies Institute Pty Ltd T/A Bella College Australia (BCA) has a policy of appropriately recognising students past learning, completion of Australian Qualification Framework qualifications issued by another RTO through credit transfer and through Recognition of Prior Learning for other experiences.

### Purpose

The purpose of this procedure is to ensure all students are offered and where evidenced granted credit transfer and recognition of prior learning prior to enrolment.

### Scope

This procedure applies to any staff involved in the processing of marketing, taking student enrolments, responding to student inquiries, administrators of the Credit Transfer and Recognition of Prior Learning (RPL) process and Trainers/Assessors.

### Credit Transfer

All Australian Qualification Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations will be fully recognised by BCA unless prevented by licensing or regulatory requirements.

### Credit Transfer Procedure

1. The CEO is to ensure that student information and relevant marketing material contains advice that BCA will recognise AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations.
2. The CEO is to ensure that the Staff Handbook includes appropriate references to credit transfer and reinforces this policy during Staff orientation/induction sessions.
3. Participants are required to complete a Release of Information Form, which will allow BCA to verify the Qualifications and/or Statement of Attainment with the issuing RTO.
4. The CEO is to verify the AQF Qualifications and/or Statement of Attainment presented for recognition by contacting the issuing Registered Training Organisation.
5. Participants seeking credit transfer for Qualifications or Statements of Attainment awarded by another Recognised Training Organisation must present the original documents for sighting and a certified copy of original documents. Copies of the Qualification or Statements of Attainment which have been verified with the issuing RTO are to be kept on the individual Participant's file.
6. Verified AQF Qualifications and Statements of Attainment are to be fully recognised and appropriately recorded on the students' file.



7. AQF Qualifications and Statements of Attainment unable to be verified will not be recognised and the student will be asked to provide further verifiable evidence if possible.
8. Non-verified claims for Credit Transfer are to be recorded on the individual student's file, together with details of any requests for further information and/or counseling undertaken.
9. Bella College Australia will not provide Credit Transfer for a fully qualification issued by another RTO.

### Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
  - Previous formal learning
  - Employment
  - Recreational or personal interests
1. All students are to be made aware of the BCA policy on RPL prior to enrolment
  2. RPL is available for limited courses only for international students
  3. During orientation all students are to be advised of the procedures for applying for RPL
  4. Applications for RPL are to be made on the appropriate form and submitted to the Assessor together with all relevant supporting information for assessment.
  5. The CEO will review each application and a decision will be made as to whether RPL can be granted.
  6. If such a decision cannot be made then the applicant may be required to provide more information, e.g. more details, verification of experience, etc.
  7. The applicant may be invited to attend an interview with an RPL Assessor and/or industry expert and may be accompanied by his/her employer or support person.
  8. An initial assessment and/or a request for further information will be made within fourteen (14) working days of the receipt of the application.
  9. An applicant may appeal against a decision in accordance with the Complaints and Appeals policy.

### Administration of credit transfer and Recognition of Prior Learning resulting in shorter course duration

Applications for Credit Transfer or RPL should be submitted either before a student enrolls at or by the end of the first term of study.

These applications will only be accepted if:

- The student is enrolled in an approved course of BCA; and
- The appropriate fee has been paid; and
- The application is made in the first term of study at BCA

If BCA grants the student course credit which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.



If the course credit is granted after the student visa is granted, the change of course duration will be reported to DHA via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

If the College grants RPL or course credit to a student, BCA will give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

### Visa Implications for International Students

Students are advised that the grant of RPL/Credit Transfer may result in a shortening of their enrolment duration and may impact on their student visa.

For international students studying in Australia, when the granting of RPL/ course credit leads to a shortening of the student's course, the College will:

- in cases where RPL/ course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by RPL/ course credit) in the confirmation of enrolment issued for that student for that course, or
- in cases where RPL/ course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act. In these circumstances, a new confirmation of enrolment will be issued.







## APPENDICES



## APPENDIX 1: Rental Accommodation

### RENTAL ACCOMMODATION

Students over 18 years may wish to consider renting instead of living in homestay as another accommodation option. In Australia, it is common for university students to live in 'share houses/units', where they have their own bedroom, but share other facilities in the house such as the kitchen, laundry, bathroom etc. Share houses are a cost effective way of living independently and help foster relationships with other students while you are studying Brisbane. This fact sheet will outline some basic guidelines on approaching and maintaining your rental accommodation. BCA is happy to assist in this process so please contact us if you have any further questions.

#### Step 1: Before you arrive in Australia

Think about your needs and preferences in a rental property – for example, location, public transport access, room mates, costs, lifestyle options etc. It is very difficult to make an informed decision on these factors without seeing the rental houses themselves, so make sure you spend a few days acquainting yourself with the area in the city before you finalise any paperwork.

#### Step 2: When you arrive in Australia

Contact your local real estate agent and arrange an appointment to inspect properties. You must check the condition of the property including individual bedrooms, heating and cooling facilities, security, rent arrears etc. A real estate agent will typically require you to fill out a *tenancy application form* and pay a holding deposit. Beware: these application forms can be legally binding! This means you will lose your holding deposit and may potentially have to pay rent at the property (until they find alternative tenants) if you change your mind on a successful application.

#### Step 3: Securing your tenancy

When the *lessor* informs you that your application has been successful, you will be required to carry out three tasks before you move in:

1. Sign your *Lease Tenancy Agreement*
2. Pay your *bond money*
3. Complete an *entry condition report*

#### Step 4: During your tenancy

As the lessee, you are expected to carry out several duties for the duration of your lease agreement. These include keeping rent payments up-to-date, maintaining the property in the same condition as when you rented it (this includes the surrounding grounds/gardens), pay for damage caused by you or your guests and seek written permission before amending any terms in the tenancy agreement (eg changing flatmates) or permanently altering the property in any way. As a co-tenant, *joint and several liability* applies to these circumstances.

#### Step 5: Ending your tenancy

It is very difficult to break your lease agreement and end your tenancy before the specified date. If you want to leave your current rental accommodation on the last day of your agreement, 14 days notice and a completed *Notice of Intention to Leave* form is required.

### RENTAL ACCOMMODATION – TERMS

**Tenancy Application Form** – this form needs to be completed before you start looking for rental accommodation. This form requires general contact information and details of employment and helps the lessor decide on successful applicants.

**Lessor/Lessee** – A Lessor is the person who legally owns the property. The Lessee is the party who rents the property (i.e. the student)

**Lease Tenancy Agreement** – The primary, legal document between the lessor and lessee that outlines all terms and conditions of the tenancy.

**Bond Money** – Generally four weeks worth of rent, the bond must be paid by the lessee upon signing the lease tenancy agreement in order to provide financial collateral in the event that the terms and conditions of the contract are not followed.

**Entry Condition Report** – Lessees are required to document the exact condition of the rental property upon moving in. When your tenancy comes to an end, the lessor will compare an exit report with the entry condition report to determine the amount of bond refundable.



**Joint and Several Liability** – This law only applies to co-tenants and says that responsibility for a property is held by both individuals and as a group. That is, all co-tenants as a group will be responsible for property damage (despite who caused it). Additionally, if co-tenants disappear, the remaining individual will be held responsible for all rent payments.

**Notice of Intention to Leave Form** – If you are intending to leave your rental property, this form must be completed and given to the lessor with sufficient notice (two weeks).

#### DISPUTES

If there are any problems with the property or tenancy, contact your lessor about the problem and an agreement is likely to be quickly reached. However, if disputes continue, you can contact the following authority for further advice:

1. The Residential Tenancies Authority ([www.rta.qld.gov.au](http://www.rta.qld.gov.au))

#### WHERE TO FROM HERE?

There are a number of real-estate agents situated in the suburbs near BCA that can help you get started in securing your tenancy. The best option is to visit them in person and discuss your needs with them.

The best place to start is by exploring [www.realestate.com.au](http://www.realestate.com.au)

