



Brisbane College of Horticulture

RTO Code 32032

Student handbook

DOMESTIC STUDENTS

2016

Contents

What We Offer Our Students	4
Course Information.....	5
How to Enrol	6
Policies and Procedures.....	7
Course Fees and Charges	9
Student Fee Protection.....	9
Refund Policy	9
Deferring or Suspending Study	11
Completion within the expected duration of study	13
Repeating of Units	13
Complaints and Appeals Policy	14
Student Induction and Orientation	15
Language Literacy and Numeracy	16
Disabilities	16
The Assessment Process	16
Submitting Completed Assessments	17
Recording of Assessment results.....	17
The completion process	17
Administrative Centre.....	18
Practical Training, Non-discriminatory Environment	18
Your Training Guarantee	19
Students' Code of Conduct	19

Welcome to the College

Thank you for your enquiry regarding the courses offered by BNB International College Pty Ltd which trades as the Brisbane College of Horticulture (BCH).

Every year Australia welcomes thousands of students from all over the world who have made the decision to study in Australia, live the Australian way of life and enrich their life on an academic and personal level.

This Course Guide is designed to provide you with sufficient information on our College and our courses to ensure your study is as easy as possible.

BCH is a Registered Training Organisation (RTO), registered with the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia's vocational education and training sector and it regulates courses and training providers to ensure nationally approved quality standards are met.

In addition, BCH is also registered with CRICOS which is the Commonwealth Register of Institutions and Courses for Overseas Students.

All qualifications taught at the College are nationally recognised (in Australia) giving your more flexibility when looking at further studies.

The qualifications offered are

- AHC30710 Certificate III in Horticulture –
- AHC50410 Diploma of Horticulture -
- BSB30115 Certificate III in Business –
- BSB51915 Diploma of Leadership and Management
- BSB60215 Advanced Diploma of Business

The process of choosing the right training provider is the first step towards your success. We invite you to contact us either by phone or email with any concerns or questions you may have. We would like you to have complete confidence in selecting the BCH as the right choice for you.

We are obligated to help you make an informed decision so it is important that you read the entire contents of this document. It is our official notice to you of the College's Policies and Procedures which we must make you aware of before any decision is made regarding enrolment.

If you have any queries or concerns with regards to any part of this document, please ensure that you clarify these issues prior to applying for enrolment.

Why Study with BCH?

Our College differs from other Colleges in several ways; for one, classes are generally small. Practical and theory classes are kept to a maximum of 20 students.

While in class, students are encouraged and expected to contribute to the discussion and educators meet with students and even share coffee or meals with them. The close relationship between students and trainers serves to motivate students and fosters a personal approach to studying.

Studying at BCH will ensure you receive an exceptional level of service and a high quality education.

What We Offer Our Students

We want you to enjoy yourself while you are learning at the BCH. Our College has supportive networks of people to make your time at College fulfilling and fun.

We offer our students:

- A working nursery to learn real skills and put them into practice (for Horticultural students)
- Bright, spacious classrooms set up with modern equipment, for students to learn the most up to date techniques.
- A well-equipped study area with access to internet.
- Excellent location
- A mentor network of teachers for academic support.
- Access to expert trainers to help you manage your program and any difficulties that might affect our studies.
- Student Services personnel to help in other areas, including personal welfare and guidance.
- Free internet access to support in your research activities.
- Email access to teachers and staff at any time.

About the College

Our College was established in 2010 and the facility is of high standard.

The College aims to provide the finest educational opportunity through its commitment to its students' success. Students are taught at the highest standard of expertise within a friendly, caring and relaxed atmosphere.

BCH was born to give our students a broader opportunity when choosing their future career. The College is also a member of the Australian Council for Private Training and Education (ACPET).

College Location

The BCH Admin Centre is located at 31 Black St MILTON QLD 4064 adjacent to the Brisbane, CBD.

The training facilities are currently located close to the city. By bus we are approximately 15 minutes from the City of Brisbane and by car approximately 10 minutes. A suburban rail station is approximately 5 minutes' walk away.

All essential services from medical to major banks, shops and a new library are located nearby.

Student Amenities

The aim of BCH is to provide students with a clean and harmonious studying atmosphere. Common areas are provided for student's comfort.

We have a nursery training facility 25km from the college with facilities including:

- A fully functioning commercial nursery and retail area allow students the experience life in a real nursery environment to learn the techniques required in the workplace.

Onsite students will have access to:

- A kitchenette with a refrigerator, microwaves, tea and coffee making facilities. Students are encouraged to bring their own food.
- Student lockers will be provided for the security of your belongings.
- A small library and a computer with internet access is available for students to use for research or assignment work.
- Students are welcome to use the College for some quiet study or to relax between classes.

College Team

The BCH team consists of a unique combination of people with vast industry backgrounds. We are a strong team with a common understanding and specialised knowledge of the industry and our students' needs - this is the secret of our success.

Trainers

Our trainers have many years of experience in training and working in both Horticulture and Business sectors. Their wealth of knowledge and passion will allow you to develop skills and broaden your knowledge of the industry so you can provide service to your customers with confidence and professionalism.

Open communication with your trainer can make a big difference to the depth and enjoyment of your learning.

Administration

The College's administration unit has a special interest in ensuring you get through your course as smoothly as possible. The administration team at the BCH are well experienced in sorting out any problem you may have concerning the administration of your course.

Their years of experience in administration and customer service roles will ensure all your questions are answered, and if they don't know the answer, they will find out! Administration is there to help you and provide support with as little fuss as possible so that you can concentrate on your studies.

They are the smiling face and friendly voice over the phone when you need help, so please don't hesitate to call them, no matter how big or small your problem may be.

Course Information

The BCH delivers the following Nationally Recognised courses.

- AHC30710 Certificate III in Horticulture
- AHC50410 Diploma of Horticulture
- BSB30115 Certificate III in Business
- BSB51915 Diploma of Leadership and Management
- BSB60215 Advanced Diploma of Business

How to Enrol

When you are ready to enrol you need to:

1. Read this "Course Guide" completely ensuring you fully understand your requirements.
2. Download from our website at www.bnb.qld.edu.au and complete the "Course Enrolment" form, alternatively you can request one to be sent to you via mail or email.
 - Fill in the form in full and sign the Student Declaration and Acknowledgement.

This acknowledgement states that you have read, understood and agree to abide by the Rules and Regulations contained within the Student Handbook

3. Attach the following items with the Enrolment Form:
 - \$150.00 Application Fee (Please note: if the application fee is not enclosed with enrolment form and requested documents, your application will be returned to you without processing).
4. Send in your Application, requested documents along with your application fee to:

Brisbane College of Horticulture
PO Box 3417
Sunnybank South LPO
Sunnybank Hills Qld 4109
Australia

Contact Details

Telephone: +61 413 702 692

Email: info@bnb.qld.edu.au

Web: www.bnb.qld.edu.au

Policies and Procedures

A range of policies and procedures information is available on the BCH website for all stakeholders to view, covering the following topics:

- Fees and Charges
- Refunds
- Complaints & Appeals
- Access and Equity
- Language, Literacy and Numeracy
- Recognition of Prior Learning and National Recognition
- Code of Practice
- Privacy
- Student's Rights & Responsibilities

As policies are subject to change without notice please access the current version from the BCH website. See the home page at <http://bch.edu.au/>

People who do not have access to the internet can contact BCH on 0413 703 692. and request a hard copy or further information.

The following are summaries of the above policies and procedures plus other relevant information.

Course Credit / RPL

Course credit is defined as:

'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.'

Under this policy, BCH will provide applicants with the opportunity to apply for credit prior to Application for Enrolment or during the initial part of the course. BCH will recognise past study and life experience and assess these aspects against the units and training package requirements.

BCH will grant credit to applicants that meet the respective criteria and provide them with the result of the assessment and feedback. Students will be given the opportunity to accept the result of the assessment.

BCH will provide a record of the course credit to the student, which must be signed or otherwise accepted by the student, and placed it on the student 's file.

For a student to apply for course credit the following needs to be followed.

- A Course Credit Application form is available to students online or from the College reception.
- Applicant is to fill in Form 1 and submit back to the College.
- The College will provide applicants with Form 2, which contains the evidence requirements for each unit.

- The applicant is to fill in Form 2 and submit the form to the College with the associated evidence clearly marked.

The evidence provided must include:

- Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.
- Subject outlines specifying subject content and duration.

Incomplete applications may result in a rejection and/or delay in processing of the application.

Assessment of the skills and knowledge will be carried out in the following ways:

- Assessment by qualified personnel by way of interview and/or inspection of evidence for compliance with the above mentioned criteria.

and / or

- Sitting a challenge test to assess knowledge and skill of subjects for which RPL has been requested; and if necessary

and if required

- Undertake specific practical tasks to confirm existing skills.

If credit is granted, tuition fees to the value of that subject's worth, to a maximum of 25% of the course, will be deducted from the total course cost.

Further cost exemptions may be granted at the discretion of the Principal but the maximum fee reduction remains at 25% of the course cost.

The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history.

All RPL applications should be submitted within four (4) weeks of course commencement. Your trainer/assessor will contact you within 2 weeks to issue discuss your application and assessment through RPL.

NB: Any documentation submitted for RPL will not be returned to the applicant, please ensure that you send copies and not originals.

National Recognition/Credit Transfer

BCH recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO's). Students who have already acquired an officially recognised qualification or Statement of Attainment for one or more Units of Competency may apply for credit transfer for those units. Students who wish to gain credit for already acquired training must bring their Qualification, Statements of Attainment or other evidence to BCH to be evaluated and sighted as a true copy by an authorised representative.

Available Resources

A wide range of resources are available to assist you with the completion of units of competency. It is strongly recommended that you utilise at least some external resources or texts to supplement information required to complete tasks. Information is available from a number of sources including:

- Internal resources within your organisation e.g. Quality Assurance Manuals, Annual Reports, Workplace Health and Safety Policies
- Industry publications specific to your area of work.
- Libraries – Local, Colleges and Universities
- The Internet – Most Government Departments and regulatory bodies now maintain useful websites
- Training Providers – may maintain libraries of information available
- Textbooks and Other Reference Materials such as computer manuals
- Access to commercial nurseries

Course Fees and Charges

BCH is obligated to declare all of its fees and charges relating to your course prior to and at the time of enrolment.

Be aware that from time to time and depending upon circumstance, there may-be additional fees incurred. These fees relate to costs incurred for:-

- Reproduction of statements of attainment /certificates
- Resitting of an assessment after the second attempt or for misconduct
- Student Contribution Fees associated with subsidised qualifications

At no stage will the student be charged for any additional fees other than the fee that is declared prior to and at the time of enrolment.

Reissue of Replacement Certificates Fees

BCH will charge for the reissue or for copies of awards, including Statements of Results, Statements of Attainments, Qualifications or other formal certification as per the current price list.

Please contact BCH for current charges information if you require a replacement certificate.

Student Fee Protection

In accordance with Standards for Nationally Registered Training Organisations and ESOS regulations, BCH is a member of Tuition Protection Service and pays an annual levy.

This Service ensures that students displaced from any course conducted by a member participating in the service, due to the member's inability to continue the course, will be efficiently relocated with minimal disruption to studies in a comparable course with another member participating in the service.

Refund Policy

Any student wanting to request a refund for whatever reason must do in writing and within 14 days of the incident taking place, or whatever the reason may be.

Application for a refund must be made in writing and addressed to the Principal, clearly stating the reason for the cancellation.

A full refund of the course fees will be given by the College only up to twenty eight (28) days prior to the nominated course commencement date. If less than twenty eight (28) days notice is given of the intention to withdraw from the course then a 50% refund will be given. If you fail to commence with or without notifying the College, no refund will be available except in special circumstances.

“Special circumstances” under which a refund will be considered and which are beyond the students control:

- In the case of serious illness – varified by a medical certificate
- Family or personal tragedy
- Acts of God
- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- Where a students Visa has not been granted

If required / or BCH agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, student kit, fees paid to education agents).

If a student withdraws from a course of study after commencing, for any reason outside those specified under “Special Circumstances” no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

BCH agrees to refund all monies paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, payment will be made within 2 weeks (14 days). All monies paid shall be refunded in full.

The College will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with the College (the Student) unless they provide written direction to BCH to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

NOTE: This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia’s consumer protection laws. BCH’s dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Refund of Fees

If a student transfers to another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider’s refund policy

Refund Policy – Provider Default

In the unlikely event that the BCH is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by the BCH at no extra cost to you.

You have the right to choose whether you would prefer a full refund of 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 the college is unable to provide a refund or provide a placement in an alternative education service, the Tuition Protection Service (TPS) Director will provide in writing, the student with one or more options for such alternative courses at no cost. The student must in a period of 30 days after the end of the college's obligation period submit in writing if accepting the alternative course.

If the student is not accepting a place in an alternative course then the TPS Director would pay out an amount equal to an amount that the college has calculated to satisfy the refund requirements to the student.

Deferring or Suspending Study

Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

BCH can only defer or temporarily suspend the enrolment of a student on the grounds of:

- (a) Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
- (b) Misbehaviour by the student.

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by BCH to defer, suspend or cancel their studies and BCH will not notify any authorised Government Department of funding agency (if applicable) of a change to the enrolment status until the internal complaints and appeals process is completed.

Deferring a semester

Students who would like to defer their studies must first speak to the College Principal. An application to defer form must be completed which will need to be approved by the Principal. Prior to applying to defer their program students must ensure that they have paid any outstanding College fees.

Deferral of studies is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason such as misbehaviour by the student. Students will be required to provide evidence of the compassionate or compelling circumstances.

Failure to Start Course

Students who are unable to arrive and start their course on time as agreed or no later than seven (7) days of the agreed start date can apply to BCH to defer their studies.

Suspension due to Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

a) Student's responsibilities:

1 During Examinations

- a) Students must not help or receive assistance from other students
- b) Students must not request the loan of or lend materials or devices to other students
- c) Students must not bring any materials into the examination room other than those specified for that examination
- d) Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from an examination in a unit for any of the following reasons:

- unauthorised absence from class.
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- academic misconduct
- general misconduct (see below)

2 Other assessment tasks

- a) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- b) Students must not use another person's concepts, results or conclusions and pass them off as their own
- c) In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an assessable item for them.

b) BCH's responsibilities:

Procedural fairness

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

c) Penalties

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from BCH.
3. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from BCH.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of academic misconduct.
2. The grounds for appeal are:
 - a) procedural irregularities, and/or
 - b) factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
3. Appeals must be lodged in writing with the Principal within 20 days of the date of the student being notified of the consequence.

Completion within the expected duration of study

The BCH will at all times monitor the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's CoE.

BCH will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

Repeating of Units

The candidate has two (2) opportunities to successfully complete each activity.

Candidates that are unsuccessful after the 2nd attempt are not permitted to re-sit the assessment without prior written approval from the Principal.

They may continue training and assessment in other units providing the unit they are not successful in is not a pre-requisite for further studies.

If the candidate elects to re-do the relevant unit, then it will be at an additional cost which will be determined upon written request from the candidate.

Students are not permitted to repeat a unit of study more than once. However, the code does not preclude a student from repeating a unit of study more than once while in a full-time course of study where there are reasons to allow this such as not completing certain course components due to illness, evidenced by a medical certificate, or other exceptional circumstances beyond the control of the student, e.g. bereavement.

Monitoring Attendance

The College will monitor, record and assess the course attendance of each student for the course in which the student is currently enrolled.

Brisbane College of Horticulture (BCH) will record the attendance of each student for the scheduled course contact hours for each registered course in which the student is enrolled. This will include any accredited vocational education and training courses.

Brisbane College of Horticulture (BCH) will provide, to staff and students, a policy and procedure that specify the:

- a. requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours
- b. manner in which attendance and absences are recorded and calculated
- c. process for assessing satisfactory attendance
- d. process for determining the point at which the student has failed to meet satisfactory attendance, and

- e. procedure for notifying students that they have failed to meet satisfactory attendance requirements.

Brisbane College of Horticulture (BCH) will notify the student in writing if the student is not achieving satisfactory level of attendance in the course or if they are not achieving reasonable progress.

Students that fail to make reasonable progress will be required to show cause why they should be permitted to continue their studies after the agreed period of learning has expired.

Complaints and Appeals Policy

BCH aims to resolve all complaints received in an informal manner to avoid unnecessary stress and disruption to the student and the College.

Informal complaint procedure

- Student has a complaint
- Approaches Trainer/Principal with complaint
- Trainer/Principal resolves complaint internally on an informal basis

Formal complaint procedure

- Student has a complaint
- Student lodges the complaint in writing to the Principal within 5 business days of the incident occurring
- The written complaint will be acknowledged by BCH in writing, along with an outline of the processes to be followed and an estimated time frame.
- Review of the complaint to begin within 10 working days of the written complaint being received
- The student's enrolment will be maintained during the review process (if there is a threat the student will be deported)
- A written statement detailing the outcome of the complaint review will be given to the student
- In the event of a favourable outcome for the student, BCH will immediately advise and implement any decision
- If student unhappy with result – able to lodge internal appeals process
- Student able to pursue external appeal at no extra cost to them if they are unhappy with the outcome of the complaint review. (

Complainants can represent themselves, and there are no fees for accessing the grievances and complaints procedures. Complainants may be assisted and supported by another person at any meetings.

A written statement of the outcome, including details and reasons for the decision will be provided to the student. The BCH will immediately advise the student and implement any decision in the event of any favourable outcome to the student.

Students need to know that the Regulator may, suspend or cancel the registration of the RTO or relevant course and that any dispute resolution process described in this policy does not prevent the student from exercising their rights to other legal remedies

This policy advises that students are able to access the College's Appeals process within 20 working days of the outcome of the complaint.

If after the internal appeals process has been conducted, the student is still unsatisfied with the result they may appeal to the Australian Council for Private Education and Training (ACPET). There is no cost for accessing this process.

The outcome of the external appeals process will be final and accepted by both parties.

At present there is no fee for use of this service, but this may change.

BCH is required to provide students with access to an external statutorily independent complaints and appeals process for matters that cannot be resolved between the student and the education institution internally.

Students have a number of options in regards to making a complaint or an appeal.

Contact Australian Skills Quality Authority (ASQA) if the complaint is about quality and relates to the following

- the qualifications and experience of your teachers
- the quality of the teaching in your course
- the resources at your school, college or university, for example: equipment, library resources
- the building, class room and amount of space available for your course
- issues concerning the relocation of your school, college or campus;

ASQA's contact details are:

Phone: Call the **ASQA info line 1300 701 801** between 9.00 am and 7.00 pm Eastern Standard Time, Monday to Friday.

If you need an interpreter, call the Translating and Interpreting Service (TIS National) on **131 450** and **ask them to telephone the Australian Skills Quality Authority** on **1300 701 801**, between 9.00 am and 7.00 pm EST, Monday to Friday.

Post: ASQA's postal address is GPO Box 9928, Melbourne, VIC, 3001.

Web: [Please use this form to ask ASQA a question or provide feedback](#)

ASQA offices

- Melbourne: Level 6 595 Collins Street
- Brisbane: Level 7 215 Adelaide Street
- Sydney: Level 10 255 Elizabeth Street
- Canberra: Ground Floor 64 Northbourne Avenue Canberra City.

Student Induction and Orientation

Student orientation day is conducted for all new students at the beginning of each semester. It is essential for all new students to attend this session to understand the BCH academic systems, rules and regulations and familiarise themselves with the facilities.

Typically, the orientation day includes:

- Introduction to College facilities and the study environment
- Introduction to trainers and administration team
- Highlighting of information contained in the student handbook
- Introduction to course structure, academic calendar and timetable issues.
- Information about academic and attendance requirements governed by the department of immigration and student visa regulations.

- Confirmation of current contact details and USI

At the end of the orientation day students will receive all student kits and resource manuals. Students will then be asked to sign a Student Orientation and Compliance Declaration form that acknowledges that they understand their rights and obligations as a student of the BCH.

Language Literacy and Numeracy

BCH has adopted the policy that a basic Language, Literacy and Numeracy screening will be carried out on all students enrolled in a studentship, for the purpose of identifying special learning needs.

Where necessary and appropriate, reasonable adjustments will be made to methods of delivery and assessment processes to suit the needs of the individual, so that the student has a reasonable chance of success in their training.

For students enrolled in fee-for-service qualifications or short courses, no formal LL&N assessment will be undertaken; however, it is the responsibility of the trainer to ensure that they are conscious of individual learning needs in class, and will adapt their delivery and assessment methods to suit the needs of their students.

Reasonable adjustments to the learning and assessment process will be undertaken by the trainer where necessary to assist students in successfully completing their course.

Disabilities

Many people with a disability participate in mainstream training successfully if support is given. Support for students with a disability participating in mainstream vocational and technical education can include:

- Tutorial assistance
- Skills Disability Support
- Disabled Australian Apprentice Wage Support (DAAWS)
- Literacy and numeracy support
- Disability Services Officers.

As soon as possible after making a decision to enrol in training, people who believe their disability may affect their full participation should contact the BCH to discuss whether adjustments or additional support(s) will be necessary.

The Assessment Process

Assessment will only be carried out for accredited training where a qualification or statement of attainment or licence may be issued on successful completion of a course.

Assessment will be carried out on completion of learning in unit/s of competency, or under RPL processes to ascertain whether the participant can be deemed 'competent'.

Assessment evidence submitted by the student will be marked and feedback given advising whether the evidence is satisfactory (successful) or unsatisfactory (unsuccessful) and other feedback provided as appropriate. All evidence is retained by BCH.

Formal assessment instruments are used to enable a judgment to be made of the attainment of knowledge, skills, attitudes and abilities to establish whether the candidate is competent.

A competent outcome can only be awarded when all evidence requirements are met and both off-the-job and on-the-job training is successfully completed.

Style Guide for Assessments

Assessments must be submitted according to the applicable Style Guide. Assessment may otherwise be returned for resubmission. If you are unsure about the requirements, please contact the BCH office for advice.

General Assessment Criteria

Your assessments will be judged according to how well you have:

- ✓ Expressed your ideas clearly and concisely in logical sequence
- ✓ Presented your response in a business case or report format
- ✓ Displayed minimal spelling and grammatical errors
- ✓ Understood and interpreted the assessment requirements as presented in your responses.

Submitting Completed Assessments

It is strongly recommended that you retain a photocopy, or a saved copy, of your completed assessment for your records, to safeguard against if your assessment is not received by BCH.

BCH does maintain a register of assessments as they are received.

On receipt of your assessments, you will receive an emailed confirmation from the administrative centre. Please note we will require a current email address to advise you of the receipt of your assessment.

If you do not receive this confirmation within 48 hours of sending in your assessment, please contact the Administrative Centre.

Allow 10 -15 working days for you to be advised of the assessment outcome.

Recording of Assessment results

Details of each completed unit are recorded in the training record for each student. Students can request details of their progress by writing to the Principal of the College.

The completion process

BCH has strict quality processes in place to ensure all outcomes are achieved by the learner and all obligations to stakeholders are met. On completing all units of competency, and only when the quality checking process is complete BCH will issue the qualification and Record of Results, or Statement of Attainment to the participant, providing the candidate has no outstanding fees and BCH has received and verified the candidate's USI.

A completion agreement will be sent to you for signing prior to issuing full qualifications. Please ensure you have provided your current address to avoid delay in receiving your certificate documentation. A charge will be levied for the re-issue of such documents.

Refer to the Fees and Charges Policy accessible from the [BCH website](#) , or contact the Principal on 0413 703 692 for further details.

Administrative Centre

The Administrative Centre aims to deliver an integrated professional service to all students. This is achieved by providing quality customer service, which will lead to an overall enhanced learning experience.

BCH provides this service to assist learners and employers. The team are committed to providing support, guidance and advice to students and employers. Some services provided include:

- Answering questions in relation to the student training program (including classes, training schedules, online units)
- Arranging trainer visits
- Arranging for additional training material to be issued
- Monitor progress of assessments submitted (ensuring deadlines are adhered to)
- Advising students when assessments have been received
- Providing guidance with courses.
- Ensuring the student is not experiencing any difficulty progressing through their chosen course / qualification
- Assisting employers with processing incentive payments / claim forms.
- Assisting employers and students with new enrolments

Refer to the web site of the [BCH contact details](#).

Phone: 0413 703 692. Email: info@bch.edu.au

Continuous Improvement

BCH is committed to continuously improving the quality of product and service that we provide. This is done through the vigorous application of Quality Assurance processes and systems for reviews, evaluation, audits and improvements. Feedback is sought and encouraged from clients, students, various interested parties, government and industry bodies and our own staff members. All improvement initiatives will be linked to the mission, vision and values of the company.

You may email or post feedback directly to BCH, alternatively you have to choose to use the Feedback link on our website.

Practical Training, Non-discriminatory Environment

In order to avoid misunderstandings related to different cultural ways of life and religious beliefs in different countries, students should be aware of the following:

- Classrooms at the College are a non-discriminatory environment and in order to complete the course successfully students must participate in all practical training required by the Course Curriculum.
- Participation in practical training will involve practicing various tasks often in groups.
- Students are required to wear a College uniform while on the College premises.

Intent to Relocate College Premises

In the event that the College has a need to relocate to larger premises all students will be notified by formal letter of any intention to relocate at least three (3) weeks prior to the relocation date stating the new address, contact details and directions.

Your Training Guarantee

BCH will provide quality training and assessment services and prepare its students for a fulfilling professional career.

BCH is committed to upholding its values of providing excellence in training.

Whilst specific programs may have unique or regulatory conditions, which can override certain clauses of the Participant Training Agreement, BCH guarantees that from the moment a student begins vocational training in any of its accredited courses, that training and its associated assessment will be available for the duration of the agreed training period.

In the unlikely event that BCH is unable to provide that service it will take all reasonable steps to provide the student with alternative arrangements.

Students' Code of Conduct

Rights and Responsibility

The adult learning environment at BCH encourages and supports the participation of people from diverse backgrounds. Our aim is for each student to have an equal opportunity to learn in a supportive environment.

Students' Rights

BCH recognise that students have the right to:

- Expect BCH to provide training of a high quality that recognises and appreciates their individual learning styles and needs,
- Have access to all of the college's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment,
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement,
- Appeal for a review of the results of an assessment,
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it,
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address their students' learning needs, assist them to achieve the course outcomes, and assess their work fairly,
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- Be treated with dignity and fairness,
- Expect BCH to be ethical and open in their dealings, their communications and their advertising,
- Expect BCH to observe their duty of care to them,
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.,

- Observe privacy and confidentiality, and secure storage and access of student records in accordance with the organisation's policies, to the extent permitted by law and the Standards for Registered Training Organisations (2015).

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate information about themselves at the time of enrolment including their USI, and to advise BCH of any personal changes to their address or phone numbers within 7 days.
- Paying of all fees and charges associated with their course and providing their own course requirements where applicable.
- Sign in and out when attending training.
- Abide by the dress code for BCH
- Not cheat / plagiarizes in course work/ assessments submitted for assessment
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring they attend classes sober and drug free, and smoke in designated areas
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to their designated trainer / assessor.
- Respect the college's property and observe policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.