



Brisbane College of Horticulture

CRICOS No. 30226B RTO Code 32032

POLICIES & PROCEDURES FOR INTERNATIONAL STUDENTS

2015

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Welcome to the College

Thank you for your enquiry regarding the courses offered for International Students at the 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 transition to studying in Australia 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 you more flexibility when looking at further studies.

The Certificate III in Horticulture - (AHC30710) and the Diploma of Horticulture - (AHC50410) are derived from the Agriculture, Horticulture and Conservation and Land Management National Training Package (AHC10), ensuring you are taught to the highest Australian standards.

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.

The better prepared you are for life in Brisbane the more likely you are to enjoy your stay and have a greater chance of success on your journey. 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 Horticulture in Brisbane, Australia?

If you have decided to study overseas you want the very best education available. You want to put your career on fast track by perfecting your English and working with the top professionals in your field.

Whatever your reasons for studying overseas, one thing is clear – your next step is to come to the Australia which will help you achieve your goals and have fun.

For international students, Brisbane, Australia has a lot to offer: great study environment, beautiful relaxed atmosphere, excellent weather, beautiful beaches a short drive away and most importantly, a brilliant College, Brisbane College of Horticulture.

You will be given the opportunity to discover a whole new way of life and broaden your outlook on your new career in the Horticulture Industry.

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.
- Bright, spacious classrooms set up with modern equipment, for students to learn the most up to date techniques.
- A well-equipped nursery and 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. The Certificate III in Horticulture - (AHC30710) and the Diploma of Horticulture - (AHC50410) are derived from the Agriculture, Horticulture and Conservation and Land Management National Training Package (AHC10).

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.

The Albion based training facilities has includes a gymnasium and is close to sporting fields. It is approximately 60 mins drive to the beautiful Gold Coast.

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 the Horticulture Industry. 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 three Nationally Recognised courses to International students.

- Certificate III in Horticulture - (AHC30710) and
- Diploma of Horticulture - (AHC50410)

Refer to the attached course flyers

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 "International 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 International Students Course Guide

3. Attach the following items with the Enrolment Form:

- A passport photo of yourself signed legibly and dated.
- A copy of your passport including your residential address.
- An English language translation of your secondary school examination results.
- English language Skills Certificate – score of IELTS 5.5.
- \$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

Please Note: All the above documents sent to the BCH must be officially certified.

The BCH reserves the right to check the validity of all documents tendered.

Offer of Placement

Once the International Application for Enrolment, the attachments and application fee (non-refundable) have been received and accepted, the BCH will send you an official "Letter of Offer & Acceptance" for entry into your chosen course.

NOTE:

- An offer of placement will only be given to those students who meet the requirements and who are enrolling in a full time course.
- After you have received the Letter of Offer you will need to Accept the Offer and pay all College fees to confirm your place in the course.
- Upon receipt of payment you will be issued with a Confirmation of Enrolment (CoE) and Student Identification Number. This will complete the enrolment process.
- If the College 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 DEST via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Please Note the Letter of Offer will be based on the following conditions:

- BCH agrees to "recruit students in an ethical and responsible manner and provide them with information that enables each student to make informed decisions about studying with the college".
- BCH will assess that the students' qualifications and proficiencies are appropriate to the course e.g. that they have achieved the minimum level of English required to study at the College.
- Evidence is provided that the prospective student has been assessed on English proficiency and meets the requirements of the Migration Regulations.

Student Timetable

Students will be provided, prior to enrolment, with a timetable relevant to their course of study. The timetable will include the days and times each student is required to attend the College.

For both Certificate III and Diploma of Horticulture the students attend College approximately **20 hours** per week.

The **Certificate III** course runs for 40 contact weeks with a two (2) week break between terms

The **Diploma** course runs for 20 contact weeks with a two (2) week break between terms.

Additional breaks will be Australian public holidays.

When the between semester break occurs at Christmas time (December-January) all dates will be clarified by the College upon induction. The return date for Semester 2 will be around late January.

Students are advised that in order to achieve prescribed skills and competencies it will be necessary to practice skills learnt and undertake self-study at home furthering addition to class hours spent at the College.

Living in Australia

The following information is taken from the "Study in Australia" website. For more information visit www.studyinaustralia.gov.au

Introduction

Australia is so big and diverse that it could never merely be the sum of its icons. The stunning architecture of the Sydney Opera House, the glow of Uluru (Ayers Rock) at dusk, a wave curled above a colourful reef – these are only part of the experience that unfolds once your feet touch the soil of this awesome country-continent.

Australia's natural beauty is one of its biggest attractions. The landscape varies from endless sun-baked horizons to tropical rainforests to chilly southern beaches. Its cities blend an enthusiasm for art and food with a love of sport and the outdoors. Visitors will have to re-think their grasp of geography in this huge country. The sheer vastness gives Australia – and its diverse population – much of its character.

Many things about this faraway island are different, even the things that sound familiar. You may have visited remote places, but not the sublime isolation of the outback, with its dazzling salt pans and sandstone towers. You would have encountered wildlife, but when did you last ride a camel among desert oak trees or have your camp site visited by a Tasmanian devil? Perhaps you've enjoyed seafood, but here you'll taste barramundi fish and delicious Moreton Bay bugs (a shellfish). From rainforest trails to fascinating museums, vibrant multicultural cities to a love of sport, Australia is unique.

The people

Australia's population is currently estimated to be just over 23 million. Its population density is among the lowest in the world, with an average of 2.5 people per square kilometre – no-one's within cooee (shouting distance) in the outback. Most people live along the eastern seaboard, with a smaller concentration on the south-western coast. Living in one of the world's most culturally diverse countries – 23% of the population is foreign-born – Australians incorporate a wide variety of influences into the way they live and play.

The places

Australia's states and territories each have unique characteristics. Explore one at a time or, when your studies have finished, visit them all in one big loop! This would mean over 14,000km of highway, not including side trips to beaches, forests, mountains, country towns... If you'd rather not go far from where you're studying, you'll still find there's plenty to keep you entertained.

The potential

Australia offers a unique experience for students. Apart from a world-class education system, the opportunities to get involved in daily life are endless: whether you're into the arts or sport, partying or book clubs, the great outdoors or cosy cafés, you'll find many ways to join in and have fun. So if you want to get an education and have a life, it really is the place to be.

Money matters

It's easy for visitors to Australia to access money. There are automated teller machines (ATMs) in most Australian towns and all cities, as well as banks that will cash travellers cheques. The Australian dollar has become increasingly competitive against major international currencies like the US dollar and the Euro, so the country is a less economical destination than it used to be. That said, daily living costs such as food and accommodation are still fairly inexpensive. The biggest cost in any trip to Australia if you want to see a lot of the country will be transport, simply because it's such a huge place.

ATMs, Eftpos, Credit Cards & Bank Accounts

Branches of the ANZ, Commonwealth, National, Westpac and affiliated banks are found all over Australia, and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks. EFTPOS (Electronic Funds Transfer at Point of Sale) is a convenient service that many Australian businesses have embraced. It means you can use your bank card (credit or debit) to pay directly for services or purchases, and often withdraw cash as well.

Credit cards such as Visa and MasterCard are widely accepted for everything, including getting cash advances over the counter at banks and from many ATMs. Charge cards such as Diners Club and American Express (Amex) are not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it's done within six weeks of arrival. Simply present your passport and provide the bank with a postal address and they'll open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate or an international driving licence with photo.

Currency & Exchanging Money

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50 and \$100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay.

Changing foreign currency or travellers cheques (see following) is usually no problem at banks throughout Australia or at licensed money-changers such as Travelex or Amex in cities and major towns.

Taxes & Refunds

The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. There are exceptions, however, such as basic foods (milk, bread, fruits and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents.

If you purchase new or second-hand goods with a total minimum value of \$300 from any one supplier no more than 30 days before you leave Australia, under the Tourist Refund Scheme (TRS), you are entitled to a refund of any GST paid. For more details, contact the Australian Customs and Border Protection Service on 1300 363 263 or 02 6275 6666 or you can visit the website at: www.customs.gov.au

Travellers Cheques

The convenience of internationally linked credit and debit card facilities in Australia means that travellers cheques are not used much. Nevertheless, Amex, Thomas Cook and other well-known

international brands of travellers cheques are easily exchanged. You need to present your passport for identification when cashing travellers cheques.

Shopping Etiquette

Bargaining is not the norm in Australia, unless you're at a second-hand market or buy a whole new wardrobe from one store, in which case it probably wouldn't hurt to ask for a small discount.

Tipping is becoming more common in Australia, particularly in cafes and restaurants in the bigger cities; a 10% tip is usual. However, you won't cause offence if you don't tip. Taxi drivers are always grateful if you leave the change.

Australia For Free

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along endless beaches; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums (see the Culture section); or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer. The list of free or cheap things to do is endless, so there's no need to let a student budget come between you and good times.

Working while you study

People granted student visas on or after 26 April 2008 will receive permission to work with their visa grant. If your student visa was granted before 26 April 2008 however, you can still apply separately to the Department of Immigration and Citizenship (DIAC) for permission to work once you have started your course in Australia.

Permission to work allows you to work up to 20 hours a week on a casual basis during course time and full-time during vacation periods. Family members can also work up to 20 hours a week throughout the year. In the case of students who have commenced a masters or doctorate course, family members can work unlimited hours. Students and their family members must not undertake work until the student has commenced their course of study in Australia.

Food

Australia is one of the most dynamic places in the world to eat, thanks to international culinary influences and a dining public willing to give anything new a go. Anything another country does, Australia does too. Vietnamese, Indian, Fijian, Italian – no matter where it's from, there are expats and locals keen to cook and eat the cuisine. Due to the country's huge size, the climate varies a great deal from north to south. This means that at any time of the year there's an enormous variety of produce on offer, including Australia's justifiably famous seafood.

Food tourism and food festivals are blossoming. Melbourne, for instance, has its own month-long food-and-wine festival in March. There are harvest festivals in wine regions, and various communities hold annual events, such as Clare Valley's (South Australia) Gourmet Weekend.

Christmas in Australia, in mid-summer, is less likely to involve a traditional European baked dinner, and more likely to be replaced by a 'barbie' (barbecue), full of seafood and quality steak. Various ethnic groups have their own celebrations. The Indian community brings out delicious sweets during Diwali; the Chinese annual Spring Festival (Chinese New Year) involves sumptuous banquets; and Australia's Islamic community marks the end of Ramadan with the festival of Eid al-Fitr.

Typically, a restaurant meal in Australia is a relaxed affair. Any table that you've booked is yours for the night, unless you're told otherwise. A competitively priced place to eat is a club or pub that

offers a 'counter meal'. Here you order at the kitchen, take a number and wait until it's called. You then pick up the meal yourself, saving the restaurant money on staff and you on your total bill.

A great feature of the restaurant scene, which also makes eating out less expensive, is 'BYO' (Bring Your Own). If a restaurant says it's BYO, you're allowed to bring your own alcohol. If the place also sells alcohol, the BYO is usually limited to bottled wine only (no beer, no casks) and a corkage charge is often added to your bill.

Shopping

Australians like to shop, as evidenced by the huge variety of local- and international-brand shops, and the crowds that gather at every clearance sale. Big cities can satisfy most consumer appetites with everything from high-fashion boutiques to second-hand emporiums, while many smaller places tend towards speciality retail, be it home-grown produce, antiques or arts and crafts. Many Australian cities have really interesting shopping (and eating) strips in different neighbourhoods, especially in the inner suburbs. Be sure to check, Queens St and Ann & Brunswick St intersection, Fortitude Valley (Brisbane).

Transport around Australia

Australian cities have excellent public (and private) transport systems, making travelling around them simple. Following is a breakdown of how best to get around in each capital city:

Brisbane

Brisbane boasts a world-class public transport network. Information on bus, train and ferry routes and connections can be obtained from the Trans-Info Service on 13 12 30 or by visiting the website at: www.transinfo.qld.gov.au/

Boat – Brisbane's nippy blue CityCat catamarans run every 20 to 30 minutes, between 5:50am and 10:30pm, from the University of Queensland in the southwest to Bretts Wharf in the northeast, and back. Also useful are the Inner City Ferries, which zigzag back and forth across the river between North Quay, near Victoria Bridge, and Mowbray Park.

Bus – The Loop, a free bus service that circles the city area, runs every 10 minutes on weekdays between 7:00am and 6:00pm. Other buses run every 10 to 20 minutes Monday to Friday, from 5:00am till about 6:00pm, and with the same frequency on Saturday morning (starting at 6:00am). Services are less frequent at other times, and cease at 7:00pm Sunday and midnight on other days.

Train – The fast Citytrain network has seven lines, which run as far as Gympie North in the north (for the Sunshine Coast) and Nerang and Robina in the south (for the Gold Coast). All trains go through Roma St, Central and Brunswick St stations. The Albion Rail station is approximately 750 metres away from the training rooms.

Australia

East Coast Run: Sydney to Cairns

Hordes of travellers stay on the beaten track on Australia's sun-loving east coast, following this beach-themed route. From Sydney, travel along the Pacific Hwy through central and northern New South Wales towns with idyllic beach locales. Soak up the beauty of Port Stephens, the watersports-mad Myall Lakes National Park and the stunning, plateau-top rainforests of Dorrigo National Park. Join the wild and famous in Byron Bay, then head over the Queensland border into the state capital, Brisbane, via the party town of Surfers Paradise.

Bruce Hwy then winds along the coast into the far north. Nature lovers should visit the whale-watching haven of Hervey Bay and, further north, the blissful Whitsunday Islands, the coral charms of the Great Barrier Reef and the scuba-diving heaven of Cairns.

Across the Continent: Cairns to Perth

The following is a long, difficult route from the tropics to the Indian Ocean – few roads are less travelled than this 4,560km trail. There are many potential hazards in heading off the beaten track into the Australian outback, so wherever you go, make sure you're well informed and fully prepared. Start in Cairns and head west to Normanton, the biggest town in the Gulf of Carpentaria region, then south down the Matilda Hwy to the rough mining town of Mt Isa. To the southwest is the frontier outback town of Urandangi, after which you run into the Plenty Hwy, a boring – or to some, gloriously desolate – road with plenty of bone-jolting challenges (4WD recommended). Over 500km later you'll hit the Stuart Hwy and then the dead-centre city of Alice Springs.

The Lasseter Hwy turn-off takes you to amazing Uluru (Ayers Rock) and the captivating Kata Tjuta (the Olgas) rock formations, beyond which is the beginning of the Great Central Rd. This lonely trail, suitable for well-prepared 2WDs and lined with saltbush, spinifex and desert oak trees, stretches 750km to the tiny gold-mining town of Laverton, from where it's another 400km to a much bigger gold-mining town, Kalgoorlie-Boulder. Finally, the ocean beckons from behind the beaches of Scarborough and Cottesloe in Perth.

Costs of living

Study costs

There is no doubt that Australia is the perfect place to enjoy a quality education and outstanding quality of life. What makes it even better is that Australia offers excellent value for money, with living expenses and tuition costs comparable to the United Kingdom and United States.

Australians enjoy one of the highest standards of living in the world - without the expensive price tag. An average international student in Australia will spend about A\$360 a week on accommodation, food, clothing, entertainment, transport and telephone. Remember, though, that this figure depends on your location, lifestyle and even your course. You should seek further information on living costs from your institution.

Visa requirements

Before you receive a student visa, you will have to show that you have enough money to pay for living expenses, education costs and travel for the duration of your course. You can offset your living expenses by working part time while you study, but you shouldn't rely on your wages as your only source of income.

Overseas Student Health Cover (OSHC)

Another requirement is that you maintain [Overseas Student Health Cover \(OSHC\)](#) for the duration of your student visa. You will also be responsible for your own accident and property insurance. It's a good idea to purchase travel insurance before leaving your country to cover lost baggage, cancellation of plane tickets and repatriation.

Dependants

If you need to bring any dependants with you whilst studying, who are of schooling age you will need to be aware of specific requirements such as the requirement to pay full schooling fees, even for at public (government funded) schools. For more information contact the College.

Accommodation Options

There are many options for accommodation in Australia to suite the different needs and budgets of all students. The following information is from the www.studyqueensland.qld.edu.au website.

Homestay

You know that every family is different, even within your home country. So you know that it will take you a while to settle in and get used to your new home. Be patient, accepting and try to have a sense of humour, even if you are tired or homesick.

There is a wide variety of what is "normal" behaviour for families in Australia. Australian families may have one parent (either the mother or the father) or both parents living together with children. Some households may include grandparents, aunts or uncles as well.

In many families, both parents work full time, so children of the family may be quite independent - making their own breakfasts, lunches and/or dinners, returning home after school before the parents get home, and so forth. Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden or do laundry. Usually every family member is expected to help with jobs around the house, like cleaning, cooking, shopping and tidying.

Rental accommodation

Rental accommodation in Australia varies from one bedroom apartments to large houses, which are normally rented by a number of tenants living together as "housemates". Finding suitable rental accommodation within a reasonable price range can take time, so it is a good idea to arrive at least a week before you start studies to allow yourself time to find accommodation, settle in and attend orientation at your institution.

Your study institution can help you find rental accommodation, or show you how you can search for it independently.

If you are renting, you should think about the size of property you want to rent, the cost you can afford, how close you are to public transport, and whether you want to rent "furnished" or "unfurnished". Renting an unfurnished place is cheaper, but you will need to provide your own furniture.

You may decide it is easier to look for an existing share house where the current tenants are looking for a new housemate. People who are looking for housemates often leave notices and advertisements in and around university and college campuses, but it is probably best to start with your institution's accommodation office, which should be able to help you find other students who are looking for housemates.

Arranging Accommodation

Students will need to make their own accommodation arrangements however the College can help you if you are having difficulty in finding a place.

Some accommodation options include (but are not limited to):

Accommodation Options Approximate Cost

Hostels and guest houses AU \$80 - \$135 per week

Share Accommodation AU \$50 - \$160 per week

Rental Accommodation AU \$100 - \$350 per week

For information on accommodation you can visit:

- www.realestate.com.au
- www.homestaynetwork.com.au
- www.homestayworldwide.com
- www.auzziefamilies.com

You can also visit www.ourbrisbane.com.au

Studying in Brisbane - Queensland

Queensland is dominated by the coast. It's no surprise that most of the settlements and tourist attractions are concentrated in this narrow coastal strip, which has some amazing natural features such as the Great Barrier Reef and lush rainforests. Inland is the Great Dividing Range and the tablelands, fertile areas of flat agricultural land that run to the west. Then there's the barren outback, which fades into the Northern Territory. In the far northern Gulf Country and Cape York Peninsula there are huge empty regions cut by countless dry riverbeds, which can become overflowing rivers in the wet season.

Northern Queensland seasons are more a case of hot and wet or cool and dry than of summer and winter. November/December to April/May is the wetter, hotter half of the year, while the real Wet, particularly affecting northern coastal areas, is January to March. This is also the season for cyclones. Queensland doesn't really experience 'cold weather', except inland or upland at night from about May to September. Temperatures in Brisbane, in the south of the state, rarely drop below 20°C and, while it doesn't suffer the stifling humidity you'll find further north, the climate is still most pleasant in winter (June to August).

Introducing Brisbane

It's Australia's third-largest city, but while other capitals compete loudly in their endeavour to reach top billing in the status stakes, Brisbane quietly executes its evolution in true, casual Queensland style. There's no need to advertise the virtues – locals already know it's one of the most desirable places in Australia to live. For visitors, the city is an outstanding summary of Australia; the big-city package exists here but the pretensions and speed are refreshingly absent.

Start with a metropolis that reclines over a tropical landscape. Dissect it with the winding Brisbane River and mix in a climate that attracts southerners by the chilly town-load every winter. Weave throughout a smorgasbord of cultural flavours, simmering in cafes, theatres, art-house cinemas, concert halls, galleries, museums and live music venues. Pepper the vista with subtropical gardens

and views from lookouts or river boats. Add to this a calendar stocked with festivals and an abundance of eateries and you'll realise what all the low-key fuss is about.

Brisbane's city centre is bound by a U-shaped loop of the Brisbane River. The action is centred on the pedestrian access only Queen St Mall, which runs down to the former Treasury Building (now a casino) and Victoria Bridge to South Bank. Across Victoria Bridge is South Brisbane and the South Bank Parklands; further south is the hip West End. Ann St runs northeast of the city centre into trendy Fortitude Valley.

Cultural Overview

Brisbane has gotten rid of its reputation as being a backward and unsophisticated place and emerged as one of the country's most progressive centres. It has several interesting districts, a good street cafe scene, a great riverside park, a busy cultural calendar and a thriving nightlife. Known locally as Bris Vegas, the city is renowned for its sun and the showy hordes that follow it, but it's also the arts capital of Queensland, with dozens of theatres, cinemas, concert halls, galleries and museums. A climate this good and culture too? It must be paradise.

Brisbane's Weather

Temperatures in Brisbane, in the south of the state, rarely drop below 20°C and while it doesn't suffer the stifling humidity you'll find further north, it's still most pleasant in winter (June to August). However, this is also the time everyone from Sydney and Melbourne heads north to escape the cold, so expect a crowd.

Climate

Nearly a third of Australia is in the tropics and the rest is in the temperate zone. The coldest areas are in the south-eastern corner of the mainland and Tasmania.

Seasons in Australia

Summer	December – February
Autumn	March – May
Winter	June – August
Spring	September – November

Time zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So it may be a little confusing. If you plan to travel around October and March, be sure to double check the times of departure and if daylight savings affects you.

Australian eastern standard time (AEST)

Australian Capital Territory, New South Wales, Queensland, Tasmania, Victoria

Central standard time (CST)

South Australia, Northern Territory

Western standard time (WST)

Western Australia

Australian daylight saving time (ADST)

end of October – end of March

Daylight Savings is only applicable to the following states:

Australian Capital Territory, New South Wales, South Australia, Tasmania, Victoria

Greenwich time plus 10 hours

AEST minus 30 mins

AEST minus 2 hours

AEST plus 1 hour

Brisbane Events

There's usually something happening somewhere in Brisbane whatever the time of year. Information on festivals and events in the city can be found at the visitor information centres or check out www.ourbrisbane.com/whatson. Here's a sample of what you can expect:

Cockroach Races – This bizarre ritual takes place at the **Story Bridge Hotel** on Australia Day, 26 January.

Story Bridge Hotel: 196 Main St, Kangaroo Point. **Phone:** 07 3391 2266

Tropfest – This nationwide short film festival is telecast live at South Bank in late February.

Tropfest: Website: www.tropfest.com

Valley Fiesta – Taking place in Fortitude Valley's Chinatown and Brunswick St Mall, this food and music festival happens in mid-July.

Brisbane Riverfestival – Held in September, this is the city's major festival of the arts, with buskers, performances, music and concerts.

Brisbane Riverfestival: Website: www.riverfestival.com.au

Livid – Australia's longest-running outdoor music festival, this annual one-day alternative rock event is held in October.

Livid: Website: www.livid.com.au

How to Advance Your Skills in the English Language

If you are interested in furthering your English language skills whilst you are in Australia you can obtain more information from the following websites:

- [Macquarie University](#)
- [English Australia](#)

Please see below for sample information on the courses conducted at the above institutions.

NCELTR and IELTS

NCELTR is the National Centre for English Language Teaching and Research at Macquarie University and is a leading research and development centre in the field of TESOL. In addition, the Centre is an IELTS (International English Language Testing System) centre and administers IELTS tests each month.

Quality English Language Programs

NCELTR is a leading Applied Linguistics centre, staffed with highly qualified and experienced teachers. It is unique in its close collaboration with academics and, is the longest running National Key Centre in Australia.

Teachers and Administrative staff at NCELTR are trained in intercultural awareness and communication and work hard to ensure that students are able to develop friendships with each other across many cultures.

Studying English at NCELTR does not simply improve your English language knowledge: it also helps prepare you with the intercultural communications, understanding and skills you will require for success in a competitive international environment.

For more information please visit the NCELTR website [Macquarie University](#) or contact us via phone + 61 2 9850 7667 or email.

English Australia

English Australia is the representative body for quality public and private English language Colleges in Australia.

- Over 80% of students learning English in Australia study at an English Australia College
 - English Australia guarantees and protects students' fees
 - English Australia Colleges are located in capital and regional cities throughout Australia
- For More Information go to www.englishaustralia.com.au

Migration Agents

A migration agent is a person or an organisation which uses their knowledge of migration procedures to offer advice or assistance to a person wishing to obtain a visa to enter or remain in Australia, or to a person nominating or sponsoring a visa applicant. All migration agents who receive a fee or reward for their services must be registered with the Migration Agents Registration Authority (the MARA).

Migration agents must hold a current legal practising certificate issued in Australia. They are also required to follow a Code of Conduct (which is contained in the [Migration Agents Regulations 1998](#)). This code is legally binding on all registered migration agents.

Further information can be obtained by visiting the following website for [MARA](#)

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.

Registration fees, student kit fees, administration fees and fees paid to education agents are non refundable.

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 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 of the Overseas Student Tuition Fund (OSTF) an amount equal to an amount that the college has calculated to satisfy the refund requirements to the student.

Student Fee Protection

In accordance with ESOS regulations, BCH is a member of Tuition Protection Service and pays an annual levy.

The Service ensures that overseas 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.

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 DIAC 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 by international students 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 will have to 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.

General misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals College property or the property of others; alters/defaces College documents or records; prejudices the good name of BCH, or otherwise acts in an improper manner.

The BCH will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- a) contravenes any rules or acts;
- b) prejudices the good name or reputation of BCH;
- c) prejudices the good order and governance of BCH or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the College;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of BCH;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of the College, or on College premises or other premises to which the student has access as a student of BCH;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to BCH;
- k) knowingly makes any false or misleading representation about things that concern the student as a student of BCH or breaches any of BCH's rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor to BCH, or any other person while the student is engaged in study or other activity as a College student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of BCH;
- o) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from BCH premises while acting as a College student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- p) steals, destroys or damages a facility or property of BCH or for which the College is responsible; or
- q) is guilty of any improper conduct.
- r) fails to attend and participate in classes regularly.

Penalties for general misconduct

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.

If the student admits to the alleged misconduct, the CEO / Principal may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from BCH.

The Principal may then impose the penalty of permanent exclusion from BCH in the case of physical or verbal abuse of students or staff of BCH, repeated or severe misconduct, or in the case of criminal acts.

Financial Misconduct

Any student who fails to maintain up-to-date payments for their course will be seen as breaching their financial obligations. Any student who falls more than one month behind in their payments will be notified that if they do not make payment within 7 days, of all outstanding amounts, they will have their enrolment cancelled on the grounds of financial misconduct.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of general misconduct
2. The grounds for appeal are:
 - procedural irregularities, and/or
 - factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
 - Appeals must be lodged in writing with the Principal within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

Procedure for recording deferments – Exceptional Circumstance

- Student requests deferment of course studies
- Request made in writing and evidenced with a medical certificate or letter outlining the exceptional circumstances for which they are seeking a deferment
- Request to be assessed by Principal
- If circumstances deemed exceptional a deferment will be granted
- Student will be granted a deferment for 12 months before enrolment will be cancelled
- Circumstances not deemed exceptional will not be granted
- College reports student to DIAC via PRISMS

Staff and Student Awareness of Policy

All staff are provided with a copy of this policy at their initial induction. Students are provided with a copy of this at their course induction.

Course Credit

Course credit is defined by the National Code 2007 as follows:

'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 the Principal or appropriately trained administrative 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.

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.

PRISMS Notification

Any course credit offered by BCH which leads to a shortening of the student's course, must be reported on PRISMS

- if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course.
- if the course credit is granted after the student visa grant, report the change of course duration via PRISMS within 14 days under section 19 of the ESOS Act.

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 ensure students do not exceed more than 25 per cent of the student's total course by distance and/or online learning. In monitoring this enrolment load, BCH will ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

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 for International Students

If a student is required to repeat a unit of study due to failure to be deemed competent in that unit they are not required to be enrolled to the BCH in a full time capacity.

The student must re-do the relevant unit at an additional cost to them which will be determined upon written request from the student.

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, eg bereavement.

Monitoring Attendance

The purpose of this policy is to ensure the Brisbane College of Horticulture (BCH) systematically monitor students' compliance with student visa conditions relating to attendance. Registered providers report students, under section 19 of the ESOS Act, who have breached the attendance requirements.

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

BCH will assess each student's attendance at the end of each week to check if students are either at risk of falling below 80% or have in fact fallen below 80%.

During the orientation programme, all students are informed of the student visa condition relating to course attendance. Under the Attendance Policy, a student has breached the policy if the student has not successfully maintained an attendance above 80% over the duration of the program they are enrolled in.

Brisbane College of Horticulture (BCH) will record the attendance of each student for the scheduled course contact hours for each CRICOS 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 contact and counsel students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e. before the student's attendance drops below 80 per cent).

Brisbane College of Horticulture (BCH) will regularly assess the attendance of the student in accordance with the registered provider's attendance policies and procedures.

Brisbane College of Horticulture (BCH) will notify the student in writing of its intention to report the student for not achieving satisfactory attendance in their course.

Brisbane College of Horticulture (BCH) will inform student in writing that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Brisbane College of Horticulture (BCH), the college will notify the DIAC through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

For the vocational education and training courses Brisbane College of Horticulture (BCH) will only decide not to report the student for breaching the 80 per cent attendance requirement where:

- a. that decision is consistent with its documented attendance policies and procedures, and
- b. the student records clearly indicate that the student is maintaining satisfactory course progress, and
- c. the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

If a student's attendance falls below 70%, Brisbane College of Horticulture (BCH) will automatically report the student.

Monitoring Course Progress – Study Periods

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

BCH will assess each student's progress at the end of each compulsory study period. Each study period will equal one semester which equates to approximately 6 months of study.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

BCH defines in the College timetable the course requirements for each study period and can identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period.

BCH has and will implement an intervention strategy for any student who is not making satisfactory course progress.

It must be made available to staff and students and must specify:

- i. procedures for contacting and counselling students;
- ii. strategies to assist identified students to achieve satisfactory course progress; and
- iii. the process by which the intervention strategy is activated.

The intervention strategy must include provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process.

At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined above and in the "Intervention Strategy Document" is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if BCH identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, BCH will implement its intervention strategy as early as practicable.

If a student is identified as not making satisfactory course progress in a second **consecutive compulsory study period** in a course, BCH **must notify** the student of its intention to report the student to DIAC for unsatisfactory progress. BCH will do this through the written notice described below.

The written notice (of intention to report the student for unsatisfactory progress) will inform, you, the student that you are able to access BCH's complaints and appeals process under Standard 8 and that you have 20 working days in which to do so. You may appeal on the following grounds:

- i. BCH's failure to record or calculate your marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. BCH has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where your appeal is successful, the outcomes may vary according to the findings of the appeals process.

- i. If the appeal shows that there was an error in calculation, and you actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), BCH will not report the student, and there is no requirement for intervention.
- ii. If the appeals process shows that you have not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to you through BCH's intervention strategy, and BCH will not report you.

Where:

- i. You have chosen not to access the complaints and appeals processes within the 20 working day period; or
- ii. you withdraws from the process; or
- iii. the process is completed and results in a decision supporting BCH (ie. your appeal was unsuccessful);

BCH **must** notify the DIAC through PRISMS as soon as practicable of you not achieving satisfactory course progress.

Transfer Policy

Under this policy BCH will support the intent of the standard which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia.

Enrolling a Transferring Student

Under this policy BCH will **not** enrol any transferring international student prior to completion of 6 months of their principal course unless that student has a valid letter of release agreeing to such a transfer.

BCH may enrol a student if they have documentation that approximates the letter of release (e.g. the student has evidence their CoE was conditional on meeting certain entry requirements and they did not meet the requirements). BCH will note this in PRISMS and keep the documentation on the student's file.

NOTE: A student wanting a CoE for the purposes of applying for a new visa is not considered to be a circumstance that would constitute an approximation of a letter of release.

Transferring away from BCH

If a student wishes to transfer away from BCH, BCH will provide a letter of release unless the student has failed to provide a letter from another registered provider confirming that a valid enrolment offer has been made.

In situations where students are eligible for a Letter of Release, BCH will provide such a letter within 10 working days of receiving a written request.

Refusing to provide a letter of release

BCH will not give a student a letter of release unless the student shows them a valid letter of offer of enrolment from another provider.

When a request for release is refused, the student will be provided with written response stating the reason for the refusal.

The student will be given advice in writing that it is possible to appeal the decision if the student so chooses.

Students withdrawing from a course

If a student withdraws from a course the ESOS Act requires that BCH advise the DIAC through PRISMS within 14 days. This information is transmitted to the Department of Immigration and Citizenship (DIAC) and has implications for the student's visa.

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.

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 Horticulture tasks.
- 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.

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

1. Student has a complaint
2. Approaches Trainer/Principal with complaint
3. Trainer/Principal resolves complaint internally on an informal basis

FORMAL COMPLAINT PROCEDURE

1. Student has a complaint
2. Student lodges the complaint in writing to the Principal within 5 business days of the incident occurring
3. 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.
4. Review of the complaint to begin within 10 working days of the written complaint being received
5. The student's enrolment will be maintained during the review process (if there is a threat the student will be deported)
6. A written statement detailing the outcome of the complaint review will be given to the student
7. In the event of a favourable outcome for the student, BCH will immediately advise and implement any decision
8. If student unhappy with result – able to lodge internal appeals process
9. Student able to pursue external appeal at no extra cost to them if they are unhappy with the outcome of the complaint review. (Refer to Policy for External Providers)

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 Chief Executive of the CRICOS Registration Unit 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

The BCH will maintain the student's enrolment while the internal and external complaints and appeals process is ongoing if there is a threat that the student will be deported. However, if there is no threat that the student will be deported enrolment may only be maintained during the internal process (enrolment during the external process will be at the College's discretion).

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). As per Standard 8.2 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.

Students also need to know that under the ESOS legislation, BCH is required to provide students with access to an external statutorily independent complaints and appeals process for matters that can not 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 university campus;

ASQA's contact details are:

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

If you need an interpreter, please 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.

Also as the BCH is privately owned training provider, the Overseas Students Ombudsman is empowered to investigate complaints about problems raised by overseas students.

The Overseas Ombudsman website is :<http://www.oso.gov.au>. This will provide you contact details.

At the time of publication these details were:-

Email: ombudsman@ombudsman.gov.au

Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.

Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect).

Postal: GPO Box 442 Canberra ACT 2601.

You can make a complaint in your language. Call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside of Australia call +61 3 9203 4027. The OSO will pay for the interpreter.

Note: The Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) provides information and advice to help students understand their rights and obligations. DIISRTE does not follow up individual student complaints.

Please refer to [enquiries](#) for DIISRTE's contact details.

DIISRTE's role

DIISRTE manages the ESOS legislative framework. It maintains CRICOS and PRISMS, and educates education institutions about their ESOS obligations. It works closely with DIAC and also has the authority to investigate education institutions to make sure they are complying with the ESOS laws. DIISRTE can impose sanctions against an education institution if they are not following the law. Sanctions include suspending or cancelling the right of the education institution to teach overseas students. Breaching the laws may also be a criminal offence attracting fines or imprisonment.

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.

Students must bring with them; valid passport and current residential address.

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.

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 and agree to comply with student visa conditions and aware of their rights and obligations as a student of the BCH.

Legal Requirements for International Students

A description of the ESOS framework is available electronically by Australian Education International.

See [ESOS Easy Guide](#)

There is Australian legislation governing the requirements of Education Providers delivering education to International students. These requirements apply to all students for the entire duration of their studies and are outlined in details in the following documents:

- *Education Services for Overseas Students (ESOS) Act 2000*
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code)
- *Education Services for Overseas Students (Registration Charges) Act 1997*
- ESOS Assurance Fund Act.