International Student Handbook
2017
ENQUIRIES

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ABOUT BCA NATIONAL

A message from Bruce Callaghan, Managing Director, BCA National Training Group

The International Student Handbook is an introduction to BCA National and Vocational Education and Training (VET) learning. It is a guide to your rights and steps you need to take to successfully complete your VET qualification.

Vocational education is one of those great opportunities that occur from time to time in a society. VET offers opportunities to learn, to develop, to meet people, to grow and to do this in a flexible, adult, self-managed environment.

Vocational training has morphed and changed over the last 15 years. What started as a second or even third tier method of getting a practical qualification has become an entry point for the whole spectrum of educational opportunity in Australia.

VET is not limited to trades; it opens pathways to theory and reflection, and courses now articulate and gain credit in all forms of tertiary education.

A VET course can take you anywhere in education. There are no barriers for the motivated student; there is opportunity to think, exchange ideas and to be part of the worldwide knowledge revolution.

Think of your course as your personal revolution. You are breaking out into a new world of freedom, achievement and opportunity. Ideas which in the past boxed people into little compounds, which limited what they could do, are being ‘overrun’ by new ideas. The new ideas say, “Whatever you want from learning can be done; no more obstacles or artificial limitations”. Success is open to hard work and creativity.

Perhaps we are rediscovering something? The ancient Greek philosopher, Socrates, taught by walking with students, challenging them, making them think. Sadly, he did not issue qualifications. Worse, the regulatory body of his day, the Athena Citizens’ Assembly, turned on him, not only taking away his licence to teach, but also his life.

Ideas are so powerful, and terrifying to people who don’t want to think! Socrates was working, though, in a golden age of Greek thought, where many of the basic platforms of Western knowledge were being established. Looking back, the approach worked.

So see your course as an opportunity to think, to explore and to apply knowledge to your life and career. You will have to do the hard work and generate the evidence that will show you have justly earned your qualification, but you can also have fun, build relationships, gain knowledge, and learn from others.

For your qualification, be endlessly optimistic – you are walking on a pathway to new knowledge, new skills and new opportunities.

BCA National will be delighted to walk with you.

Bruce Callaghan, Managing Director
### Our Vision Statement

BCA National will be the private training provider of choice nationally in any learning program the company offers. Its brand recognition will be number one for quality and accessibility in relevant market segments.

### Our Mission Statement

BCA National works with business, industry, government and the not-for-profit sector to identify and deliver training programs which prepare and empower staff for the emerging challenges of working in a global environment. BCA National seeks to prepare learners to be world competitive in their chosen field of study.

### Our Values

#### Relationships
- Creative, respectful relationships are the platform for our learning.
- Client relationships are developed around honest exchange and commitment to shared goals.
- In Practice: We build effective, mutually rewarding relationships with clients, students, other providers and government.

#### Achievement
- Learning must link to achievement and contribution.
- Training must challenge the individual, and thus build confidence.
- In Practice: We will be courageous when exploring possibilities – learning from experience is a reward.

#### Creating Value
- Learning creates employment opportunity for people and groups.
- Current industry knowledge is an essential and vital resource.
- In Practice: We ensure every client, corporation or individual leaves BCA National feeling they have gained from the experience. We strive to be experts in our field.

#### Leadership & Learning
- Lead by action – BCA National has to set training benchmarks, not just follow others.
- There is no substitute for working hard to get things right the first time.
- In Practice: We do the hard work and make every product, every presentation, first class.

#### Honesty
- Say it as it is but always with respect.
- In Practice: We name problems and accept them, then find solutions with those involved.

#### Responsibility
- Creating a future for our planet with an environmental commitment and embracing social responsibility.
- In Practice: We apply an environmental awareness to decision-making, recycling and using environmentally aware practices in our offices and training rooms. We seek opportunities to support the communities in which we have a presence in.
Our Campuses

Darwin Campus

37 Gregory St, Parap, Northern Territory 0820

Accessible from Darwin’s City Business District (CBD) by bus, BCA National is located in Parap, a lovely suburb of Darwin. The campus is next to a bustling café famous with the locals for good coffee. It is also a short walk from the Darwin Sailing Club, which has some of the best seats in town for a relaxing dinner overlooking the colourful ocean reflecting the setting sun.

Sydney Campus

Level 1, 65 York Street, Sydney, New South Wales 2000

BCA National is conveniently located in the City Business District (CBD) of Sydney. Situated within a 5 to 10 minute walk from both Wynyard and Town Hall stations, it is easy to commute to class by bus or train. The campus is also a short distance from Sydney’s iconic tourist attractions—the opera house and harbour bridge.

State of the Art Facilities

BCA National’s campuses include state of the art learning spaces and computer labs with wifi and IT connectivity. Students are welcome to relax during breaks in the comfortable common areas.

Our Code of Practice

Equity in education and training

We comply with the NSW Charter for Equity in Education and Training, which states, in part, that “education is the foundation of an informed and just society, the key to overcoming social inequality and to achieving its social justice objectives”, and that “everyone is entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning. The outcomes of education and training should not depend on factors beyond the learner’s control or influence”. This charter is implemented across the organisation.

Cultural diversity

We comply with the NSW Charter of Principles for a Culturally Diverse Society, which states, in part, that “cultural and linguistic diversity of the state’s population is a valuable National resource which enhances all aspects of life”. This charter is implemented across the organisation.

Equal opportunity policy

We do not discriminate against staff, trainers or clients on the basis of race, gender, sexual preference, belief, age, marital status and disability. We comply with Australian Human Rights Commission Act, 1986 (Cwlth), Age Discrimination Act, 2004 (Cwlth), Disability Discrimination
Act, 1992 (Cwlth), Racial Discrimination Act, 1975 (Cwlth) and the Sex Discrimination Act 1984 (Cwlth).

Disabilities policy

We work with client organisations for our training services, during the planning and delivery of courses, to ensure that learners with disabilities can participate fully in the courses.

Women’s strategy

Our training course resource materials do not contain gender-specific language.

Staffing policy

Staff members are encouraged to develop their individual and team skills, and their contribution towards the improvement of the organisation’s products and services are recognised and rewarded.

Educational standards policy

All staff who prepare or present our training services have industry endorsement, and meet the National Skills Standards Council and Training Package assessor requirements.

Work health & safety

Our training courses and assessments are conducted in accordance with the Work Health and Safety Act 2011 (NUL).

Recognition of prior learning policy

Recognition of prior learning is available on provision of verification. All course participants are made aware of this policy prior to commencement.

Recruitment and admission of clients

In general, our training services are provided to organisations who select the learners. If required, we assist the client organisation to select the learners. We ensure that we understand our learner’s needs in order to develop a Training and Assessment Strategy for each program we train.

Marketing of our training services

Advertising of our courses is not misleading, vague or ambiguous. We comply with the National Operational Protocol for the Marketing of Recognised Training, and with the Australian Quality Skills Authority (ASQA) for Advertising for Registered Providers and Accredited Courses.

Delivery of our training services

Our training services are delivered in accordance with the terms of our contract with the client and/or their organisation and are consistent with ASQA requirements and the National Standards for Registered Training Organisations 2015.

Assessment practices and procedures

The methods of assessment are specified in course material and are consistent with ASQA requirements and the Standards for Registered Training Organisations 2015.
Appeals process and grievance procedures

Our appeals process and grievance procedures are documented and clearly outlined to all course participants prior to commencement.

Fees, charges and refunds

Fees, charges and refunds (where fees are charged) are made in accordance with the terms of the contract between BCA National and the client.

Student welfare and guidance services

Student welfare and guidance services are available to those students who experience personal/professional difficulties during courses.

Continuous Improvement

BCA National is committed to continuous improvement. We are proactive in our approach to gaining client feedback and adopt reflective practices to ensure all course materials and teaching and learning strategies are as effective and current as possible.

All learners/participants, trainers and staff are provided with a copy of this Code of Practice.
WHAT IS VOCATIONAL EDUCATION TRAINING?

Competency Based Training

Competency based training is based on the concept of learning transferable skills and knowledge. This type of training places an emphasis on what students can do in the workplace as a result of completing training. When completing an accredited training course with BCA National you will be studying units of competency taken from accredited training packages.

The competency standards in training packages describe work outcomes. Each unit of competency describes specific work activities and the types of evidence that need to be gathered in order to determine whether the activity is being performed in a competent manner. The assessment of these units of competency is designed to confirm that you have learnt the relevant skills and knowledge and will be able to transfer these skills and knowledge to other contexts.

Once you have achieved or demonstrated the required competency you can progress in your training. If you receive a mark of ‘not yet competent’ you will be given suggestions for improvement and the opportunity to resubmit evidence of your competency (maximum 2 resubmissions).

Best Practice

BCA National seeks a consistent, high-learning outcome from all students and this leads to special, non-negotiable requirements for training. Charismatic trainers are wonderful, but even the less charismatic among us should be able to produce first class training outcomes.

The BCA National framework is applied across all of our teaching practices. Firstly, BCA National best practice goes beyond meeting national standards. There are additional requirements and a formal process to ensure that each student gets the best value from the learning experience. Best practice is not just a goal; it is a measured approach that meets standards for trainers, including:

- Contextualising training for student learning (both resources and training practice).
- Developing and reviewing practices and incorporating improvements.
- Expecting individual engagement and problem-solving with students. Learners will achieve knowledge through personal enquiry, which respects and uses their own life experience and their own personal exploration.
- Working across cultures in Australian society to give each person a pathway to learning, arising from their own meaning systems and values.
- Achieving above-average retention (standards set for each course).
- Achieving BCA National benchmark standards for student satisfaction.
- Meeting employers’ expectations regarding performance improvement, which are defined before each course begins and used to benchmark progress (part of all corporate training plans).
Creating well defined and achievable pathways into employment or careers for students seeking an employment outcome and connecting each course to the career aspirations of students, which are defined and negotiated before courses begin.

Qualification Types and AQF Levels

One of the key objectives of the Australian Qualification Framework (AQF) is to provide a pathway of learning which is flexible, transparent and systematic. AQF qualifications link with each other so that students can build on previous skills and knowledge. The diagram following shows qualification types delivered by BCA National as linked to AQF levels 1-6.

- **Certificate I**
  - AQF Level 1
  - Graduates at this level will have knowledge and skills for initial work, community involvement and/or further learning

- **Certificate II**
  - AQF Level 2
  - Graduates at this level will have knowledge and skills for work in a defined context and/or further learning

- **Certificate III**
  - AQF Level 3
  - Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning

- **Certificate IV**
  - AQF Level 4
  - Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning

- **Diploma**
  - AQF Level 5
  - Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning

- **Advanced Diploma**
  - AQF Level 6
  - Graduates at this level will have broad knowledge and skills for paraprofessional practice and/or further learning

ADMISSION PROCESS

Access and Equity Policy

BCA National ensures that selection criteria are non-discriminatory, providing fair access to training for disadvantaged people.

Every student who meets the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration according to fair and equitable enrolment processes and conditions. [Note: International students must also show evidence of ability to meet student visa requirements to apply for a visa before a confirmation of enrolment can be issued].

All staff and students, in their induction to our organisation or into a training program are made aware of our access and equity policy.

- We endorse the national equity strategy by incorporating the principles of equity into all programs.
- All of our staff are instructed in their responsibilities regarding access and equity principles.
- All students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, religious belief, sexual orientation or carer’s responsibilities.
- Some training programs offered may have a limited number of places available and these will be filled in a chronological order upon completion of enrolment.
- Enrolment procedures will be free of any form of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action.

BCA National complies with the NSW Charter for Equity in Education and Training, which states, in part, that “education is the foundation of an informed and just society, the key to overcoming social inequality and to achieving its social justice objectives”, and that “everyone is entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning. The outcomes of education and training should not depend on factors beyond the learner’s control or influence”.

BCA National complies with the Community Relations Commission and Principles of Multiculturalism Act 2000 (NSW), which states, in part, that “all institutions of New South Wales should recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource to maximise the development of the State”. BCA National will not discriminate against staff or clients on the basis of race, gender, sexual preference, belief, marital status or age.

BCA National will work with the client organisations for our training services, during the planning and delivery of courses, to ensure that learners with disabilities can participate fully in the courses.
Selection Criteria

BCA National uses a range of selection criteria to assess students against/for entry into all training programs. Information used as selection criteria may include relevant skills, experience and career plans. It is the responsibility of each individual potential student to discuss this information with one of our education agents or admission staff and to provide relevant evidence to substantiate their claims. The information supplied will be used to assist in the decision as to which applicants will be offered an available place in a course.

The courses that we offer may require different types of selection criteria; however, the common selection criteria we utilise are listed below:

- The ability and commitment of the potential student to complete the course.
- Why the applicant wishes to enrol in the course and how this course is relevant to their personal career plans.
- Any other defined criteria as relevant to National Training Package pre-requisites or funding types.

Education and Migration Agents

According to the Department of Education and Training, the term education agent refers to ‘a person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers.’

Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge.

BCA National is partnered with select education agents to support applicants who desire assistance during the admission process to BCA National. All partners are listed on our website and reviewed annually. Students are also invited to provide feedback on their pre-arrival experience and agent support as part of our continuous improvement process. Contact the international programs division for more information.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

A migration agent is licensed to provide migration advice. Migration agents can assist you in submitting your visa application and communicate with the Department of Immigration and Board Control on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Application Form and Process

All students are required to complete an application form, along with any supporting documentation, to be considered for a course of study. The application form contains all required information under the current AVETMISS standard and also allows for accurate data to be collected by the registering body.
If admitted into the course, you will receive a Letter of Offer (LO). To progress to a Confirmation of Enrolment (COE) and apply for your student visa, you will need to:

1. accept the Letter of Offer,
2. provide evidence of overseas student health coverage (OSHC), and
3. pay the initial invoice

Do not make travel plans to attend new international student orientation before your course commences at our Darwin or Sydney campus until after your visa has been granted.

**Student Visa**

To enter Australia as a student you must hold a student visas (Subclass 500). This visa allows you to stay in Australia to study a full-time course. After you have started your course, your eligible accompanying family members can work up to 20 hours per week. Once you commence your course, you can work up to 20 hours per week while your course is in session and unlimited hours during scheduled course breaks.

To be eligible for this visa, you must demonstrate you are of good character and genuinely intend to stay in Australia temporarily, you have enough money to pay for your travel, tuition and living expenses, you are in good health and have health insurance while in Australia (OSHC), and you have English language skills adequate for your chosen course of study plus any prior education required.

As a 500 visa holder, you must maintain satisfactory attendance and course progression for each term of study. You must also notify the International Programs Division of your home address within 7 days of arriving in Australia and within 7 days of any subsequent move.

For additional information on 500 visa requirements and obligations, please see [https://www.border.gov.au/Trav/Visa-1/500-](https://www.border.gov.au/Trav/Visa-1/500-)
STUDYING AT BCA NATIONAL

Health and Safety on Campus
Evacuation plans are available to view on Campus and will be explained during Orientation. In the event of a fire/emergency all students are to do the following:

1. If the emergency evacuation alarms sounds
2. Walk to the nearest safe EXIT
3. Proceed calmly to the assigned assembly area
4. All students are to stay within a group and follow your trainer and emergency personal’s instruction

000 Emergency
In Australia, for immediate assistance in the event of an emergency dial 000 from any phone or 112 from mobile phones.

Fees and Charges
Fees and charges are outlined in your enrolment pack and available on application to your training program.

Fees and charges will vary depending on the training program. For more information, refer to your course information or contact international@bcanational.com.

All fees include student ID card, course materials & assessments*, course delivery (face to face, work placement and online training), email support, phone support, and online tutorials (where applicable). You will be notified by the Admission team prior to enrolment if there are any additional or special items which are not covered by the fees and charges for your chosen course.

Examples of other fees may include:

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<tbody>
<tr>
<td>Application Fee</td>
<td>AU$200</td>
</tr>
<tr>
<td>First Aid Training for practical placement</td>
<td>Varies by provider; approximately AU$80-120</td>
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<tr>
<td>OSHC</td>
<td>Varies by Course Duration and OSHC provider; Allianz through BCA National is approximately AU$660 for a single student in 1 year of study or AU$3,550 for a student with one dependent in 1 year of study.</td>
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* BCA National will charge an additional assessment fee if your assessments are not handed in within the course deadlines unless you have requested and received an extension. Please contact your Training Coordinator in advance.

* Should you need to replace lost or damaged resources such as text books we may charge a fee.
Refund Policy and Process

BCA National’s full refund policy is available online at www.bcanational.edu.au/international or you can request a copy by contacting international@bcanational.com.

In summary:

Where students have not yet started their course of studies, BCA National will provide a full refund of any tuition fees if:

1. The student is unable to obtain a Visa;
2. Political or civil unrest or natural disasters prevent the student leaving their home country;
3. The student is unable to commence their course because of a serious and prolonged illness, disability or death of a parent, sibling, spouse or child;
4. The offer of a place is withdrawn;
5. The course which was applied for is no longer offered.

Where students have already started their course of studies, no refund will apply if:

1. A student was not able to meet a condition required for admission that was part of any packaged admissions arrangements.
2. BCA National makes an offer of enrolment where false, misleading or incomplete information is provided by the applicant / student and the offer is withdrawn.
3. Where a student gives written notice after the commencement of the teaching period. *
4. BCA National refuses to provide, or continue providing, a course to the student because the student has breached a condition of his or her student visa.
5. A student withdraws or defers from a course for whatever reason after commencement.*
6. A student has been excluded by BCA National, for failure to meet progression rules and where fees were paid in advance of notification of the exclusion.
7. A student who has his/her visa cancelled after commencement.
8. A students enrolment has been terminated due to either academic or behavioral misconduct

*Notes - in some extenuating circumstances, special and compelling circumstances may occur, therefore BCA National may consider a refund after the commencement of a program and assess the application for a refund on a case by case basis.

Where students have packaged COEs for a visa application and have paid a deposit on the 2nd COE in advance, a partial refund will apply if:

1. A student gives notice in writing to BCA National of an inability to undertake the principal course of study prior to its commencement. A partial refund will then be paid, after deducting 10% of the tuition fee payable for the first term of study.
New International Student Orientation

You will receive an email, three weeks before the start of term confirming details for Orientation. Attendance is a requirement of the ESOS (Education Services for Overseas Students) Act 2001 and staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. There is a lot of information for you to understand and consider as you move through your studies. Your training coordinator will support you throughout the course.

Orientation is a chance to meet your training coordinator and other new students, get to know the campus and prepare for the term ahead.

Please bring:

- Your passport
- Any certified copies of outstanding admission paperwork
- And come prepared to have your photo taken for your BCA National student ID card! 😊

Unique Student Identifier (USI)

All students enrolled in nationally recognised training will need a Unique Student Identifier (USI) prior to receiving a qualification. Your USI will be made up of a unique series of numbers and letters and gives you access to your personal USI account.

Your USI account will allow you to access your enrolment and achievement records from a single online source no matter which training provider you have used. The USI will make it easier for you to find and collate your achievements into a single transcript, which can be used if applying for credit in another qualification or providing your results to an employer.

Your USI account will be populated annually using the data that BCA National is required to report to our governing bodies. This means that if you complete your course in 2015 your USI account will show your achievements in 2016. The USI record will not replace your testamur. You will still receive your Statement of Attainment or Certificate once you have completed your course and we have received your USI.

Applying for a USI is quick, simple and free. Further instructions will be provided at new international student orientation. For more information go to www.usi.gov.au.
WORKING WHILE STUDYING

When studying at the vocational level on a student visa (Subclass 500), the primary visa holder is allowed to work up to 20 hours a week during term and full time during scheduled term breaks. Accompanying dependents are also allowed to work up to 20 hours a week. Work rights do not commenced until the primary visa holder’s course has commenced.

For a full list of mandatory and discretionary student visa conditions please visit www.border.gov.au/Trav/Visa-1/500-

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many different ways to find a job in Australia:
• Newspapers
• University Job Boards
• Online – Click on the links to find a job:

www.seek.com.au
www.careerone.com.au
www.mycareer.com.au
www.getjobs.com.au
www.jobsinoz.com.au
www.jobsearch.com.au

Taxes and Tax File Number

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au, or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

The Australian financial year is from 1 July to 30 June. You are required to file a tax return at the end of each financial year. This can be done through your immi.gov. account.

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using MyTax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by MyTax your refund will normally be issued within 14 days.

• Lodge online using e-tax at www.ato.gov.au
• For a registered tax agent visit www.tabd.gov.au
• Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).
Superannuation

If your monthly wage is more than AU$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit: [www.ato.gov.au/departaustralia](http://www.ato.gov.au/departaustralia). You will need to provide the details of your superannuation fund.
LEARNER AGREEMENT

At your international student orientation, you will be provided with a Learner Agreement outlining your rights and responsibilities to BCA National, and our rights and responsibilities to you. The content of this Learner Agreement is detailed below. Should you have any questions about this content prior to your enrolment, please contact international@bcanational.com.

Signing or agreeing to the Learner Agreement will indicate that you have understood your rights and obligations in relation to the training program you have enrolled in.

Your Rights and Responsibilities

Attendance

- Complete the full training program including online materials, assessment work and additional readings as appropriate.
- Inform your Training Coordinator in writing if you cannot complete the full program and decide to withdraw before the course is complete.
- Attend as many of the face to face sessions as possible maintaining at least an 80% attendance record.
- Sign the attendance register at the beginning of each session as record of attendance.
- Complete a feedback form or electronic survey at the end of every session. Once completed return the feedback to your trainer or training coordinator or submit it online.
- Complete any catch-up work from missed sessions.
- Participate in online discussions via your online learning platform.

Coursework, assessments and personal study

- Complete all assessments and tasks set by your Trainer.
- All assessment work will be your own work and submitted before the BCA National deadline.
- All hard copy assessments are to be submitted on plain A4 paper in a plastic sleeve with only a paper clip fastening documents together. Under no circumstances are assessments to be bound, stapled or put in any other presentation folders. (face to face training)
- Keep a copy of all assessment work submitted regardless of whether the submission was electronic or hard copy.

Work Placement / Practical Experience (for applicable groups only)

- Complete all hours, tasks and documentation for work placement/practical experience as per the course requirements and as instructed by BCA National Training Group.
Confidentiality

- Specific issues, case studies and class discussions take place in confidence and should not be discussed outside of that context. Discussions with your trainer and other students may take place online in your online learning platform forums. These are for educational purposes and should not be discussed outside of that context.

Use of personal information

- As an RTO, BCA National is required to report student information (including assessment results and personal information) to its regulatory bodies. When enrolling with BCA National you agree to the dissemination of this information.

- BCA National will not disclose personal information or assessment information to any other person or organisation unless we have your permission or it is required by law. Information may be disclosed for the following purposes:
  - Research.
  - Statistical analysis.
  - Program evaluation.
  - Post-completion surveys.
  - Internal management purposes.
  - Audit and verification.
  - Statistical analysis.

- When enrolling with BCA National we will seek your approval to use any pictures and videos as well as testimonials or feedback for the purposes of future marketing.

Further rights and responsibilities

- You have the right to a safe learning environment and the associated responsibility to obey any reasonable and lawful instructions. You must not engage in any activities that may be offensive to others, wilfully destroy or damage property, or threaten staff or students in any way. You must not attend class intoxicated or under the influence of illegal drugs. Anyone attending class or training in an intoxicated state or under the influence of illegal drugs will be asked to leave. Offensive behaviour online will not be tolerated and may result in withdrawal from program.

Our Rights and Responsibilities

Training resources

- BCA National will provide you with all necessary training and assessment materials for you to complete your qualification.

Assessment

When you submit your assessment, your work will be deemed ‘competent’, ‘incomplete’ or ‘not yet competent’:

- ‘Competent’—All assessment tasks and activities have been successfully completed including work placement (if required) for the unit.
• ‘Incomplete’—All assessment tasks and activities have been successfully completed, but work placement (if required) has not yet been completed for the unit.

• ‘Not yet competent’—Some assessment tasks and activities are deemed ‘not yet competent’. Your Trainer /Assessor will provide you with some feedback and an opportunity to resubmit additional evidence (maximum 2 re-submissions). Where indicated you will be given an opportunity for additional learning before resubmission of evidence.

All assessments are due at your next training or in line with your training schedule unless otherwise agreed with your Training Coordinator and Trainer.

Where it is possible BCA National will make reasonable adjustments to the assessment process so as not to disadvantage a person with a disability. Reasonable adjustment activities could involve:

• Modifying or providing equipment.
• Changing assessment procedures.
• Changing course delivery modes.
• Modifying premises.

The determination of ‘reasonableness’ requires judgement that must take into account the impact on the organisation and the need to maintain the integrity of the unit of competency.

Where the qualification outcome is specifically related to an ‘occupational’ outcome, any reasonable adjustment may only be accommodated in the assessment process if the workplace can be similarly 'adjusted' to accommodate the needs of the applicant/employee.

An assessor will only intervene in the assessment process to a level that will not affect the integrity of outcomes of the assessment process.

All assessments and records of work placement must be completed and submitted within 1 week of the completion of the delivery of the training unless otherwise agreed by your Training Coordinator.

Marking and certification

• All assessments will be marked and your progress visible to you on the BCA National Student Management System (SMS) within 6 weeks of submission.

• Your Trainer will provide feedback on your assessments to you after they are marked.

• Academic transcripts and certificates will be issued within 30 days of successful completion of the program. If you have any outstanding fees or you have not provided a USI a qualification or Statement of Attainment may not be able to be issued.

• If you leave the program prior to its completion, BCA National will provide you with a Statement of Attainment for all units of competency that you have satisfactorily completed all aspects of the assessment (including, in some cases work placement).

Quality

• All course notes will reflect current industry knowledge and best practice.
The training will be facilitated by a trainer who holds relevant qualifications and industry knowledge.

The training will be delivered to the timetable issued to you via the SMS and you will receive reasonable notice of any changes to this whenever possible. (Online training will be delivered as per the advertised timeframe).

BCA National will receive and act on any feedback received from course participants in a timely and effective manner.

Level of service

You will have access to both your Training Coordinator and your Trainer during office hours for the duration of the course. Your Training Coordinator and Trainer will respond to queries from you within 2 working days.

Children in the Classroom

BCA National recognises the importance that families fulfil in the lives of our students. In general, the classroom is typically not an appropriate place for a child to be present on a continued basis. However, we recognise there will be special circumstances where children will need to be present in the classroom. In these cases, you must discuss the matter with the trainer and ensure that you, as the carer will:

- Accept full responsibility for the child’s safety and for any damage to property or injury to persons that may be caused by the child’s presence.
- That the child’s presence creates minimal disruption to others within the classroom and be willing to review the situation should disruption become problematic in the future.
- Assume responsibility for the child at all times.

In certain circumstances you will be required to sign an acceptance of liability to conditions relating to the presence of a child in the classroom in which BCA National will reserve the right to review the final decision on continued attendance of the child at any time. For further information regarding this matter, please contact your Training Coordinator for a copy of BCA National’s policy on Children in the classroom or workplace and an accompanied minor form.
As a Registered Training Organisation, BCA National is committed to complying with Commonwealth and State legislation and regulatory requirements relevant to our operations. We have developed policies and procedures that assist in maintaining compliance with relevant legislation and regulations and we are required under the terms of our registration with the Australian Quality Skills Authority to ensure that information is provided to all our clients regarding current legislation that significantly affects them.

Details of legislation are listed below, and should you wish to access any of our policies in more detail first visit our website www.bcanational.edu.au/international or phone our office on 1300 69 35 65 (Sydney) or 08 8942 3580 (Darwin) and speak to any member of staff.

For further information regarding commonwealth legislation you can also visit http://www.comlaw.gov.au/. Another good source of legal information or for help with legal issues can be found at http://www.lawaccess.nsw.gov.au/.

Legislative Requirements

BCA National complies with the VET Quality Framework, which comprises:

- The Standards for Registered Training Organisations (RTOs) 2015
- The Australian Qualifications Framework (AQF)
- The Data Provision Requirements
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements

BCA National complies with the following legislation:

- Anti-discrimination:
  - Australian Human Rights Commission Act 1986 (Cwlth)
  - Age Discrimination Act 2004 (Cwlth)
  - Disability Discrimination Act 1992
  - Racial Discrimination Act 1975 (Cwlth)
  - Sex Discrimination Act 1984

- Environmental Protection Act:
  - Environment Protection and Biodiversity Conservation Act 1999 (Cwlth)
  - Environmental Protection Operations Act 1997 (NSW)
  - Environment Protection Authority Act 2007 (NT)

- Fair Work Act 2009

- Fair Trading Acts:
  - Fair Trading Act 1992 (ACT)
  - Fair Trading Act 1987 (NSW)
  - Consumer Affairs and Fair Trading Act (NT)
  - Fair Trading Act 1989 (QLD)
  - Fair Trading Act 1987 (SA)
Fair Trading Act 1990 (TAS)
Fair Trading Act 1999 (VIC)
Fair Trading Act 1987 (WA)

Financial Legislation:
- A New Taxation System (Goods and Services Tax Administration) Act 1999
- ASIC Act 2001
- Australian Taxation Office regulations
- Competition and Consumer Act 2010
- Corporation Act 2001
- Income Tax Assessment Act
- Freedom of Information Act 1982
- National Vocational Education and Training Regulator Act 2012
- Privacy Act 1988 (Cwlth)
- Work Health and Safety Act 2011 (NUL)
- Education Services for Overseas Students Act 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

Privacy

BCA National complies with the requirements of the Privacy Act 1988 including the National Privacy Principals (Schedule 3). In accordance with the National Privacy Principals, any information collected and stored will be directly relevant to the operation of BCA National and will only be used for such purposes.

Student records and personal data will be disclosed to the government and or their agencies to satisfy the reporting requirements of BCA National as a Registered Training Organisation (RTO).

You have the right to access or obtain a copy of your personal information held by BCA National, however all requests must be made in writing. There is no charge for you to access your personal information however there may be a fee for a copy to be made.

In collecting personal information BCA National will comply with the requirements of Schedule 1A of the Higher Education Support Act 2003, the VET Provider Guidelines. For more information, contact your Training Coordinator for a copy of BCA National’s privacy policy.

Workplace Health and Safety

BCA National is committed to workplace health and safety and as per the workplace health and safety policy, BCA National will:
- Identify and eliminate, isolate or minimise workplace hazards.
- Provide training to all workers to ensure they work in a safe and healthy manner and are aware of their responsibilities under the company’s health and safety management plan.
- Encourage staff and students to continuously improve health and safety practices and procedures.
- Prevent serious harm through early intervention, and support all injured workers and students through appropriate rehabilitation.
- Ensure all contractors, subcontractors and visitors are aware of the company’s health and safety management plan.
- Ensure compliance with prevailing health and safety legislation together with relevant regulations and codes of practice.
- Ensure all workers and students who are injured receive appropriate medical treatment and complete any necessary documentation in relation to the incident.
- Ensure first aid equipment and training is made available.

Student and Learning Support

Student engagement framework – face to face training

To benchmark and support student engagement the BCA National Training Team has implemented a number of tools as part of our Student Engagement Framework.

1. Learner goals and expectations
   You are provided with a learner goals and expectations form at the start of your course. Your Training Coordinator will talk you through the questionnaire and your Trainer will review your goals to assist in aligning training outcomes to your and the groups goals and expectations. Your goals and expectations are a confidential record which is kept with your student file.

2. Graduation
   BCA National training programs include a graduation ceremony. The size and style of graduation will vary greatly depending on the group, client and budget. Some graduations may be a simple presentation with afternoon tea at a BCA National office, while others may be a larger event held at an external venue.

3. Guest speakers
   For most training programs, Training Coordinators organise guest speakers. Guest speakers can be industry specialists, relevant workers, academics, government department representatives or even previous students.

4. Assessment support sessions
   Your Trainer and Training Coordinators will contact you directly if you are falling significantly behind or if assessments are more than 2 weeks overdue. Trainers will set up a time with you to provide additional support where necessary.

5. Study workshops
   For each training program that commences, cumulative reviews or study workshops may be included. This ensures that if you do fall behind with concepts or assessments.

Language, literacy and numeracy support

BCA National aims at all times to provide a positive and rewarding learning experience for our students. At the time of enrolment you are asked to provide information regarding your language, literacy and numeracy (LLN) as well as any other special/additional learning needs. In the event of LLN becoming an issue, your Training Coordinator will contact you to discuss their requirements.
Where LLN competency is essential for course students, we will make every effort to ensure that you are adequately supported to complete your training. BCA National’s approach to LLN is explained in detail in our Language, Literacy and Numeracy Policy. Contact a member of staff at either our Sydney or Darwin office should you wish to obtain a copy.

Assessment

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of a VET accredited course.

BCA National undertakes the assessment of units of competency through a process of systematically gathering, interpreting, recording and communicating information on student performance.

Each training program will have a training and assessment strategy designed in response to needs of clients and matching the requirements of the training package. All assessments will meet the Principles of Assessment and comply with the Rules of Evidence being fair, flexible, valid and reliable, and providing for sufficient, authentic and current evidence to be collected.

BCA National ensures that assessments are delivered by assessors in accordance with the Standards for Registered Training Organisations 2015, in particular Standard 1.13.

Assessments are conducted through flexible arrangements either as part of a workplace simulated environment or in partnership with our clients through employment-based events to ensure they reflect workplace conditions and issues that may arise in the industry.

The evidence you submit will be assessed and you will be given feedback. Each individual assessment task will be marked as either satisfactory or not yet satisfactory. A mark of ‘competent’ or ‘not yet competent’ will be given for the whole unit of competency. If you are assessed as Not Yet Competent, you will be given some suggestions for improvement and asked to resubmit your material and/or redo your assessment.

Practical Placement

Some BCA National courses require students to complete a number of practical hours in industry (through relevant employment or volunteer placements). For example the Diploma of Community Services (Case Management) (CHC52015) and Certificate IV in Ageing Support (CHC43015). You will be advised during enrolment if this is a requirement for your course and you will receive further information during your orientation.

If your course requires practical placement, you will need to provide a current police check. If you have been in Australia for the past 6 months, please provide a national police check through the Australian government: https://afpnationalpolicechecks.converga.com.au/. If you have not been in Australia for the past 6 months, please provide a police check from your country of residence. If the document is not in English, please provide the original along with a notarized or certified English translation of the original. To be considered current, the date of issue must be within 5 months of your course commencement.

You may also need to apply for a Working with Children (WWC) clearance for all states where you are working or volunteering in regulated employment. Further guidance will be provided at
orientation. If you have any questions prior to enrolment please contact international@bcanational.com.

If you do not have or are unable to obtain a police check or WWC clearance and /or if you do not complete the relevant number of practical hours and tasks you may not be able to complete the required practical component of your training. As such, you will be issued with a Statement of Attainment for all successfully completed units of competency that do not have practical components.

Internships

Learners in BCA National courses without required practical placement have the opportunity to enrol in an internship. BCA National understand the importance in closing the gap between study and employment. Development of Career-Readiness skills are critical in ensuring strong employability outcomes post-study, and BCA National recognises the importance of Work Integrated Learning experiences. As such, we have developed a robust internship program offering which ensures that 100% of all BCA National students have the ability to undertake a Vocational Program – whether a compulsory part of their study, or as an optional add-on.

Structure: 8 to 12 weeks / Full – time or Part- time

*It is the student’s responsibility to notify BCA National of their current visa status (if not a permanent resident or Australian citizen), and to comply with the working hour rights noted against their visa.

Non-BCA National students are also welcome to enrol in the BCA Internship Program, and to enquire about an internship in their desired industry, too. BCA National covers training in a range of industry areas. Internships can hence be undertaken in the desired industry area sought by the student and will be discussed in enrolment interview.

Our Vocational Placement team will endeavour to fulfil all industry-specific internships, however there are some specific placements which cannot be fulfilled due to regulations and / or industry pressures. If this is the case, our friendly placement team will be in touch to discuss further options prior enrolment.

The Basic Internship Program includes:

- One on one support from your Vocational Placement Coordinator
- Resume writing support and development
- Access to the Online Career Preparation Workshop
- Employer Training Plan

The Elite Internship Program includes all of the above plus a 1 day workshop encompassing the below seminars:

- **Networking Session (Industry Connectivity)**
  - This will include meeting with industry specialists, guest speakers and understanding how to make the right connections. Gain access to useful networking forums, contacts and events with up to date information about what is happening in your industry.

- **Professional Profile Seminar (Your Personal Brand)**
• Know how to use social media to gain better exposure to industry professionals. This includes creating your LinkedIn profile and building on your current skills, knowledge, experience and connections to better position yourself in the competitive market.

• **Working effectively and competitively in the Australian Industry**
  • Understand cultural differences, boundaries and customs when working in an Australian workplace. Know how to communicate effectively using appropriate language, jargon and social skills.

**Process**

1. Our BCA National Vocational Placement Team will contact you to discuss your interests, skills and experience to determine how we can best match you to a role.
2. Together, we will work with you one-on-one with CV writing and development, providing access to the online career preparation workshop as well as developing a thorough training plan to determine key roles and responsibilities.
3. Prior to placement, we will conduct a mock interview to prepare you for your placement opportunity to ensure you are aware of employer expectations.
4. Once successful, you will commence your 12 week internship program in a relevant field
5. Whilst on placement you will be required to complete your training plan with your supervisor.
6. Upon successful completion you will also be issued with your BCA National Internship Certificate to recognise your participation in an Australian workplace.

**Difference between work placement and internships**

BCA National offers all students the opportunity to experience a Work-Integrated Learning Experience. This can be done through Work Placement or Internships. Work placements are a mandatory requirement that forms part of a course, students undertaking work placement are required to complete a workplace logbook. To be deemed as competent in some courses, work placement MUST be completed.

Internships are an optional part of a course and not a mandatory requirement, these are done in addition to course work. Students do not need to complete a logbook but complete various tasks and projects as assigned and agreed with on their training plan with their employer.

**Refund Policy**

• New students who withdraw or vary their enrolment in the Internship Program on or before the commencement date, will receive a 50% refund of any tuition fees paid in advance for the program. Students must apply for withdrawal or variation of their enrolment in writing using the prescribed form, which is available from [www.bcanational.edu.au/international](http://www.bcanational.edu.au/international) or by contacting our office by phone: 1300 69 35 65. Refunds will be made within 21 days of the refund application being approved.

Additional circumstances where no refund will be provided:

• A refund will not be provided where the student has supplied fraudulent, forged or deliberately misleading documentation.
• Their enrolment has been terminated due to either academic or behavioural misconduct.
Student Management System and Access to Student Records

Once you are a student with BCA National we will create a student record for you. All student records are stored on BCA National’s Student Management System (SMS). This includes records of enrolment, attendance, progress and outcomes, online / or eLearning units and personal details.

You can obtain a copy of your current student records at any time by contacting your Training Coordinator and requesting your records. Your records cannot be given to a third party without your written consent. For more information on privacy please see the privacy heading under the legislation section of this handbook or contact your Training Coordinator for a copy of BCA Nationals privacy policy.

If you have a change of address or need to update any personal information held by BCA National please contact your Training Coordinator.

Recognition of Prior Learning

The Recognition of Prior Learning (RPL) process conducted by BCA National provides acknowledgement of all skills and knowledge gained through the life experiences, work experience, previous training and formal education of applicants.

BCA National’s RPL process examines evidence submitted by applicants within the following key principles:

- Adopting a focus on the competencies held rather than on how, when or where the learning occurred.
- A demonstrated commitment to recognising the prior learning of adults.
- Providing access to the RPL process for all students prior to and during enrolment.
- Undertaking RPL processes which are fair to all those involved.
- Providing adequate support for all potential RPL applicants.

You can apply for RPL at any time prior or during your enrolment period. To find out more information about RPL feel free to speak with your Training Coordinator.

The RPL process is summarised on the following page.
Discussion about RPL and what is required

Proceed?

Yes

Additional Information sent to applicant

Application Interview with BCA National Assessor

Interview Successful

No

Gathering of initial evidence by applicant

Discussion with Assessor regarding suitability of initial evidence

Evidence suitable?

Yes

Complete RPL application tool kit and portfolio of evidence

Portfolio and tool kit reviewed by Recognition specialist

Notification of outcome

Successful

Yes

Payment

Qualification or SOA issued

Other training options

No
Direct Credit Transfer

Where you hold and have evidence of the exact or equivalent unit of competency that is scheduled to be delivered within a training program you are enrolled in with BCA National, you may apply for a direct credit transfer.

BCA National will recognise all Units of Competency held by you, as listed on any nationally accredited qualification or Statement of Attainment issued by another RTO.

To apply for direct credit you will need to provide your assessor with either a transcript or a Statement of Attainment (copies of transcripts or Statements of Attainment must be certified). You will then need to complete an assessment task cover sheet and indicate that you are applying for direct credit in the comments section. Your trainer will then advise you on whether direct credit can be granted. The direct credit application will then be monitored by a training coordinator before the result is entered into the Student Management System.

Note: Direct Credit can only be granted for units of competency that are listed as ‘current’ on www.training.gov.au or a unit which is equivalent in content and learning outcomes (listed as superseded and equivalent to a previous unit). Should a unit of competency that you hold have been superseded, your direct credit transfer application may be denied and your assessor will advise you of other options which could include recognition of prior learning and assessment only pathways for the unit(s) of competency you are applying for.

Certificate and Statement of Attainment

Once you successfully complete your training program you will be issued with a qualification Certificate or Statement of Attainment. All qualifications issued by BCA National will include a testamur and transcript/record of your results and will be issued in accordance with the Australian Qualifications Framework Issuance Policy. A Statement of Attainment will be issued to you if you successfully complete one or more units of competency within an accredited program but you have not met all requirements for a qualification as specified in the training package.

If your Certificate or Statement of Attainment gets lost, destroyed or damaged you may request for it be reissued. You will need to complete a BCA Replacement of Testamur form, include a Statutory Declaration and submit it to your Training Coordinator. An administration fee for the replacement of the document applies.

Complaints and Appeals

Definitions

BCA National defines a complaint as an expression of dissatisfaction with any aspect of the service or training we have provided. It is distinct from feedback where a client, student or other person or agency gives advice or comment on what our organisation does or the service we deliver.

Appeals are regarded as a formal request for a change or a confirmation of a decision. Appeals can be made in regards to an assessment decision or in regards to the initial outcome of a complaint.

Complaints
If you are unhappy with any aspect of the service or training we have provided you should discuss the issue with your Trainer in the first instance. If you do not feel comfortable in raising the issue with your Trainer, or if your complaint is not resolved satisfactorily, notify your Training Coordinator.

You will be asked to make your complaint in writing using the formal complaints form available from our website. Note: If your initial complaint relates to suspected criminal or illegal activity it will be immediately referred to the police for action.

If your Training Coordinator is unable to resolve the issue, you can arrange an appointment between yourself, the International Programs Manager and, where applicable, your sponsoring organisation. The meeting should take place within 14 days of your discussion with your Training Coordinator.

Should your meeting with the International Programs Manager not resolve the issue, the matter will be escalated to the National Training Manager who will review the facts and meet with you and where applicable your sponsoring organisation. The National Training Manager may request the International Programs Manager or the Training Coordinator to be present. This meeting should take place within 14 days of your discussion with the State Training Manager. For more information please see the complaints process on our website.

**Appeals**

Should there be no resolution, an external independent party (from LEADR) will be asked to mediate at a date that is suitable for both parties. BCA National agrees to abide by the independent ruling.

Note: each step of this process will be documented and you will be requested to submit your complaint in writing.

In the event the complaint cannot be resolved through mediation, the matter will be escalated to the Australian Skill Quality Authority (ASQA) for final resolution.

**Appeals of assessment decisions**

If you do not agree with the outcome of your assessment you have the right to appeal the decision.

You have 14 days from when the assessment outcome is recorded to discuss your concern with your Trainer/Assessor.

If you are unable to come to an agreement with your Assessor, you must report your intent to appeal the assessment outcome to your Training Coordinator and complete the Assessment Appeals form. If required, the Training Coordinator will assist you in completing the form.

The Training Coordinator will lodge the form with the National Training Manager (NTM) within 24 hours of receipt.

The NTM will then arrange for a different Trainer/Assessor to moderate the assessment which has been appealed.

If the original outcome is upheld, you will be notified of the decision and given a final opportunity to appeal the decision. If the assessment outcome is altered you will be notified and the moderated outcome will be recorded.
If you decide to appeal the moderation outcome, the NTM will arrange a moderation panel. The panel will consist of two or more alternate assessors and the outcome of this moderation panel will be final.

**Plagiarism**

Plagiarism refers to the use of another person’s work, thoughts and/or intellectual property without appropriate reference or acknowledgment of that source. BCA National has a policy on Academic misconduct, which includes plagiarism (BCAP0090).

You are required to sign a BCA National cover sheet for each unit of competency that you submit. Your signature is a declaration that all the work you submit for your assessment tasks is authentic and has been completed by you.

If you are found to have engaged in any form of academic misconduct BCA National reserves the right to investigate and additional requirements or a penalty may be imposed. You will have the right to appeal any decision made by BCA National as per the Complaints and Appeals policy. For more details, please speak to your Training Coordinator and request a copy of the relevant policies.

**Misconduct**

Behavioural misconduct can be described as the student having displayed wilful or deliberate behaviour that is inconsistent with the BCA National values and/or code of practice. In the event there is a report of misconduct, the incident will follow the complaints procedure and may result in disciplinary action being taken against the perpetrator. Disciplinary action may include suspension or being withdrawn from class.

**Course Completion**

**Academic progress**

BCA National records and monitors the academic progress of all students to assist them towards the successful completion of their course and, where necessary, directs them to the appropriate source of personal and/or academic assistance. Course progress is monitored, recorded and assessed throughout the term or semester. BCA National is required to report international student attendance and progression to the government. If you do not attend multiple classes and we are unable to contact you, you may be withdrawn from the program. Where a student has failed to submit or is deemed ‘not yet competent’ in 50% of their units of competency within the unit of study, term or semester, BCA National will contact the student to discuss the options available. The options may include additional support or withdrawal of the student from the program.

**Face to face delivery**

Once you have attended the last face to face workshop of your training program you will have 1 week to hand in all your assessments and where required, records of work placement. If you are having difficulty in completing your assessments or work placement within this timeframe you will need to contact your Training Coordinator. If your assessments and record of work placement have not been received within the required, or agreed upon timeframe, and you have not made contact with your Training Coordinator, your enrolment will be closed and a Statement of Attainment will be issued for any units of competency successfully completed and paid in full.
Should you wish to continue after your enrolment has been closed an additional fee will be charged.
POST STUDY OPTIONS

Student Visa (Subclass 500)

Before your student visa expires, you need to leave Australia or lodge a new visa application. Your student visa expires on the end date of your visa grant OR when you have successfully completed your course of study, whichever comes sooner.

Example 1: You complete your course on the end date of your COE and do not intend to study another course. Your visa still has two months until it expires. You can stay in country as long as your visa is valid.

Example 2: You complete your course before the end date of your COE and do not intend to study another course. You have 28 days from your CEO finishing or being cancelled to leave Australia or apply for a new visa.

Some students post-graduation apply for:

- a tourist visa (subclass 600) to travel before returning home,
- a working holiday visa (subclass 417) or work and holiday visa (subclass 462) to work and travel in Australia before returning home,
- a temporary work visa (subclass 457) through an employer to work with the company for up to four years OR
- another student visa (subclass 500) for further education.

For more information on expired visas and eligibility for new visa options please see https://www.border.gov.au and or contact an immigration specialist.

University Pathways

How BCA National can help you achieve a university degree

BCA National has agreements with a number of Australian universities and higher education providers for our qualifications to articulate into undergraduate bachelor degrees. Upon successful admission to a partnered university, students who have completed eligible Diplomas will have their BCA National studies recognised as equivalent to a certain number of credit points. This can equate to up to a full year off the regular degree completion time. The table on the following page shows a summary of BCA National’s articulation agreements as at December 2016.

Please note: BCA National cannot guarantee students a place in a university intake – the university’s regular mature age application processes apply. Contact the university for further information on admission.
### Alumni Network

Upon graduation, you will become a part of BCA National’s global alumni network! Stay engaged for future networking, volunteer, work and study opportunities that might be of interest. Together we will create the future. You can update your contact details by sending a courtesy email to `international@bcanational.com`.

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<th>BCA NATIONAL QUALIFICATION</th>
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<td>UNIVERSITY OF SOUTHERN QUEENSLAND</td>
<td>9 OUT OF 24</td>
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Knowledge creates a future