Student Handbook

Table of Contents

1. ABOUT BOSTON COLLEGE 4

1.1. Background 4
1.2. Why study at Boston College 5

2. MESSAGE FROM THE CEO 6

Welcome to Boston College 6

3. LOCATION AND FACILITIES 6

3.1. Our Location and Contact Details 6
3.2. Our Contact Details 7
Business Hours 7
Classrooms 7
Computer Facility 8
Student Lounge 8
Course Materials 8
Library 8

4. STUDENT LIFE 9

Studying in Adelaide 9
Working in Adelaide 9
Student Identification (ID) Card 9
Unique Student Identifier (USI) Number 9
Important Information for Overseas Students 10
Legal Aid Services 10
Drugs 10
Support Adapting to a New Culture and a New Country 11

5. COURSES AND PROGRAMS 12

6. STUDENT ORIENTATION 12

Orientation Program 12

7. WELFARE, SAFETY, HEALTH, AND SUPPORT SERVICES 13

Academic Support Services 13
English Language Proficiency 13
General Welfare Services 14
Welfare Counselling 14
Financial Counselling 14
Legal Counselling 14
Disability Support 14
Employment Rights 15
Accommodation 15
Transport 15
Approximate cost of living in Adelaide 15
Any other confidential matters 16
Welfare/ Counselling Services and Referrals 16
Medical Services 17

Student Services Contact Details 17
Health Cover 17
COVID-19 17
First Aid Emergency 18
Workplace Health and Safety 18
Critical Incidents 18

8. STUDENT RIGHTS AND RESPONSIBILITIES 19

Student Code of Conduct 19
Students' Rights 19
Students' Responsibilities 20
Misconduct 21
Consequences of Misconduct 21

9. COMPLAINTS AND APPEALS 22

10. TRAINING AND ASSESSMENT 23

Vocational Education and Training 23
Training Delivery Methods and Learning Resources 23
All Courses Include: 23
Structured Face to Face Learning and Assessment 23
Self-Study 24
Work Placements/ Field Placements 24
Field Trips and Excursions 24
Learning Resources 24
Timetables 24
Subject Deferrals 25
Vocational Education and Training (VET) Assessments 25
Assessment Methods 25
Assessment Participation 25
Submission of Assessment Evidence 25
Reasonable Adjustment to Assessments 26
Assessment Resubmissions 26
Assessment Extensions 27
Assessment Results 27
Qualifications or Statement of Attainment 27
Recognition of Prior Learning (RPL) 28
Credit Transfer 28
International Students 28
Plagiarism, Collusion and Cheating 29

11. COURSE PROGRESS AND ATTENDANCE 30

Intervention Strategies 30

12. DEFERRALS, SUSPENSIONS AND CANCELATIONS 30

Student Initiated Deferral 30
Compassionate and Compelling Circumstances 31
Cancelling an Enrolment 31
Boston College-Initiated Cancellation 31

13. FEES AND REFUNDS 32

14. POLICIES AND PROCEDURES 32

1. About Boston College

We are delighted to welcome you to Boston College. We acknowledge this land that we study on is the traditional lands for the Kaurna people and that we respect their spiritual relationship with their country. We also acknowledge the Kaurna people as the custodians of the Adelaide region and their cultural and heritage beliefs are still important to the living Kaurna people today. We pay respects to the cultural authority of Aboriginal people from other areas of South Australia/ Australia. We also pay respects to the Aboriginal Elders past, present and future.

As you begin your educational journey with us in South Australia, we affirm our commitment to providing exceptional education and training in a supportive environment, built on a foundation of our expertise and experience and thank you for choosing to study with us.

1.1. Background

Boston College aims to provide exceptional education with the bigger picture of supportively providing opportunities to predominantly international students to achieve their career goals. This is facilitated by the CEO's more than a decade of experience in providing the highest quality of education and valued support to both international and local students.

The courses provided at Boston College are in Automotive and Leadership and Management courses. Students will be provided with access to automotive workshops with current technologies and theories, and Leadership and Management courses are enhanced with the commitment to exceptional service provision that is compliant with the Australian Skills Quality Authority (ASQA) and VET Quality Framework standards and guidelines.

Boston College's location and facilities of the campus premises further enhance the student's experience. Located centrally in South Australia, within walking distance of the Central Business District (CBD), allowing for access to retail and other businesses mutually benefitting students and the businesses. Further, the location is central to all public transport and with immediate access to significant attractions such as the Art Gallery, Museum, Torrens River and the Botanic Gardens, which enrich the student experience and also provide options for increasing wellbeing, exercise and enjoyment of the South Australian landscape.

The aim in considering the overall student experience is to ensure students' skill and knowledge development within their courses is unimpeded. This will allow for their growth into the future leaders in mechanics and leadership and management roles.

Boston College's commitment to the students is underpinned by the acknowledgement of the value of enrolling committed international students that will increase the diversity of experience and knowledge in the workforce in the future. International students accessing VET sector courses and qualifications often have other industry experience and education from their countries of origin. This richness in student's previous careers, employment and cultural experiences aligns with the goals of the college of contributing to the increase and development of the richness, knowledge and skills, in the workforce in the community.

1.2. Why study at Boston College

Boston College supports students to achieve their goals and graduate with vocational and employability skills to meet the demands of the industry and economy by providing flexible, exceptionally structured and facilitated education that is reinforced by practical application in the workplace. Boston College provides extensive student support services in a culturally diverse learning environment, located centrally in Adelaide's CBD facilitating ease of access to public transport, and supermarkets, food halls and restaurants and other retail businesses nearby.

2. Message from the CEO

Welcome to Boston College

"Dear Student,

I am Gurdeep Kaur, CEO of Boston College.

I welcome you with great pleasure to Boston College. Thank you for choosing Boston College as a destination for your education.

I have had the wonderful opportunity to meet so many overseas students and have also had the rich opportunity to come to understand their beliefs, lifestyles and culture. I believe life is always a learning platform, the more you learn the more you prosper.

Boston College provides high-quality education services that will enhance your opportunities to achieve your future long-term goals. Boston College qualifications are incorporated with AQF standards and meet the standards of the Australian Education and Training system.

I look forward to working with you to ensure we deliver the best quality study experience and support services to you. As the CEO of Boston College, I assure you that the quality of education for our students will not be compromised.

Boston College thrives by delivering quality education and support services to our valued students. We have friendly and supportive staff with immense experience in quality training and in responding to international students' queries. All my supportive staff will ensure your education journey remains happy and memorable.

Boston College works closely with the Australian governing bodies, international education agents and industry consultants to ensure the compliance and quality of education is not compromised. We also assist our students to achieve their course-related placements or employment in their relevant fields.

I wish you a great and successful start at Boston College."

Gurdeep Kaur, Chief Executive Officer (CEO), Boston College

3. Location and Facilities

3.1. Our Location and Contact Details

We are located in the Head Office and Campus Location: Level 3, 45 Grenfell Street, Adelaide SA 5000. Automotive Workshop location: 12/555 Churchill Road Kilburn SA 5084.

Postal Address: Level 3, 45 Grenfell Street, Adelaide SA 5000.

We are in the heart of Adelaide city, in close proximity to nearby public transport, and ample public parking options are available at additional cost.

3.2. Our Contact Details

Phone: 0424099455

Email: info@Bostoncollege.com.au

Website: www.Boston.edu.au

24-hour emergency number: 0424099455

Business Hours

The business hours for Boston College are 8:30am to 5:00pm Monday to Friday, however classes may be scheduled outside of the business hours and on weekends.

Facilities, Equipment and Services

Boston College provides students with supportive trainers, responsive to student's educational needs with the mutual aim for facilitating success, providing facilities and quality resources which include:

Classrooms

Training and assessment will be conducted through face-to-face training and assessment by experienced trainers and underpinned by exceptional educational resources, a library, academic and other support. The trainers are friendly, knowledgeable and supportive, so students feel comfortable in classes as well as seeking further clarification and support if it is needed.

Automotive Workshop

Boston College provides practical training for the Certificate III and Certificate IV automotive courses. The workshop is compliant with the course requirements.

Computer Facility

Students can access the computers and internet at the campus to train and complete their work (Monday to Friday) from 8:30 am to 5:00 pm.

Student Lounge

Boston College campus is equipped with a break area for meals and relaxing with refreshments during their break times. The student Lounge is well equipped with a microwave, toaster and refrigerator. This is a place and a space to meet other students, learn about each other's cultures and reflect on the learning across all of the different courses.

Course Materials

Boston College provides course materials and resources in hard copy for ease of use and the opportunity for revision anywhere and at any time. Boston College provides access to automotive workshops for practical experience to provide students with a collaborative, accessible, flexible and supportive learning environment. The course resources are comprehensive but not overwhelming and provide the theory and knowledge foundation for the key skills to be developed across all of the courses.

Library

Textbooks are available for students to refer to and borrow to assist them to immerse themselves in their subject content and to inform their research work. Any further information needed or wanted for research projects or assessments can be sourced in the Boston College Library.

4. Student Life

Studying in Adelaide

Boston College is located in the heart of Adelaide central business district (CBD), with a frequent public transport system and within walking distance of the Art Gallery, Museum, The Torrens River, parklands, near the Botanic Gardens and Zoo. Adelaide provides a lifestyle with a balance between city culture, the beauty of nature, approximately half an hour from picturesque beaches and hills, providing an enchanting destination for overseas students as they study towards their vocational goals. Adelaide has an extensive festival calendar including the Adelaide Fringe Festival and famous wine regions including the Barossa Valley and McLaren Vale.

Adelaide also offers a variety of convenient accommodation options for overseas students.

Working in Adelaide

Adelaide provides employment opportunities in local and regional areas with industries seeking employees in both temporary and ongoing roles.

Student Identification (ID) Card

A student ID card will be provided following enrolment and is used for official identification for assessment and administrative purposes. Inappropriate use of the student identification card will be regarded as serious misconduct and will result in action taken. Student cards are required for borrowing library resources.

Unique Student Identifier (USI) Number

A USI is a permanent, individual education identifier in Australia required to access vocational or higher education qualification. A USI facilitates the online documentation of study undertaken and is required to receive commonwealth financial assistance, as well as to obtain the certificate at the successful completion of a qualification or statement of attainment. USI's must be provided to Boston College before or during or orientation and before a qualification or Statement of Attainment can be issued.

For more information about USI's, refer to https://www.usi.gov.au

Important Information for Overseas Students

Legal Aid Services

Every person has the right to access legal representation during any legal proceedings. Legal aid is a legal service available to those who cannot afford their own legal advisor. Legal aid services may be able to help pay for the costs involved in court appearances, police investigations and offer free general telephone advice. Legal aid is not automatic, and eligibility depends upon several criteria. The Legal Services Commission of South Australia can advise you about this and provide referrals if needed.

Legal Aid for telephone legal advice https://lsc.sa.gov.au/

T: 1300 366 424 Mon – Fri (9.00 am–4.30 pm)

Duty Solicitors www.lsc.sa.gov.au

T: 08 8463 3535

Deaf and Hearing Impaired https://www.dcssa.com.au/

Translating and Interpreting Service

T: 131 450

https://www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National

Drugs

In Australia, there are some legal drugs, such as caffeine, pharmacy prescription medicine, alcohol and tobacco. Prescription medication can only be used by the person they were prescribed for and are known as restricted substances and are supplied by chemists (pharmacies). Possessing prescribed medication that were prescribed for someone else is illegal.

It is illegal to use the following drugs: cannabis, heroin, amphetamines (e.g., speed, ice, meth), hallucinogens such as LSD, cocaine including crack and 'designer drugs' such as 'ecstasy' and many other illegal drugs. The possession, use, importation, manufacturing or trafficking of a wide range of drugs (including those named in this paragraph) is illegal in all Australian states and territories. It is also illegal to drive under the influence of drugs. If you believe someone has overdosed on drugs, call 000 immediately and ask for an ambulance, providing all of the details you have about the situation to increase the chances that the person survives.

Support Adapting to a New Culture and a New Country

Boston College will support students in the process of adapting and thriving in a new country while they study to work towards their career goals. The Australian Government also provides guidance for people considering moving to Australia to study:

The Australian Government information for international students – this website provides detailed information and links on the points listed below. https://www.australia.gov.au/information-and-services/education-and-training/international-students

- **Study in Australia** https://www.internationalstudent.com/study_australia/ and https://www.studyaustralia.gov.au/ – introduces the benefits of studying in Australia, courses available, completed student's stories and information to assist with employment.
- **Study in Australia – visas and Information** – for further information on visa conditions that govern a student's ability to study in Australia, access the Australian Department of Home Affairs.

Boston College must be informed of students' home address in Australia within 7 days of arriving in Australia.

Students must comply with the written agreement with Boston College.

People on a student visa must remain enrolled in a course and maintain the required academic progress and attendance requirements.

Visas must remain current and be renewed as required when they are close to expiring.

The Department of Home Affairs must remain informed of student's enrolment and the college must report this information, so students are responsible for informing the college of any changes.

Students must maintain adequate Overseas Students Health Cover (OSHC) throughout the duration of the student visa. Boston College may be able to support students to arrange OSHC though Australian Health Management.

Students are responsible for managing their finances and for the care of dependents. It is a visa condition to evidence that you have the necessary financial capacity to support yourself and your dependents while you study. All school-aged children must be enrolled in and attending school. You will need to pay for all necessary school fees. All dependents will need to leave Australia at the time that you are required to do so. http://www.homeaffairs.gov.au/

- **Changing courses** - students are required to complete six months of study in your principal course before transferring to another education provider. Boston College's Student Support can be contacted for further information.

- **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) –** website that lists all education providers in Australia and the courses they provide
- **Education Services for Overseas Students (ESOS) legislative framework** – the roles, responsibilities, standards for quality education for all education providers
- **Overseas Students Ombudsman –** addresses overseas student's complaints
- **Scholarships information for overseas students**
- **Studying in Australia – taxation information** - for international students enrolled in an Australian course that lasts for six months or more
- **Tuition Protection Service** – assists international students whose education providers are unable to completely deliver their course of study.
- **Visa holders and migrants – know your workplace rights –** students are permitted to work up to 40 hours per fortnight during the course term. During the holidays, students may work unlimited hours.

5. Courses and Programs

Please see the Boston College website <www.Bostoncollege.com.au> for current and up-to-date information about the courses and programs on offer.

6. Student Orientation

The Letter of Offer from Boston College will accompany information on when the compulsory Orientation Program will occur and start dates for the courses will be provided as part of orientation. Essential forms must be signed before course commencement. The Boston College Student Support Officer will be facilitating the Orientation Program.

Orientation Program

The Orientation Program is compulsory and will take place at Boston College campus one week before the commencement of the course that the student has enrolled in. The orientation sessions introduce students to key staff members, who take the opportunity to welcome students, provide essential information needed to study at Boston College and facilitate the signing of essential documents. The Orientation Program provides important information about the courses available at Boston College, the policies and procedures, student Code of Conduct and student rights and responsibilities applicable to studying at Boston College. The Orientation Program provides the opportunity for students to ask any questions that they may have.

7. Welfare, Safety, Health, and Support Services

Boston College, is committed to ensuring that students receive all the support that they need to successfully adapt and thrive in the transition to life, studying and working in Australia.

Boston College provides student support services to ensure that students are supported to achieve academically, and we recognise that the provision of appropriate student support services will help both international and local students to achieve academic success and help in their transition to study and live in Australia. Students may access these support services themselves to address general welfare issues or where staff are concerned about a student's wellbeing, a student may be referred for counselling.

Academic Support Services

To ensure academic success, students can contact their Trainers and Assessors for an appointment to address their concerns about maintaining satisfactory academic performance, attendance or other related study issues.

Boston College staff will provide advice, guidance, support or referral at no additional cost based on student's circumstances.

The Boston College enrolment form helps to identify any support students may need, and support needs can also be discussed during the Orientation Program. Academic Support Services that are offered by Boston College include, but are not limited to:

- Mentoring from trainers
- Additional classes, tutorials, and workshops
- Online support and exercises for some courses
- Computer and technology support
- Referral to external support services

English Language Proficiency

Boston College has a minimum requirement of an overall 5.5 English Language proficiency IELTS (or equivalent) level overall and no less than 5 for each component.

Students' Language, Literacy and Numeracy (LLN) levels will be assessed by the Admissions Officer at the time of enrolment. The Admissions Officer will assess the

student in consideration of their academic qualifications and English Language proficiency level.

Students can contact the Admissions Officer or their Trainers and Assessors for additional LLN support during their enrolment.

General Welfare Services

Students experiencing challenges in the areas listed below, are welcome to seek support from the Boston College Student Support Officer, who will provide information or referrals as appropriate on request at no additional cost. For WHS, Critical Incidents, Fire Emergency and First Aid students can contact Trainers and Assessors/ Receptionist/ Campus Manager/ CEO.

Welfare Counselling

Students experiencing any physical, emotional, or mental health issues can contact the Student Services Officer or members of the Student Services Team for assistance. Students may be referred to appropriate external counselling organisations.

Financial Counselling

Students experiencing financial challenges impacting on their ability to pay their tuition fees can discuss their concerns with the Student Services Officer/ members of the Student Services Team.

Legal Counselling

Students requiring legal support will be referred to external legal aid organisations. No legal advice can be provided by any member of Boston College staff, but external referrals for support can be provided.

Legal Aid for telephone legal advice https://lsc.sa.gov.au/ **T:** 1300 366 424

Duty Solicitors www.lsc.sa.gov.au **T:** 08 8463 3535

Disability Support

Students with any disabilities or medical conditions affecting their studies must advise Boston College in writing. Boston College will facilitate reasonable adjustments to the delivery of training and implement support services to assist students with disabilities to achieve their academic goals whilst they are enrolled at the Boston College.

Employment Rights

Boston College can refer students to organisations such as the Fair Work Ombudsman, to inform them of their employment rights and conditions, and how to resolve workplace issues.

Accommodation

Boston College can refer students to appropriate accommodation services and is always available to discuss any challenges a student may have with their accommodation arrangements.

The following websites can be used to find suitable accommodation:

- Gumtree www.gumtree.com.au
- Easy Roommate www.au.easyroommate.com
- Domain www.domain.com.au
- Adelaide Homestay https://www.adelaidehomestay.org/?gclid=EAIaIQobChMI0t2ns5XH9wIVDTErCh3M9gOiEAAYASAAEgIhJ_D_BwE

Transport

- Transport from the Airport: information on taxi, public transport, car rental, pick-up and drop off https://www.adelaideairport.com.au/parking-transport/
- Information on how to use Adelaide metro transport services which include buses, trains and trams can be found at: https://www.adelaidemetro.com.au/using-adelaide-metro/how-to-catch-a-bus-train-or-tram or call: Adelaide Metro InfoLine

Phone: 1300 311 108. Open 7am–8pm every day.

Approximate cost of living in Adelaide

Australia is a sophisticated, friendly country that enjoys one of the highest standards of living in the world. Adelaide is a reasonably priced city providing good quality living and abundant accommodation. According to the Australia Government website www.studyinaustralia.gov.au, the average international student in Australia spends about AU$390 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel and other incidental costs. Students will need a minimum of AU$21,041 per year (excluding tuition) to cover living expenses. The cost of living, however, depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional AU$7,362 per year for each dependent. Below is a price table of typical daily items.

This is only a guide. Remember that you can shop around for items, such as clothing and shoes, to find a cheaper source. Other Living Expenses Costs:

- Groceries and eating out $140 to $280 per week
- Gas, electricity $10 to $20 per week
- Phone and Internet $15 to $30 per week
- Public transport $30 to $60 per week
- Car (after purchase) $150 to $260 per week
- Entertainment $80 to $150 per week

Costs are AUD estimates and are indicative approximate figures for guidance only and may vary. For more information, see Education and living costs in Australia (studyinaustralia.gov.au). For more information, some useful supermarket websites include www.woolworths.com.au, www.coles.com.au, www.aldi.com.au and www.iga.com.au.

Any other confidential matters

The staff at Boston College are available to support students confidentially and provide referrals as needed, including but not limited to:

Welfare/ Counselling Services and Referrals

Boston College's Student Support Officer/ Administrations Officer/ CEO can provide general welfare and counselling referrals to:

- Lifeline: 13 11 14 (24-hour counselling service)
- Men's Line Australia: 1300 78 99 78
- Griefline (Telephone Counselling Service): 1300 845 745 (12 noon - 3:00am, 7 Days a Week)
- Crisis Help: 1800 817 421
- Direct Line (Drug and Alcohol Use): 1800 888 236
- Crisis Contact Service (Homelessness Help Services): 1800 627 727
- 1800 Respect Family and Domestic Violence 24/7 Telephone Counselling and Referral line: 1800 737 732
- Yarrow Place Rape and Sexual Assault Service: 8226 8777, AH 82268787
- Gambling Help Online: 1800 858 858

Medical Services

- Emergency medical intervention: call 000 and request an ambulance
- To speak to a registered nurse on the phone, call: National Health Services Directory (NHSD) by Health direct Australia: 1800 022 222 www.healthdirect.gov.au
- Royal Adelaide Hospital Port Road Adelaide 7074 0000
- Lyell McEwin Hospital at Haydown Road Elizabeth Vale 8182 9000
- Modbury Hospital Smart Road Modbury 8161 2000
- Flinders Medical Centre at Flinders Drive, Bedford Park 8204 5511
- Noarlunga Hospital Alexander Kelly Drive Noarlunga Centre 8384 9222

Student Services Contact Details

You can contact the Student Services Officer for details about the support services Boston College offers:

Phone: TBA

Email: info@Bostoncollege.com.au

Health Cover

International students must have and maintain adequate Overseas Student Health Cover (OSHC) health insurance for themselves and their dependents before entering in Australia as part of the visa conditions. The OSHC provides medical and hospital insurance in Australia. Boston College may be able to support students to arrange OSHC though Australian Health Management.

COVID-19

The Australian Skills Quality Authority (ASQA)ASQA provides information to students while COVID restrictions are in place.

Emergency services in Australia and South Australia

Life Threatening Emergencies 000 (Free call) for Fire, Police or Ambulance in any life-threatening emergency or 112 from a mobile phone. (Free call).

Non-Urgent Police Assistance 131 444 and nearest Police Station to Boston College at 26 Hindley Street, Adelaide 8203 0525

Crime Stoppers 1800 333 000 to report information or concerns about crimes

First Aid Emergency

Boston College will inform you of the designated First Aid Officer who will have a First Aid Kit for the immediate provision of emergency treatment and life support for a person with an injury. If you, or if you see someone else injured, immediately contact Reception or the nearest staff member.

Workplace Health and Safety

Boston College recognises the importance of workplace health and safety. The College has a Critical Incident Management Policy in place in order to provide a safe and healthy work environment and to address critical incidents, Work Health and Safety (WHS) issues and Fire Emergencies. Information on Workplace Health and Safety (WHS), Fire Emergency and Critical Incidents is covered in Student Orientation and this policy is made available to all students via the Boston College Website.

Critical Incidents

A critical incident is 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents are not limited to but may include: a missing person or people; experiencing severe verbal or psychological aggression; death, serious injury or any threat of these; natural disasters; and issues such as domestic violence, sexual assault, drug, or alcohol abuse. Non-life-threatening events can still be experienced as critical incidents.

Students are advised to call emergency services (fire, police, ambulance) if required (000), and immediately inform Boston College staff about such incidents.

It is important to seek support from staff if a critical incident occurs either during or outside of studies because Boston College staff will be able to assist either directly or with referrals and traumas should not be experienced alone.

If there is any chance that a critical incident may impact on a students' ability to complete assessments or attend classes, it is important to seek support from the college to ensure that visa conditions be addressed (for international students) and the best academic outcome can be achieved.

8. Student Rights and Responsibilities

Student Code of Conduct

All students are expected to abide by the Boston College Code of Conduct for the duration of their course. Students who breach the Code of Conduct will be subject to disciplinary procedures.

Students' Rights

All students have the right to:

- Be treated fairly, respectfully and without discrimination by all students and staff
- Receive accurate, current information on the course they are studying, fees, training methods and to sign a written agreement with Boston College before any fees are paid and be provided with the training committed to
- Learn in a supportive environment which is free from harassment, discrimination, and victimisation
- Learn in a healthy and safe environment where the risks to personal health, wellbeing and safety are minimised
- Have their personal details and records kept private and secure according to the Privacy Act 1988
- Request access the information Boston College holds about them
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Appeal procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to Boston College on the services, training, assessment, and support services they receive
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Students' Responsibilities

All Boston College students are expected to:

- Be familiar with and always follow the Code of Conduct and behave professionally in a professional environment
- Communicate and act with fairness, respectfulness, and consideration, to actively ensure that others could not be offended, embarrassed, or feel threatened
- Respect the opinions, rights, culture, beliefs, and backgrounds of others
- Not to harass, victimise, behave aggressively, discriminate against, or disrupt others' education, property, or lives
- Be familiar with and always follow all safety policies and procedures and directions of staff
- Report any perceived safety risks as soon as they are identified to a member of staff
- Not to bring any illegal or dangerous items that could compromise anyone's safety into any Boston College premises, or workshops or facility being used for training purposes
- Not to be under the influence of alcohol or other drugs when attending any Boston College premises, or workshops or facility being used for training purposes
- Follow all visa requirements, including notifying Boston College of any changes to their personal or contact details within 7 days and ensuring payments are submitted in a timely manner
- Accurately communicate relevant information to Boston College in a timely manner
- Attend and progress through their course with commitment, professionalism, and integrity
- Prepare for and complete all assessments, activities, and assignments honestly and without cheating, collusion, collaboration, plagiarism or infringing on copyright laws
- Maintain regular contact with their Trainer and Assessor
- Contact Boston College of any difficulties that arise during their involvement in their course
- Contact Boston College if they are unable to attend a training session for any reason, in a timely manner and remain responsible for maintaining their attendance as part of their visa requirements

Misconduct

Misconduct is the breach of any of the guidelines outlined in the code of conduct. Where there is evidence, or reasonable grounds to believe that academic and/or general misconduct has occurred, Boston College will investigate the alleged misconduct based on Boston College's Complaints and Appeals, Suspending or Cancelling Student Enrolment and any other relevant policy.

- The student's prior conduct, any previous acts of misconduct, academic progress and attendance at Boston College
- The nature and severity of the misconduct being investigated
- Any evidence of extenuating circumstances

Consequences of Misconduct

- The provision of a first - and final - written warning
- If it is first occurrence of academic misconduct, the student will be required to resubmit the assessment, with any fees associated as per Boston College's policies
- Assessing either the assessment as "Not Yet Satisfactory", or the whole unit as "Not Yet Competent" for which the misconduct occurred, requiring the student to undertake the unit again, with any fees associated as per Boston College's policies
- Deferring, suspending, or cancelling the student's enrolment
- Reporting the student to the Department of Home Affairs (DHA)
- Referring the matter to police or relevant authorities

The student may appeal the penalty of any case of misconduct under the terms of Boston College's Complaints and Appeals policy and this will be managed as per the policy.

9. Complaints and Appeals

Boston College is committed to maintaining integrity in all student management practices, including the swift and fair resolution of complaints and appeals for the benefit of all the parties involved. The Boston College Complaints and Appeals policy ensures that all students are given informed access to a swift and fair complaints resolution and appeals processes within 10 working days of the lodgement of a formal complaint or internal appeal. The Complaints and Appeals policy covers academic as well as all other non-academic matters that may result in penalties and action taken against a student.

The student is welcome to contact the friendly staff at Boston College for support to resolve personal concerns swiftly, however, if the personal concern is not resolved, the student can request support to lodge a formal complaint by following the complaints and appeal process for Boston College.

Boston College Complaints and Appeals Policy and Procedure and all the required forms are available to students on the Boston College website.

10. Training and Assessment

Vocational Education and Training

Vocational Education and Training (VET) are course that are provided by Registered Training Organisations (RTO) that focus on developing the workplace-specific skills and knowledge required to gain employment for a specific vocation (area of work).

Boston College offers a range of exceptional VET courses in Automotive and Leadership and Management ranging from Certificate III level to Advanced Diploma level and is responsible for the quality of training and assessment and for the issuance of the AQF (Australian Qualifications Framework) certification.

The nationally recognised training has been assessed as meeting the Australian Government standards stipulated in the relevant training packages and in the Australian Qualifications Framework (AQF).

Training Delivery Methods and Learning Resources

Boston College provides training face-to-face in classrooms, placements in workplaces or in the Commercial Workshop Training Facility to facilitate the completion of the automotive work placement component for the automotive courses, allowing students to have direct contact with their trainers and to ask for additional support if required throughout their course. There is a library equipped to address the academic needs of students and space for the students to study individually and collaboratively. Support is available from trainers (including referrals) to address any challenges, language, literacy and numeracy barriers impacting on the students' academic progress, or to support the student to address any needs that would result in reasonable adjustments to the way the student will be assessed.

All Courses Include:

Structured Face to Face Learning and Assessment

As per the visa requirements for international students, classroom training and assessment is structured for a weekly timetable that accounts for a minimum of 20 scheduled course contact hours per week. The 20 course contact hours per week include all training delivery and assessment, engagement in group activities, class discussions, participation in simulated activities, role plays, projects, observations, attending guest lectures, as well as the completion of assessments and work tasks.

Self-Study

Unsupervised learning and assessment activities are not included in the 20 hours of course contact: they are additional hours required for the successful completion of the course. The unsupervised learning and assessment hours required to be undertaken by students each week will be approximately four to seven hours per week outside of the classroom. These four to seven hours per week may include online research/forums, workshop activities, required reading and follow up activities, as well as completing documentation for the completion of work placement components which includes but is not limited to logbooks and portfolios.

Work Placements/ Field Placements

Students may need to complete work placements as part of their course to achieve their qualifications, for example in the Certificate III and Certificate IV level automotive qualifications. Work placements are the opportunity to apply the theory that has been learnt into practice and will contribute to providing the student with the opportunity to demonstrate and develop the skills necessary for employment in the industry.

Field Trips and Excursions

Boston College may provide students with the opportunity to participate in activities such as excursions and field trips to learn about the industry connected to the field of study.

These excursions and field trips provide insight into the course being studied and provide the student the opportunity to develop invaluable industry contacts and may be considered a part of the self-study component of the student course requirements.

Learning Resources

Boston College has committed to providing students with hard copies of the learner guides and assessments, allowing for ease of revision and flexibility. For information regarding the study timetables and intakes for each qualification, please refer to the Boston College website.

Timetables

Boston College plans course and class timetables to meet the course's educational and visa requirements for predominantly international students, which will span 20 course contact hours. The units offered in the timetable may change the planned days or the unit provided for the student's timetable, due to trainer or venue availability, class sizes and other variables. Boston College will always ensure that there is sufficient support and minimal disruption to students resulting from these timetable changes.

Subject Deferrals

Boston College reserves the right to defer a subject to a later study period/session. Where a subject is deferred, it will be offered in the next logical training sequence. Students will be informed via email regarding their individual timetables by the Administration Officer.

Vocational Education and Training (VET) Assessments

Assessments in the VET sector are competency-based, meaning that a student must provide evidence that they can adequately demonstrate the required standard of practical skills and theoretical knowledge requirements for each unit, which is based on industry requirements. These national requirements are defined in the training package of a VET accredited course.

Assessment Methods

All of the nationally recognised courses offered by Boston College involve several assessment methods, which may include: the practical observation of tasks; assignments / case studies; oral or written questions; role plays; projects; logbooks; reports; presentations and work-based assessments.

Assessment Participation

Participation in assessment activities is a mandatory process for demonstrating competence in all the units and demonstrating course progression for visa requirements. The assessor will inform students how and when these assessments will occur and support the student to develop the knowledge and skills required for the assessments.

Submission of Assessment Evidence

All completed assessments must be submitted directly to the Trainer and Assessor by the due date. If a student cannot complete an assessment on or by the due date, it is mandatory to inform the Trainer and Assessor with as much time as possible to negotiate a time to reschedule the assessment and reduce the risk of a Not Yet Satisfactory result, additional fees or having to repeat the unit. Late submissions of assessments will not be accepted unless prior arrangements for assessment extensions were made with the Trainer and Assessor.

Reasonable Adjustment to Assessments

Reasonable adjustments to assessments may potentially relate to factors that may affect a student's ability to complete all or part of the assessment. This includes a temporary or permanent disability, Cultural or religious beliefs and other unforeseen circumstances. The Trainer and Assessor should be contacted for full details on Reasonable Adjustments.

When reasonable adjustments need to occur, the Boston College Trainer and Assessor will document the need for the adjustment. The adjustment will be based on the submission of compelling evidence by the student and will adjust the assessment methods to suit these needs.

Assessment Resubmissions

Boston College students have full access to supportive Trainers and Assessors, so if a student has concerns about their capacity to successfully complete an assessment, it is recommended for the student to approach their Trainer and Assessor to reduce the risk of needing to resubmit. When a student is at risk of being assessed as "Not Yet Satisfactory" (NYS), the student would be encouraged to approach the Trainer and Assessor for support and an Intervention Strategy will be developed in consultation with the student to address their needs.

If a student has received a 'Not Yet Satisfactory' (NYS) result due to insufficient evidence to demonstrate competency for the unit being assessed, the students may be allowed to resubmit the evidence based on the reason of the NYS result. Students will only be allowed a maximum of two resubmission attempts at no charge. If the result of the resubmission is still NYS, the student will have to re-enrol and pay the required fee per unit of competency as well as extend their course duration. If the unit is a pre-requisite to another unit, the following unit will also have to be delayed, possibly affecting the student's course timetable and visa.

Should you be required to resubmit or re-attempt the assessment activities, your Trainer and Assessor will give you a resubmission due date or a re-attempt due date, which will generally be within seven days.

If the NYS result for the unit is due to cheating, plagiarism or collusion, only one resubmission in the entirety of the course is allowed. For subsequent cheating, plagiarism or collusion submission consequences, please see the information in the student handbook under that heading.

Assessment Extensions

Boston College Trainers and Assessors may grant extensions for assessment due dates following a direct, written request from the student. If granted, the extension will be for an agreed amount of time.

Please note the granting an assessment extension does not affect the requirement for the student meet sufficient course progress requirements.

Assessment Results

Boston College Trainers and Assessors will ensure assessment results are made available to students within the required timeframes set by the Australian Skills Quality Authority (ASQA), the regulating body for Vocational Education and Training (VET) which will usually be within two weeks/ 10 working days after the submission of an assessment. Assessors will provide feedback and results to students with written feedback on any submitted written assessments and possibly in a face-to-face meeting.

If students disagree with their assessment results, they can lodge an internal appeal within 20 working days of receiving the result.

An intervention strategy will be implemented for any student deemed at risk of not progressing satisfactorily in their courses.

Qualifications or Statement of Attainment

Boston College can only issue Certificates of Qualifications to students who have been assessed Competent in all the core and elective units of competence specified in the Training and Assessment strategy as per the guidelines for each course. Students who have not been assessed as competent in all the core and elective units will receive a Statement of Attainment listing all of the units in which they have been assessed competent.

The issuance of a Certificate of a Qualification or Statement of Attainment will be completed by Boston College staff:

- Following the payment of all outstanding course fees, which are the responsibility of the student, should be completed upon the submission of the final assessment for the course
- Student's Certificates and Statements of Attainment will not be issued to any other person than the student, unless the student has provided a written a formal statement consenting to this
- The Certificate or Statement of Attainment may take up to 30 days following course completion, once all fees have been paid and the student's course progress checked. Boston College will inform students when Certificates or Statements of Attainment can be collected.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) refers to relevant prior learning experience which demonstrates that students already have the knowledge and competencies of the unit/course.

Applying for Recognition of Prior Learning (RPL)

New students eligible to apply for RPL should provide the supporting documentation and indicate this on their initial application form to the Admissions Officer.

Credit Transfer

Credit Transfer gives recognition to the current Qualifications and Statements of Attainment for successfully completed units issued by other registered training organisations accredited under the Australian Qualifications Framework. The completed unit codes must directly match the codes for the course being applied for at the time of the request of credit transfer.

If a Credit Transfer is granted or a successful completion of the RPL process occurs, this may result in a change in the course duration. This could also impact changes in timetable and study loads for each study period, impacting on visas.

Students may be required to attend classes for units assessed as being eligible for credit transfer if the college is delivering multiple units together as a part of the cluster.

Applying for Credit Transfers

Students eligible to apply for a Credit Transfer should provide evidence of a valid AQF certification or Statement of Attainment from a Nationally Registered Training provider and indicate this on their initial application form.

International Students

Full-time enrolment in a course, attendance and successful progression is a visa requirement. Full-time study for Vocational Education and Training (VET) courses is defined in the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) as 20 scheduled course contact hours per week.

If a student is granted a course credit by Boston College before the Student Visa is granted, it will be indicated on the Confirmation of Enrolment with Boston College

Letter. If Recognised Prior Learning (RPL) or Credit Transfer is granted by Boston College after the Student Visa is approved, the student will receive a report indicating any reduction of the course duration. Boston College will also adjust your course duration on PRISMS, as the college must report any change of course duration to The Department of Home Affairs (DHA). This may affect your visa.

Plagiarism, Collusion and Cheating

Plagiarism and cheating means copying and presenting someone else's work as one's own, including without referencing and can include copying another person's exact answers to an assessment, submitting work written by someone else, copying information from a website without paraphrasing or referencing the source of the information.

Collusion means that two or more students have worked together on an assessment task that was required to be an individual's work.

Plagiarism, collusion, and cheating constitutes a serious breach of the Student Code of Conduct at Boston College.

Breaching these elements of the Student Code of Conduct may result in the following:

For the first incident of plagiarism, collusion and cheating, the Assessor will mark the assessment result to be "Not Yet Satisfactory" and the student will be provided with one attempt to resubmit and will be required to re-work and resubmit the assessment. This may result in additional fees. Students will be granted one attempt to resubmit, and any additional fees will be applied in accordance with the Boston College Fees and Refunds Policy.

For the second breach of the Student Code of Conduct, the student will be required to re-enrol in the unit. This will be the consequence for any second incident of plagiarism, collusion or cheating, whether it is the second incident for a unit or for the course overall.

For the third breach of the Student Code of Conduct and incident of plagiarism, collusion or cheating a meeting between the student and the Academic Manager will lead to a decision on the penalty, based on the assessment of the available evidence and individual circumstances. Outcomes may include suspension, or exclusion from the course or any other action as determined by the Academic Manager.

11. Course Progress and Attendance

The Australian Government Student Visa Program requires international students studying in Australia comply with the requirements of their visa which include course progress and attendance. Boston College will provide students with support and information about maintaining satisfactory course progress. These requirements are documented in the Boston College Student Attendance and Progression Policy and Procedure which is available on the college website.

The Education Services for Overseas Students (ESOS) Act 2000 requires that Boston College notify students and the Department of Home Affairs (DHA) if the student visa conditions relating to course progress and/ or attendance have been breached.

Intervention Strategies

Boston College continuously monitors student progress and applies intervention strategies as soon as students are identified as being at risk of not making satisfactory course progress and/ or attendance. The intervention strategies that the College may be apply are detailed in the Boston College Student Attendance and Progression Policy and Procedure which is available on the College website.

12. Deferrals, Suspensions and Cancelations

Boston College ensures that all students are given comprehensive, easily accessible information about Boston College's Deferring Student Enrolment Policy and Procedure and the Suspending or Cancelling Student Enrolment Policy and Procedure, both of which is available on the College website.

Student Initiated Deferral

To apply to defer enrolment, students are advised to contact Boston College's Student Support Officer to be supported to apply for the deferment formally, in writing using the appropriate forms. The Student Support Officer will explain the deferment process, including the requirement that the application for deferment must be in writing using the "Application to Defer Enrolment" form and evidence must be submitted, such as flight tickets, medical certificates and so on. The Student Support Officer will explain to the student that the student will need to contact the Australian Department of Home Affairs to confirm and address their visa requirements and also address any remaining financial obligations.

Compassionate and Compelling Circumstances

To apply to defer enrolment for compassionate and compelling circumstances, students must provide evidence of compassionate or compelling circumstances and unforeseen circumstances that negatively impact on course progress or wellbeing.

The Boston College Deferring Student Enrolment Policy and Procedure provides details which identify circumstances that are not considered compassionate or compelling.

Cancelling an Enrolment

To apply to defer or cancel enrolment, students are advised to contact the Boston College Student Services Officer. The Student Services Officer will explain the deferment or cancellation process, including student visa requirements and any financial obligations the student has remaining and the consequences of deferring or cancelling enrolment, including the implications for their student visa. The student will need to seek advice from the Australian Department of Home Affairs. The Student Services Officer will support the students to lodge the cancellation request by providing the required documentation/ forms to be completed. Boston College will advise students of the outcome of their completed application within 10 business days in writing.

Boston College-Initiated Cancellation

Boston College may cancel a student's enrolment for breaching the conditions listed within, but not limited to, the Boston College Suspending or Cancelling Student Enrolment Policy and Procedure which is available on the College website.

Students are notified in writing of the intended cancellation of their enrolment and are provided with 20 working days to apply the Boston College Complaints and Appeals policy. The student's enrolment status will not be reported to Department of Home Affairs (DHA) until the internal appeals process is completed. Following the conclusion of the appeals process, student's enrolment cancellation is reported to DHA via PRISMS.

13. Fees and Refunds

Boston College's Fees and Refund Policy and Procedure requires students to pay fees at the time of, or after accepting a course offer before commencement. Continuing students are required to pay fees by a specified due date as reflected on their Letter of Offer. Boston College's Fees and Refund Policy covers contingencies such as when courses are cancelled or discontinued, when students cancel, withdraw or lodge a grievance which is upheld.

Boston College Fees and Refund Policy and Procedure is accessible on the College website for information on the consequences of non-payment of fees and the payment arrangements that may be available to students facing financial hardships.

14. Policies and Procedures

Boston College student-related Policies and Procedures are accessible on the college website.