



# PROTEA

C O L L E G E

RTO: 41117 | CRICOS: 03415G

[www.proteacollege.edu.au](http://www.proteacollege.edu.au)

## Domestic Student Handbook

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## **CEO Welcome and Introduction to Protea College**

Welcome to Protea College!

Wherever you're from, our goal at Protea College is to help you gain the knowledge and skills you want and need, and to do so in an environment that is safe, friendly, fun, and flexible.

Whether you study online or on-campus, we aim to provide you with great facilities, learning resources and trainers who are not only well-qualified and experienced but enthusiastic and passionate about helping you to learn and achieve your goals.

Once again, welcome to Protea College, and I hope you truly enjoy your time with us.

Kind regards,

Jack Murray  
 CEO  
 Protea College

## Campus Facilities and Resources Information

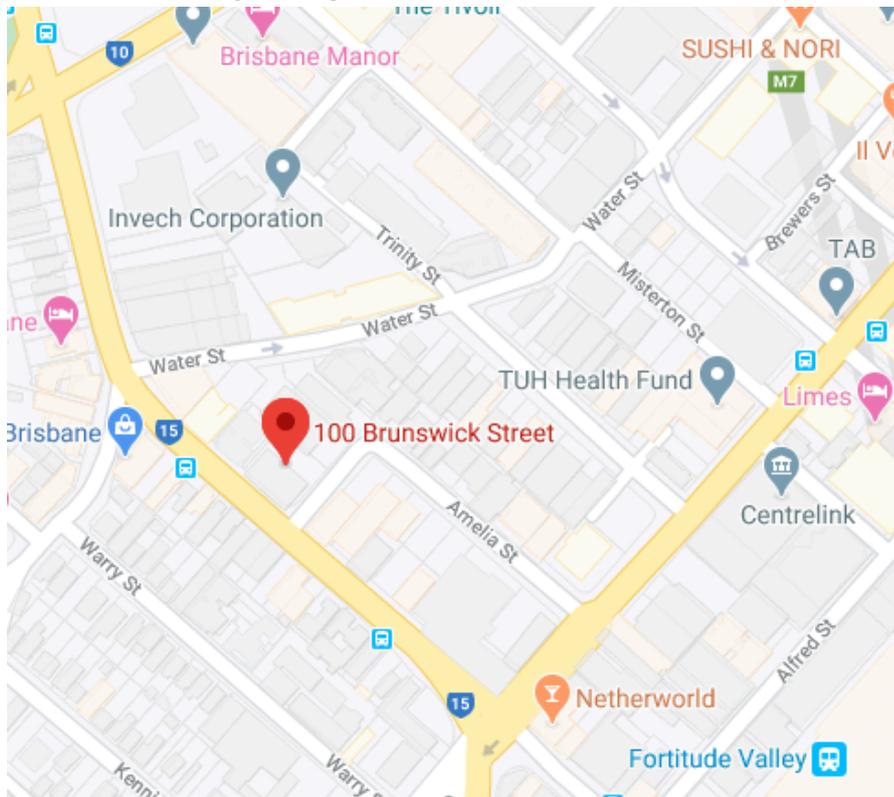
### Maps

#### CBD Campus



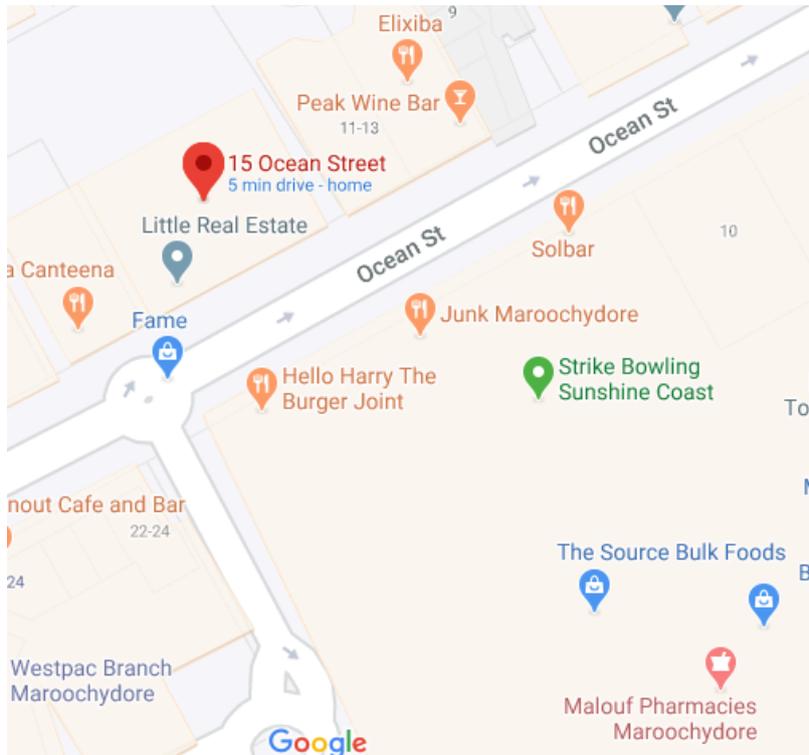
Level 1, 344 Queen Street, Brisbane, QLD 4000

#### Fortitude Valley Campus



100 Brunswick Street, Fortitude Valley, QLD 4006

## Maroochydore Campus



15-17 Ocean Street, Maroochydore, QLD 4558

### Emergency and Evacuation Procedures

In the event of a fire or other emergency, please follow the emergency plan for each campus. Please familiarise yourself with your campus' emergency plan at your orientation:

1. Immediately follow any instructions given by a Protea College staff member.
2. Evacuate the building immediately in an orderly manner – do not stop to take belongings.
3. Assemble at the designated assembly point(s).
4. Wait for further instructions from Protea College staff members or emergency services personnel.
5. A floor plan and fire evacuation procedure for each campus is available at reception.

## Facilities and Resources

Protea College's academic and non-academic facilities and resources are all designed to make your time with us as productive and enjoyable as possible. These resources include:

- Free wireless internet access over the entire campus;
  - o Network ID: protea
  - o Password: See reception
- Internet-connected computers in each classroom and study lounge;
- Water cooler;
- Tea/break room with refrigerator, microwave, and sink;
- Study lounge/student room with vending machine, library and computers;
- Male and female toilets.

## Student Support Services

As your first point of contact for everything from student welfare to course selection, Jack Murray (CEO), is the official point of contact for students. You can contact Jack via [study@proteacollege.com.au](mailto:study@proteacollege.com.au), or phone 07 3177 4535 during business hours or 0439 537 858 after hours.

You can also contact your course trainer with any course-specific queries or concerns. Your trainer's contact details will be provided to you at the start of each course and/or unit.

## Academic Support Services

Protea College wants you to succeed in your studies. If you ever feel like you are struggling with your study load, please let us know as early as possible so we can work out a strategy to assist you, and enable you to make satisfactory course progress.

You can email your trainer, or schedule an appointment with the Academic Director via our administrative staff.

Academic support services include:

- Trainer drop-in hours: Designated times (outside of your usual class times) where your trainer will be available for you to ask questions and give assistance. Scheduled chat sessions with trainers are also available for online students (you can also always contact your trainers by email).

- Consultations with the Academic Director: Schedule a meeting with the Academic Director and/or your trainer so we can work out strategies to assist you. These may include extra tuition hours, temporarily adjusting your course load, supplementary or modified assessment, and other strategies as needed.

### **Non-Academic Support Services**

If you are struggling with non-academic issues, including attendance, work, or other issues, please let the CEO know. We will attempt to assist you as best we can, and if our help is not enough, we will put you in contact with external support services that may be able to assist you.

### **External Support Services**

#### **Translating and Interpreting**

The Australian Government's Translating and Interpreting Service provides a telephone interpreting service that is available at any time. Call 131 450 to access an immediate phone interpreter.

**Please note fees and charges apply for using this service.** See <https://www.tisnational.gov.au/Agencies/Charges-and-free-services/Interpreting-service-charges> for more information.

#### **Mental Health**

If you require immediate support, please contact 000 (if emergency) or [BeyondBlue](#).

For non-urgent matters, please contact the CEO at any time on 0439 537 858.

### **Online Systems**

If you are studying with Protea College, you will use various online applications to complete your studies (even if you are a face to face/on-campus student):

#### **Student Management System:**

- View and edit your personal information, such as contact details
- View grades and outcomes for your courses and units
- View class timetables and schedules
- Access personal, course-specific and college-wide documents such as handbooks, enrolment forms, policies and procedures.

#### **Learning Management Systems:**

- Access your course learning materials, such as online textbooks, workbooks, videos, quizzes, animations, webinars and so on.

- Access, complete and/or upload your online assessment items (such as online exams or assignments)
- Book or schedule practical assessment tasks that must be completed in person (such as observation tasks)
- Contact your trainers and fellow students via forums and chat rooms

Login details for these applications will be emailed to you once your enrolment is complete.

If you need help navigating or using any of these applications, please call (07 3177 4535) or email (study@proteacollege.com.au) the college.

### **Student Behaviour**

To ensure that your educational experience at Protea College is both safe and successful, you as a student are required to meet certain standards of behaviour, as outlined in our Code of Conduct.

The behaviour required of students boils down to two things: respect for others (treat others as you wish to be treated), and common sense.

If you do not abide by the student code of conduct, your enrolment may be suspended or cancelled.

### **Student Code of Conduct**

- 1.1. Treat fellow students and Protea College staff with respect at all times;
- 1.2. Obey all reasonable instructions given by Protea College staff;
- 1.3. Do not distract others during class or prevent them from participating in classroom activities;
- 1.4. Do not plagiarise or cheat on your tests, assignments, or classwork;
- 1.5. Behave appropriately while on Protea College property:
  - 1.5.1. Do not wilfully damage or destroy Protea College property or facilities;
  - 1.5.2. Speak in English only where possible, especially during class;
  - 1.5.3. Speak at a reasonable volume (i.e. don't yell if it is not required);
- 1.6. Report any concerns about the behaviour or actions of other students or Protea College staff to Protea College management as soon as practicable;
- 1.7. Refrain from smoking while on campus;
- 1.8. Refrain from appearing at Protea College while under the influence of alcohol and/or drugs.

### **Deferral, Suspension, or Cancellation of Enrolment**

Please see the Protea College Deferral, Suspension or Cancellation of Enrolment Policy, and Protea College Transfer Between Providers Policy (available on [www.proteacollege.com.au](http://www.proteacollege.com.au)) for full details.

## **Deferral**

To defer your studies means to delay the start date of your course *before your course start date has passed*.

Once you have confirmed your enrolment, your studies can only be deferred in the event of compassionate or compelling circumstances<sup>1</sup> (initiated by you), or misbehaviour (initiated by Protea College).

## **Suspension**

To suspend your studies means to temporarily pause your studies, and then resume at a later date *after your course start date has passed*.

Once you have confirmed your enrolment, your studies can only be suspended in the event of compassionate or compelling circumstances (initiated by you), or misbehaviour (initiated by Protea College).

## **Cancellation**

If your studies are cancelled you will cease to be a student of Protea College. Cancellation can happen before or after your course start date.

Once you have confirmed your enrolment, your studies may be cancelled by Protea College if you fail to meet course progress or attendance requirements; if you fail to pay your fees on time; or if you breach the student code of conduct. You can also request for your enrolment to be cancelled for any reason at any time.

However, Protea College may refuse a student's request for cancellation if you have outstanding tuition fees.

## **Complaints and Appeals**

If you feel that Protea College has made a decision, academic or non-academic, that is unfair to you, you are entitled to access the complaints and appeals process. Protea College will handle any complaints or appeals against it in a fair and transparent manner. All complaints and appeals processes will be completed as quickly as possible to minimise disruptions to students. Records of all complaints, decisions, appeals, and all associated documents/evidence, will be securely stored by Protea College for seven (7) years.

1. Protea College's complaints and appeals process has four (4) stages:
  - 1.1. Informal complaint
  - 1.2. Formal complaint
  - 1.3. Internal appeal

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<sup>1</sup> Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

1.4. Mediation/External appeal

## 2. Informal Complaint

2.1. If a student has a complaint or grievance that they would like heard, they are encouraged to first raise it directly with their trainer or college support staff to see if it can be resolved without the need for a formal complaint.

2.2. If the student is satisfied with the response, college support staff should make a note in the student's file regarding the nature of the complaint and how it was resolved. No further action is required.

## 3. Formal Complaint

3.1. If a student is unsatisfied with the response to their informal complaint, or their complaint is a serious one, they can lodge a formal written complaint using the Complaints Form.

3.2. Administration staff will notify the student in writing that their complaint has been received, and that the process has been started.

3.3. The formal complaint should be lodged within 28 days of the incident(s) that prompted the complaint occurring.

3.4. Within 14 days of lodgement, the complaint should be investigated by the appropriate college representative (see 3.3.1-3.3.3), and the student notified in writing of the outcome of their complaint and the reasons for that outcome:

3.4.1. **Academic Complaints:** to be investigated by the Academic Director

3.4.2. **Non-Academic Complaints:** to be investigated by the CEO

3.4.3. **Financial Complaints:** to be investigated by the Finance Director

## 4. Internal Appeal

4.1. If a student is not satisfied with the outcome of their complaint, they may appeal the decision made by Protea College.

4.2. Appeals must be requested in writing (using the Appeals Form) within 14 days of the student receiving written notice of the outcome of their formal complaint.

4.3. The review of the outcome of the formal complaint will be conducted by a CEO of Protea College or a senior member of the college staff, who was not involved in the decision making process regarding the outcome of the initial formal complaint.

4.3.1. If no suitably independent person can be found within the college, Protea College may choose to refer the appeal to an external mediator (see point 5 – Mediation).

4.4. Within 14 days of lodgement, the appeal should be reviewed and a decision made, and the student notified in writing of the outcome and reasons for that outcome.

## 5. Mediation/External Appeal

5.1. If a student is not satisfied with the outcome of the internal appeal, they may request mediation or appeal to a suitable external body.

5.1.1. Mediation is arranged through LEADR or another suitable and mutually agreeable organisation.

5.1.2. Depending upon the nature of the matter, students can contact one of the following bodies, or another suitable external body<sup>2</sup> of their choice:

5.1.2.1. Queensland Civil and Administrative Tribunal (QCAT);

5.1.2.2. Queensland Government Department of Justice Dispute Resolution Branch.

5.1.2.3. [Queensland Training Ombudsman](#)

The mediation/external appeal process must be commenced within 14 days of the student receiving written notice of the outcome of their internal appeal.

5.2. To ensure the student's appeal is heard at minimal or no cost to themselves, Protea College will cover any administrative costs (e.g. application fees) associated with the appeal up to the value of \$500 Australian Dollars.

5.2.1. Any administrative costs incurred beyond this will be split 50/50 with the student.

5.2.2. Protea College will not be responsible for the cost of any legal services incurred by the student during the process.

5.3. Protea College will implement any decision and/or corrective and/or preventative action recommended or required by the external body in their decision.

## 6. Other Information

6.1. Protea College may request to meet with a student at any stage during the complaints and appeals process. The student has the right to be accompanied by a support person at any meeting with Protea College.

6.2. If Protea College has made a decision to suspend or cancel a student's enrolment and/or report the student to the Department of Immigration, and the student commences the appeals process within the designated timeframe, Protea College will maintain the student's enrolment until all appeals (internal and external) are complete.

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<sup>2</sup> The person or body which hears the external complaint or appeal must be independent of, and external to, the registered provider. In order to be considered independent and external, the person or body would generally:

- be separated in structure from both parties involved in the complaints and appeals process
- have no personal or professional interest in the outcome of the complaints or appeals process
- have no influence on the policy setting of the provider
- be financially and administratively independent of the provider; and
- not have the same directors or managers as the provider.

- 6.2.1. Protea College will notify the student as to whether or not Protea College will continue to offer the student learning opportunities (e.g. allow them to continue to attend classes) while the appeals process is ongoing.
- 6.2.2. The availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection law

## Updating Contact Details and USI

You must ensure that Protea College has your current contact details (including email address, contact phone number, and residential address). If any of your details change, please update Protea College within seven (7) days. You can update your own details through our online portal.

You must provide your Unique Student Identifier (USI) to Protea College. You can create or retrieve your USI via [www.usi.gov.au](http://www.usi.gov.au)

## Course Attendance



Some of Protea College's **on-campus** courses require students to meet minimum attendance standards. This means that you must attend a **minimum** of 80% of your scheduled classes in order to maintain satisfactory attendance. Attendance will be monitored weekly and evaluated every 12 weeks.

Failure to maintain satisfactory attendance may mean you are not eligible to submit assessment items and cannot pass your course. Consistent low attendance may result in Protea College cancelling your enrolment.

If you have a compassionate or compelling reason for missing class (e.g. illness), please notify Protea College as soon as possible and provide evidence (e.g. a doctor's certificate) so that we can adjust your attendance.

Please see the Protea College Attendance Monitoring Policy for full details of attendance requirements.

## Course Progress

You must pass more than 50% of your assessment tasks in each 12-week study period in order to achieve satisfactory course progress.

If you fail more than 50% of your assessment tasks in one (1) study period you will receive a warning and will be required to meet with the Academic Director to discuss strategies to improve your academic performance.

If you fail more than 50% of your units in two (2) consecutive study periods, your enrolment may be cancelled.

If you have a compassionate and/or compelling reason for failing to achieve satisfactory course progress, or you are struggling with your studies, please let Protea College know as soon as possible so we can work with you to help you achieve satisfactory course progress.

Please see the Protea College Course Progress and Completion Within Expected Duration Policy for full details of course progress requirements.

## **Training and Assessment**

Your training may be delivered via some or all of the following methods (see your Course Overview for details):

- Face to face (on campus or in the workplace)
- Online
- Distance

You may be assessed using some or all of the following methods:

- Observation: Trainers (or 3<sup>rd</sup> Parties, such as workplace managers) directly observe performance in the workplace or in the classroom in simulated role plays, presentations, or demonstrations of practical skills
- Questioning: Written or oral exams, quizzes, tests
- Written Assessment: Case studies, reports, workbooks/logbooks, assignments, research projects, workplace documentation

You will receive advanced notice of the content and requirements of assessment tasks at the start of your course and/or unit, and opportunities to practice your skills before you are assessed. If you are ever confused or unsure about the requirements of an assessment task, contact your trainer ASAP.

## **3<sup>rd</sup> Parties**

Protea College engages 3rd Parties to provide various services for or on behalf of Protea College, including:

- Training and Assessment
- Sales and Marketing

- Student Finance/Payments Services

Where 3rd Parties provide these services on our behalf, you will be clearly notified of the services that are being provided, and the details of the 3rd Party that is providing the services. Details are also on our website.

The activities of the 3rd Party service providers are governed by service agreements between the 3rd Party and Protea College. These service agreements include sections dealing with monitoring and quality assurance of the 3rd Party's activities by Protea College. Protea College retains ultimate responsibility for ensuring the activities of our 3rd Party partners comply with applicable legislation, regulations, and codes of practice, including the Standards for RTOs 2015 and ESOS Act 2000/National Code 2018.

If you have any questions or concerns about the activities of 3rd Parties engaged by Protea College, please contact us.

## Technology Requirements

In order to successfully study with Protea College (whether you are a face-to-face student or an online/distance student), you must have regular and reliable access to:

- A computer (desktop or laptop; tablet devices alone are not sufficient) with a modern internet browser (we recommend [Google Chrome](#). Other options include [Mozilla Firefox](#), [Apple Safari](#), or [Microsoft Edge](#).)
- An email program (Apple Mail, Microsoft Outlook, Gmail, Hotmail etc.)
- A stable internet connection capable of streaming video (e.g. ADSL2+, fibre/NBN, or 3G/4G wireless)
- [Microsoft Office](#) (Word, Excel, PowerPoint) or a similar suite of programs (e.g. [Google Docs](#), [Apache OpenOffice](#), [Apple iWork](#))

All students are welcome to access the computers and other resources at Protea College's campuses.

Online/Distance Students: Please note that hard-copy versions of online materials are available at an extra cost of \$21.95/unit plus postage.

## Funding, Support, Concessions

### Funding

Eligible students studying eligible courses may receive a subsidy toward the cost of their training under the following Queensland Government programs:

- [Certificate 3 Guarantee](#)
- [Higher Level Skills](#)
- [User Choice](#)

Please note the following:

- Completing a course under a funding program will generally mean that you cannot complete another funded course. Please consider your intended course carefully.
- You will be required to complete a learner survey within 90 days of completing your training, or at the time of withdrawal from your training

### **Support**

Students may be eligible for social assistance payments if they study with Protea College. See [StudyAssist](#) for more information.

### **Concessions**

Students studying full-time on-campus may be eligible for concessional public transport. Contact [Translink](#) for further information.

Your enrolment at Protea College may entitle you to student discounts/incentives from various organisations. If you would like a copy of a Protea College student ID card, please contact us. ID cards for online and distance students cost \$10.