



Brisbane Christian College

CRICOS Provider Code: 00909K
63 Fairlie Terrace, Salisbury QLD 4107
www.brisbanechristiancollege.com.au

AGENT'S HANDBOOK



Key College Contacts

Mrs Leslie Ninness

Registrar

registrar@brisbanechristiancollege.com.au

07 37193111 (+61 7 37193111)

Mrs Eva Earle

International Enrolments Officer / Homestay
Coordinator

registrar@brisbanechristiancollege.com.au

07 37193111 (+61 7 37193111)



Pre-Prep Centre
28 Rookwood Avenue
Coopers Plains Qld 4108



Primary Campus
109 Golda Avenue
Salisbury Qld 4107




Middle and Secondary Campus
63 Fairlie Terrace
Salisbury Qld 4107

PO Box 177, Salisbury, Qld 4107, Australia
Telephone +61 7 3719 3111 Email office@brisbanechristiancollege.com.au
brisbanechristiancollege.com.au

Brisbane Christian College is owned and operated by Life Church Brisbane.
CRICOS No. 00909K

COLLEGE QUICK FACTS

Year Established and brief history	Brisbane Christian College (formerly Southside Christian College) was established on 14 April 1985 with sixteen students across several Primary School year levels. It grew steadily into the Kindy to Year 12 College we now enjoy over three campuses. In 2016 Brisbane Christian College opened the Middle and Secondary Campus after the successful purchase of the former Nyanda State High School campus. Our Year 6 to Year 12 students enjoy this bushland campus that is located only a few minutes from our Primary and Pre-Prep campus.
School Type	<ul style="list-style-type: none"> • Private • Co-educational • Pre-Prep / Primary / Middle / Secondary
CRICOS registered Courses	<ul style="list-style-type: none"> • Primary Year Levels Prep to 6 CRICOS Course Code: 086308B • Junior Secondary Year Levels 7 to10 CRICOS Course Co: 086309A • Secondary Senior Year Levels 11 to 12 CRICOS Course Code: 086310G
Min. and max. ages of students accepted	<ul style="list-style-type: none"> • Youngest age of students accepted is in Pre-Prep is 3 years old by 1st January in the year the student is starting • Oldest age of students accepted is 18 years old
Accommodation Options approved by Brisbane Christian College	<ul style="list-style-type: none"> • Homestay- Year 6 to Year 12 students only • Live with Parent • Live with Relative approved by Department of Home Affairs
Size of School	<ul style="list-style-type: none"> • 1092 across three campuses
Location Description	Brisbane, Queensland, Australia
Student testimonials	
Private Schools Brisbane Brisbane Christian College	

Approx. no. overseas students enrolled	34
Source countries of overseas students	Vietnam, Japan, China, India, Papua New Guinea, Korea, Taiwan and Hong Kong
Information re ELICOS (if required by student)	We do not currently have ELICOS program but we accept results from other providers, our preferred English Language Proficiency Exam for entry requirements is IELTS – General Training test.
Information re ESL Support (if required by student)	Available to students in Year 1 to Year 10 at an additional cost
International Enrolments for which Commission is payable (details in Agency Agreement)	<ul style="list-style-type: none"> • Long Term Full Fee-Paying Students (500 visa for schools sector) • Short Term Full Fee-Paying Students (Visitor Visa – study up to 3 months) • Full Fee-Paying Dependants of adult student visa holders
Access / distance from nearest international airport and airport transfers	<ul style="list-style-type: none"> • 27 Minutes to Brisbane Airport • Airport Transfers are not available but our College is located next to the Salisbury train station and transport is available via the train line Airport link
Key dates for School year	<ul style="list-style-type: none"> • There are 4 terms per academic year, starting January, April, July and October. • Please check our College Community Hub website for up to date term dates.
Overseas Student Health Cover (OSHC) Information	<ul style="list-style-type: none"> • NB: Students applying for a student visa will need to arrange OSHC for the duration of their visa. • Brisbane Christian College has an arrangement with Medibank OSHC provider. If you would like us to arrange OSHC on your behalf, please indicate so on the application form. • Please see Australian Government OSHC factsheet

KEY MARKETING MESSAGES FOR PARENTS

- Pastoral care structure that ensures no student is left behind
- Strong partnership between College, family and church
- Flexible learning environment that caters for students with unique gifts
- Sporting, Aviation and Ministry Academies
- Partnerships with universities - programs to commence university course while at school, library access, university camps
- Wide variety of co-curricular activities



[Private Schools Brisbane](#) | [Brisbane Christian College](#)

QUICK FIND LINKS FOR SCHOOL WEB PAGES

School Programs/ Subjects Selection and Information	<p>Primary School (P to Year 5): https://brisbanechristiancollege.com.au/curriculum/primary-schools-brisbane/</p> <p>Middle School (Year 6 – 8): https://brisbanechristiancollege.com.au/curriculum/middle-school/</p> <p>Secondary School (Year 9 – 12): https://brisbanechristiancollege.com.au/curriculum/secondary-school/</p>
Apply online – application form	https://brisbanechristiancollege.com.au/apply/
Fees Overview	https://brisbanechristiancollege.com.au/international-enrolments-brisbane-christian-college/
Policies for Overseas Students	https://brisbanechristiancollege.com.au/policies-for-international-students-brisbane-christian-college/
Student Handbook	https://brisbanechristiancollege.com.au/international-student-resources-brisbane-christian-college/
School Calendar	https://parents.brisbanechristiancollege.com.au/current-parents/calendar/
Image Gallery / Images of School Facilities / Activities	https://parents.brisbanechristiancollege.com.au/
School News Updates	https://parents.brisbanechristiancollege.com.au/category/good-news/

ENROLMENT PROCESSES

Enrolment applications may be lodged at any time and for any Year level, however, the best time for lodgement is in June/July (or at least one term in advance) for January start and students are encouraged to enrol in Year 9 if wishing to complete secondary school studies.

Please enquire first - call or email

to ask if an enrolment application can be considered for a particular student.

International Enrolment Officer	Mrs Eva Earle
Tel:	+ 61 7 37193111
E:	registrar@brisbanechristiancollege.com.au

Give the student's

- Date of Birth
- Gender
- Year Level requested for Enrolment
- English Language Proficiency (IELTS is our preferred English Language test)
- Course start date and period of time for studies
- Any special needs or requirements

Brisbane Christian College will

- ask you to submit an Enrolment Application or
- advise you if no placement is available.

ENROLMENT PACKAGE

Brisbane Christian College Enrolment Package consists of:

- Enrolment Application Form
- Enrolment Procedure with a list of required supporting documents
- Homestay Application Form for student in Year 6 -12
- Information and Policies for Overseas Students, including
 - Minimum Academic and English Language Policy
 - Fees Schedule
 - A copy of Brisbane Christian College's prospectus for overseas students with Information about the year level studies

PRE-ENROLMENT INFORMATION FOR COUNSELLING PARENTS AND STUDENTS

Please ensure the following information is covered when counselling parent / students. This is required under Standard 2 of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) prior to enrolment of the student.

- Requirements for acceptance into a course, including minimum level of English language proficiency
- Course details - content, duration, assessment methods, mode of study, qualification/award, holiday breaks
- Campus details – location, facilities, learning and library resources
- Details of any arrangements with other providers
- Course related tuition and non-tuition fees, refund policy and potential for fees to change
- Grounds on which enrolment may be deferred, suspended or cancelled
- The ESOS framework (i.e., provide student with [ESOS Student Fact Sheet](#))
- Brisbane Christian College accommodation options and policy and process for approving accommodation, support and general welfare arrangements in accordance with Standard 5 (if relevant)
- Indicative costs of living in Australia.

Brisbane Christian College provides this information in its enrolment package and via the College website.

When counselling parents / students, it is also important that they understand the following:

- Terms and Conditions of Enrolment as outlined in Written Agreement
- Course entry requirements
- Course information, qualifications / award / outcomes and assessment practices
- Fees Schedules for tuition and non-tuition fees and the fact that fees may change
- Refund Policy
- Complaints and Appeals Policy
- Student Progress, Attendance and Course Duration Policy
- Accommodation and Welfare Policy
- Grounds for deferring, suspending or cancelling enrolment
- Student Transfer Request Policy
- Character Development Policy

APPLICATION PROCESSING

Please submit an enrolment application with ALL documents completed and signed by parents where necessary:

- Completed enrolment application form, signed by both parents
- School transcripts of academic records from last academic year of schooling
- Evidence of date of birth (birth certificate, translated if not in English)
- Letter of recommendation or statement of student behaviour from previous school principal (if not included with academic records)
- Copy of passport photo page
- Copy of English language test or evidence of English language proficiency
- Completed sections of Additional information on the application form in regards to disclosing medical conditions / request for Special Assistance*
- Completed Homestay application form if student is applying for homestay
- OSHC if already in place
- Student visa if already in place

*It is very important that parents understand Brisbane Christian College needs to have full details of any medical or psychological condition that requires medication or medical supervision, and any learning difficulties or special needs a student may have. Failure to disclose this information at time of enrolment may be grounds for future cancellation of enrolment.

After an enrolment application is lodged:

- Application processing time is approximately 2 weeks if all documentation is submitted.
- You will be contacted and advised of the outcome of the student's application, or will be asked to provide further information.
- If the student's application is accepted, parents will be requested to sign a written agreement and pay fees as per invoice provided.
- Brisbane Christian College will issue a CoE (and CAAW if applicable) on receipt of a signed written agreement and fees payable. Please advise the College of payment transaction details / how / when payment of fees is being made.
- Brisbane Christian College will contact you with regard to preparation for the student's arrival:
 - Flight / other arrival details
 - Arrival transfers
 - Accommodation details

STUDENT SUPPORT

Arrival

If travelling unaccompanied, or arriving in Australia for the first time, students should be aware of Australian immigration processes as outlined at:

- <http://www.homeaffairs.gov.au/Trav/Ente/Goin/Arrival>
- <http://www.homeaffairs.gov.au/Trav/Ente/Goin/passenger-cards>

Orientation

Brisbane Christian College will provide an orientation for students on arrival. This includes information about:

- Emergency contact numbers
- Information about how to report / seek assistance for actual or alleged sexual, physical or other abuse, or an incident that significantly impacts on the student's wellbeing
- Information on personal safety and security
- Information on how to access information on employment rights and conditions and how to resolve workplace issues (e.g., FWO services)
- Support services available to the student
- Emergency and health services
- School facilities and resources
- Complaints and Appeals processes
- Visa conditions relating to course progress, attendance and duration
(The above are requirements under the National Code. Include other information as applicable.)
- Overseas Student Health Cover
- Key members of staff
- Extra- curricular activities
- School timetable and routines

CONTACTS FOR PARENTS, AGENTS AND STUDENTS

If you, or a parent, needs to contact Brisbane Christian College urgently with regard to a student, please contact:

IN SCHOOL HOURS 8:30 am to 4:30 pm Monday to Friday

If students do not know who to go to in Brisbane Christian College if they have a problem or if they need information about anything, they can go to this person in the first instance.

International Enrolment Officer

Mrs Eva Earle

E: registrar@brisbanechristiancollege.com.au

Tel: +61 7 37193102

ACCOMMODATION & WELFARE

Brisbane Christian College Welfare Accommodation Policy allows the following options:

- Homestay
- Living with a parent
- Living with a relative (approved by Immigration)

Brisbane Christian College will issue a CAAW or Welfare Letter for students living in homestays.

Brisbane Christian College will not issue a CAAW or Welfare Letter for students living with a parent or relative.

Any concerns or questions about the student's accommodation or welfare should be made in school hours and addressed to:

International Enrolments Officer/
Homestay Coordinator

Mrs Eva Earle

E: registrar@brisbanechristiancollege.com.au

Tel: +61 7 37193102

2018 NATIONAL CODE OF PRACTICE

The [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) came into effect on 1 January 2018.

As an agent engaged by Brisbane Christian College, you (and your staff or any sub-agents connected to your agency) are expected to be familiar with all requirements of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and to understand the implications of these requirements in your interactions with intending and current students and their parents.

Standard 4 of the 2018 National Code specifically relates to Education Agents.

The requirements of Standard 4 are:

- 4.1 The registered provider must enter into a written agreement with each education agent it engages to formally represent it, and enter and maintain the education agent's details in PRISMS.
- 4.2 The written agreement must outline:
 - 4.2.1 the responsibilities of the registered provider, including that the registered provider is responsible at all times for compliance with the ESOS Act and National Code 2018
 - 4.2.2 the registered provider's requirements of the agent in representing the registered provider as outlined in Standard 4.3
 - 4.2.3 the registered provider's processes for monitoring the activities of the education agent in representing the provider, and ensuring the education agent is giving students accurate and up-to-date information on the registered provider's services
 - 4.2.4 the corrective action that may be taken by the registered provider if the education agent does not comply with its obligations under the written agreement including providing for corrective action outlined in Standard 4.4
 - 4.2.5 the registered provider's grounds for termination of the registered provider's written agreement with the education agent, including providing for termination in the circumstances outlined in Standard 4.5
 - 4.2.6 the circumstances under which information about the education agent may be disclosed by the registered provider and the Commonwealth or state or territory agencies.
- 4.3 A registered provider must require its education agent to:
 - 4.3.1 declare in writing and take reasonable steps to avoid conflicts of interests with its duties as an education agent of the registered provider
 - 4.3.2 observe appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students
 - 4.3.3 act honestly and in good faith, and in the best interests of the student
 - 4.3.4 have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.
- 4.4 Where the registered provider becomes aware that, or has reason to believe, the education agent or an employee or subcontractor of that education agent has not complied with the

education agent's responsibilities under standards 4.2 and 4.3, the registered provider must take immediate corrective action.

- 4.5 Where the registered provider becomes aware, or has reason to believe, that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices, the registered provider must immediately terminate its relationship with the education agent, or require the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices.
- 4.6 The registered provider must not accept students from an education agent if it knows or reasonably suspects the education agent to be:
- 4.6.1 providing migration advice, unless that education agent is authorised to do so under the Migration Act
 - 4.6.2 engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers)
 - 4.6.3 facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa
 - 4.6.4 using PRISMS to create CoEs for other than bona fide students.

Brisbane Christian College's agency agreement has been updated to reflect the new requirements of the 2018 National Code.

PRISMS

Under Standard 4.1, Brisbane Christian College is required to enter and maintain your details in the Australian Government's Provider Registration and International Student Management System (PRISMS). Please see the following for more details:

Fields for agent details in PRISMS are:

- MARA/Overseas Education Agent ID
- Business Name (mandatory)
- Given Name 1
- Given Name 2
- Family Name (mandatory)
- Date of Birth
- Email Address
- Business Phone/Residential Phone/Mobile (At least one is mandatory)
- Address (mandatory when agent record is first created)

Please ensure you advise Brisbane Christian College if any of these contact details change.

MARKETING INFORMATION & MONITORING PROCESSES

Under Standard 4.2.3 Brisbane Christian College is required to have in place processes for monitoring the activities of agents engaged and ensuring the agent is giving students up-to-date information on Brisbane Christian College's services.

Marketing information

Brisbane Christian College provides the following information for recruitment of overseas students:

- College Prospectus
- Fees Schedule
- Enrolment Procedure
- Student / Parent Handbook
- International pages on website: <https://brisbanechristiancollege.com.au/enrolments/international/>

An updated Fees Schedule will be provided each year in November.

New copies of other materials will be provided when updates are made. **It is important to only use the latest versions of College marketing materials, either in hard copy or electronically.**

To request extra copies or updated versions of marketing materials please contact the International Enrolments Officer

Monitoring processes

As well as having regular communications with Brisbane Christian College about recruitment of students and on-going support of students enrolled, you are asked to provide annual record of applications lodged and enquiries followed up. Please see below for a copy of this form.

Please note under Standard 4, Brisbane Christian College is required to take certain actions if improper conduct on behalf of the Agent or an Agency staff member is suspected. Details of such actions are outlined in the agency agreement.

COMPLIANCE RESOURCES

Resources to assist you understand the requirements of the Australian Education Services for Overseas Students (ESOS) regulatory framework include:

- Australian Government Department of Education and Training [ESOS framework web page](#). This page includes links to:
 - [The ESOS legislative framework](#)
 - [National Code 2018 Implementation](#)
 - [National Code 2018 Fact Sheets](#)
 - [International Education Agents Data Project](#)
 - [International Student Fact Sheet](#)
- [Australian International Education and Training Agent Code of Ethics](#)
- Department of Home Affairs (including the former Department of Immigration and Border Protection) Studying in Australia web page: <http://www.homeaffairs.gov.au/Trav/Stud>
- Education Agents' Training Course (EATC): <http://eatc.com/>

In addition, if you have any questions about compliance requirements with regard to recruitment or enrolment of students for Brisbane Christian College, please contact the International Enrolment Officer.

WEBSITES FOR FURTHER INFORMATION

Australian Government Department of Education Information for Overseas Students:

- [ESOS Student Fact Sheet](#)
- [Tuition Protection Service - Overview for International Students](#)
- [OSHC factsheet](#)

Department of Home Affairs – Studying in Australia: <http://www.homeaffairs.gov.au/Trav/Stud>

Information for students living in Queensland: <http://www.studyqueensland.qld.gov.au/Live>

Austrade Living in Australia Guide: <http://www.studyinaustralia.gov.au/global/live-in-australia>

Queensland Curriculum and Assessment Authority (QCAA) www.qcaa.qld.edu.au

Queensland Events & Cultural Activities: <http://www.queensland.com/en-AU/Events>

Queensland Weather Forecasts: <http://www.bom.gov.au/qld/>

Public Transport in South East Queensland: <http://translink.com.au/>

List of Embassies and Diplomatic Missions in Australia: <http://protocol.dfat.gov.au/Mission/list.rails>

Currency Converter: <http://www.xe.com/ucc/full/>

Annual Agency Return Form

Annual Return of Agency Enquiry Outcomes for Brisbane Christian College
 Please email this form to registrar@brisbanechristiancollege.com.au at the end of November each year.

1) Application submitted

Enquiry date	Name of Student	DOB	Year Level	Application accepted Y/N	Reason if not accepted	Commission	
						Date requested	Date received

2) Enquiry only and application not submitted

Enquiry Date	DOB	Year level	Follow up	Reason for withdrawal of interest

Agency Name: _____ Date: _____

3) Request for more College materials:

Number of Brochures: _____

Number of Enrolment Packages: _____