



# BRISBANE COLLEGE OF AUSTRALIA



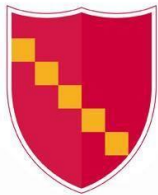
**HOSPITALITY COURSES**  
**2017 COURSE INFORMATION**

# BRISBANE COLLEGE



## **Brisbane College of Australia**

Accounting Courses  
Business Courses  
Early Childhood Education  
and Care  
Community Services  
Hospitality  
Animal Technology  
TESOL Courses (AIT)  
Training and Assessment



## **Australian Institute of TESOL**

TESOL Courses



## **Brisbane College of English**

Business English  
Intensive General English  
Preparation for IELTS  
English for Academic Purpose

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## ***About our Hospitality Courses***

Our Hospitality courses provide a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. It provides options for specialisation in areas such as accommodation services, food and beverage and gaming. This qualification allows graduates to work in most sectors of the hospitality industry including food and beverage attendants, receptionists, function hosts, housekeepers, wait staff and departmental or small business manager.

Our qualifications in hospitality are nationally recognised and will equip you with new skills to become a leader in your field.

*Graduates of our Hospitality courses are equipped with a range of employability skills including discretion and good judgement of industry operations, teamwork and the ability to work independently under limited supervision. After successful completion of the Diploma course skilled operators can use their sound knowledge of industry operations and broad range of managerial skills to coordinate hospitality operations.*

*Want to know what our past students have said about our courses? Check out the following link.*

<http://bc.edu.au/testimonials.htm>

# ACCELERATED HOSPITALITY COURSES

## About our *accelerated* courses

Our accelerated courses are shorter intensive courses that cover the same course content as our full-length courses. They have been designed for students wishing to obtain their qualification in shorter time frame. All courses are nationally accredited and recognised.

## Course Information

Please refer to the course information on the following pages for the course outline, learning outcomes and units of competency. This page is only a reference for course duration and costs for accelerated courses.

## Accelerated Course Cost

Please refer to our tuition page or application forms for latest course cost and durations.

<http://bc.edu.au/tuition>



# SIT30713 CERTIFICATE III IN HOSPITALITY

## About this course

This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members. This qualification is suitable for an Australian Apprenticeship pathway.

Students will be required to complete 7 core units and 8 elective units. The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

## Career and study pathway

Students who successfully complete this course may find employment in restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. Possible job titles include espresso coffee machine operator, food and beverage attendant, front desk receptionist, function attendant, function host, gaming attendant, housekeeper, restaurant host or waiter.

## Learning Outcomes

Upon completion of this course, a Certificate III in Hospitality will be issued. Students will gain the following skill sets for employability: communication, initiative and enterprise, learning, planning and organising, problem-solving teamwork, problem-solving, self-management, teamwork and technology. Students may continue on to the Diploma of Hospitality or gain employment.

## Program Structure

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.



### ENTRY REQUIREMENTS

**INTERNATIONAL STUDENTS**  
The pre-requisite for entering this course is:

- IELTS score of 5.5 with no band less than 5.0 (or equivalent).
- High school certificate OR copy of highest level of qualification.

**DOMESTIC STUDENTS**

There are no pre-requisites for entering this course as a domestic student

### COURSE COST AND DURATION

Please refer to our tuition page or application forms for latest course cost and duration.

<http://bc.edu.au/tuition>

### COURSE DELIVERY

Internal - Brisbane City Campus

External – Correspondence/Distance Learning (Domestic Students)

### APPLY

Download our application form at our website:

<http://www.bc.edu.au/forms.htm>

Send your application with the required documents to:  
study@bc.edu.au



## Units of Competency

This qualification requires students to complete 15 units of competency. It allows for 7 core units, then a further 8 elective units. 1 unit must be chosen from Group A, 5 units from Group B and 2 units from Group B, Group C, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course. The elective units must be relevant to the work outcome and local industry requirements.

Students who have already completed any Certificate III in Hospitality units may apply for Recognition of Prior Learning towards the qualification (More information on appropriate units that may be credited towards this qualification is available upon request).

The units of competency that will be offered have been listed below grouped by field.

## Core Units

|            |  |
|------------|--|
| BSBWOR203B | Work effectively with others                           |
| SITHIND201 | Source and use information on the hospitality industry |
| SITHIND301 | Work effectively in hospitality service                |
| SITXCCS303 | Provide service to customers                           |
| SITXCOM201 | Show social and cultural sensitivity                   |
| SITXHRM301 | Coach others in job skills                             |
| SITXWHS101 | Participate in safe work practices                     |

## Elective Units

### Group A

|            |  |
|------------|--|
| SITHIND101 | Use hygienic practices for hospitality service |
|------------|--|

### Group B

#### Accommodation Services

|            |  |
|------------|--|
| SITHACS202 | Prepare rooms for guests                 |
| SITHACS203 | Launder linen and guest clothes          |
| SITHACS301 | Provide valet service                    |
| SITHACS302 | Conduct night audit                      |
| SITHACS303 | Provide accommodation reception services |

#### Client and Customer Service

|            |                             |
|------------|-----------------------------|
| SITXCCS201 | Provide visitor information |
|------------|-----------------------------|

### Group C

#### Computer Operations and ICT Management

|            |                                       |
|------------|---------------------------------------|
| BSBITU306A | Design and produce business documents |
|------------|---------------------------------------|

# SIT50416 DIPLOMA OF HOSPITALITY MANAGEMENT

## About this course

This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of managerial skills to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification is suitable for an Australian Apprenticeship pathway.

## Career and study pathway

Upon successful completion of this course students may gain employment in any sector of the hospitality industry as a departmental or small business manager.

Possible job titles includes banquet or function manager, chef de cuisine, chef patissier, executive housekeeper, front office manager, gaming manager, kitchen manager, motel manager, restaurant manager, sous chef or unit manager.

## Learning Outcomes

Upon completion of this course, a Diploma of Hospitality will be issued. Students will gain a wide variety of knowledge in hospitality and management. This qualification will equip students with the following employability skills: communication, initiative and enterprise, learning, problem-solving, planning and organising, self-management, teamwork and technology.

## Program Structure

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.



### ENTRY REQUIREMENTS

#### INTERNATIONAL STUDENTS

The pre-requisite for entering this course is:

- IELTS score of 5.5 with no band less than 5.0 (or equivalent)
- High school certificate OR copy of highest level of qualification

#### DOMESTIC STUDENTS

The pre-requisite for entering this course is:

- High school certificate (or equivalent) OR copy of highest level of qualification

### COST AND DURATION

Please refer to our tuition page or application forms for latest course cost and duration.

<http://bc.edu.au/tuition>

### COURSE DELIVERY

Internal - Brisbane City Campus

External – Correspondence/Distance Learning (Domestic Students)

### APPLY

Download our application form at our website:

<http://www.bc.edu.au/forms.htm>

Send your application with the required documents to:  
study@bc.edu.au



## Units of Competency

This qualification requires students to complete 28 units of competency. It allows for 13 core units and 15 elective units. 1 unit from Group A, 1 unit from Group B, 8 units from Group C and 5 units from Group C, else in SIT12 Training Package, or any other current Training Package or accredited course.

Students who have already completed any Diploma of Business units may apply for Recognition of Prior Learning towards the qualification (More information on appropriate units that may be credited towards this qualification is available upon request).

The units of competency that will be offered have been listed below grouped by field.

### Core Units

|            |  |
|------------|--|
| BSBDIV501A | Manage diversity in the workplace                      |
| BSBMGT515A | Manage operational plan                                |
| SITXCCS401 | Enhance the customer service experience                |
| SITXCCS501 | Manage quality customer service                        |
| SITXCOM401 | Manage conflict  |
| SITXFIN402 | Manage finances within a budget                        |
| SITXFIN501 | Prepare and monitor budgets                            |
| SITXGLC501 | Research and comply with regulatory requirements       |
| SITXHRM401 | Roster staff   |
| SITXHRM402 | Lead and manage people                                 |
| SITXMGT401 | Monitor work operations                                |
| SITXMGT501 | Establish and conduct business relationships           |
| SITXWHS401 | Implement and monitor work health and safety practices |

### Elective Units

#### Group A

|            |  |
|------------|--|
| SITHIND101 | Use hygienic practices for hospitality service |
|------------|--|

#### Group B

|            |   |
|------------|---|
| SITHIND301 | Work effectively in hospitality service |
|------------|---|

#### Group C

##### Accommodation Services

|            |  |
|------------|--|
| SITHACS101 | Clean premises and equipment             |
| SITHACS201 | Provide housekeeping services to guests  |
| SITHACS202 | Prepare rooms for guests                 |
| SITHACS203 | Launder linen and guest clothes          |
| SITHACS204 | Provide porter services                  |
| SITHACS301 | Provide valet service                    |
| SITHACS302 | Conduct night audit                      |
| SITHACS303 | Provide accommodation reception services |

##### Client and Customer Service

|            |                                 |
|------------|---------------------------------|
| SITXCCS301 | Provide lost and found services |
|------------|---------------------------------|

##### Computer Operations and ICT Management

|            |                                       |
|------------|---------------------------------------|
| BSBITU301A | Create and use databases              |
| BSBITU306A | Design and produce business documents |
| BSBITU402A | Develop and use complex spreadsheets  |

##### Finance

|            |                           |
|------------|---------------------------|
| BSBFIA401A | Prepare financial reports |
|------------|---------------------------|

# SIT60316 ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT

## About this course

This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions.

## Career and study pathway

This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafes, and coffee shops. This qualification allows for multi-skilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

Possible job titles include area manager or operations manager, café owner or manager, club secretary or manager, executive chef, executive housekeeper, executive sous chef, food and beverage manager, head chef, motel owner or manager or a rooms division manager.

## Learning Outcomes

Upon completion of this course, an Advanced Diploma of Hospitality Management will be issued. Students will gain a wide variety of knowledge in hospitality and management. This qualification allows for multi-skilling and for specialisation in accommodation services, cookery, food and beverage and game.

## Program Structure

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.



### ENTRY REQUIREMENTS

**INTERNATIONAL STUDENTS**  
The pre-requisite for entering this course is:

- IELTS score of 5.5 with no band less than 5.0 (or equivalent)
- High school certificate OR copy of highest level of qualification
- Prior vocational experience in Hospitality or related studies

**DOMESTIC STUDENTS**

The pre-requisite for entering this course is:

- High school certificate (or equivalent) OR copy of highest level of qualification
- Prior vocational experience in Hospitality or related studies

### COST AND DURATION

Please refer to our tuition page or application forms for latest course cost and duration.

<http://bc.edu.au/tuition>

### COURSE DELIVERY

Internal - Brisbane City Campus

External – Correspondence/Distance Learning (Domestic Students)

### APPLY

Download our application form at our website:

<http://www.bc.edu.au/forms.htm>

Send your application with the required documents to:  
study@bc.edu.au

## Units of Competency

This qualification requires students to complete 33 units of competency. It allows for 16 core units and 17 elective units to be selected from any of the units listed below. 1 unit from Group A, 1 unit from Group B, 9 units from Group C and 6 units from Group C, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Students who have already completed any Diploma of Business units may apply for Recognition of Prior Learning towards the qualification (More information on appropriate units that may be credited towards this qualification is available upon request).

The units of competency that will be offered have been listed below grouped by field.

## Core Units

|            |  |
|------------|--|
| BSBDIV501  | Manage diversity in the workplace                      |
| BSBFIM601  | Manage finances  |
| BSBMGT517  | Manage operational plan                                |
| BSBMGT617  | Develop and implement a business plan                  |
| SITXCCS008 | Develop and manage quality customer service practices  |
| SITXFIN003 | Manage finances within a budget                        |
| SITXFIN004 | Prepare and monitor budgets                            |
| SITXFIN005 | Manage physical assets                                 |
| SITXGLC001 | Research and comply with regulatory requirements       |
| SITXHRM003 | Lead and manage people                                 |
| SITXHRM004 | Recruit, select and induct staff                       |
| SITXHRM006 | Monitor staff performance                              |
| SITXMGT001 | Monitor work operations                                |
| SITXMGT002 | Establish and conduct business relationships           |
| SITXMPR007 | Develop and implement marketing strategies             |
| SITXWHS004 | Establish and maintain a work health and safety system |

## Elective Units

### Group A

|            |  |
|------------|--|
| SITHIND001 | Use hygienic practices for hospitality service |
|------------|--|

### Group B

|            |   |
|------------|---|
| SITHIND004 | Work effectively in hospitality service |
|------------|---|

### Group C

#### **Accommodation Services – Front Office, Housekeeping and Porting**

|             |   |
|-------------|---|
| CPPCLO2001A | Maintain hard floor surfaces            |
| SITHACS002  | Provide housekeeping services to guests |
| SITHACS003  | Prepare rooms for guests                |
| SITHACS007  | Conduct night audit                     |
| SITTTSL005  | Sell tourism products and services      |

#### **Administration**

|           |                 |
|-----------|-----------------|
| BSBADM502 | Manage meetings |
|-----------|-----------------|

**Events**

|            |                                    |
|------------|------------------------------------|
| SITEEVT005 | Plan in-house events or functions  |
| SITEEVT008 | Manage event staging components    |
| SITEEVT010 | Manage on-site event operations    |
| SITEEVT011 | Research event trends and practice |

**Management and Leadership**

|         |             |
|---------|-------------|
| BSBR501 | Manage risk |
|---------|-------------|

**Planning and Product Development**

|           |   |
|-----------|---|
| SITPPD005 | Develop host community awareness of tourism       |
| SITPPD010 | Develop culturally appropriate tourism operations |

**Work Health and Safety**

|            |   |
|------------|---|
| SITXWHS002 | Identify hazards, assess and control safety risks |
|------------|---|

**Working in Industry**

|            |  |
|------------|--|
| SITHIND002 | Source and use information on the hospitality industry |
|------------|--|

# Distance Study

Distance study mode is available for all the Hospitality Courses.

Distance study is done by completing your course work externally. You can even complete the work at home or anywhere else in the world.

## Who is distance study for?

The distance study option is for those who are looking to study while working full time or looking for a flexible option for studying. It also gives you the opportunity to study and learn at your own pace.

## Is support still available while I study?

There is still study support available for this mode of study through a designated Trainer who will respond to any questions or queries you have during your studies. Correspondence is generally through email.

## How does distance study work?

There is a maximum duration set for each course where the Assessment requirements for each Unit of Competency must be submitted and marked competent within the maximum time frame to complete the course. This requires prioritising your time so that you can complete all the Units within the maximum time frame. If you need more time to complete your studies, we can look at options to extend your course end date.

## What happens when I complete my course?

Once you complete the course requirements and have confirmation from the College that you have completed your course requirements, you will be sent a Course Completion Form. Once that Form has been filled out and returned to the College, you will be issued your Certificate and Academic Transcript up to 14 days from the date we finish processing your Form.

# Key dates and information

## 2017 COURSE STARTING DATES

|          |          |           |           |           |           |          |
|----------|----------|-----------|-----------|-----------|-----------|----------|
| 6 Feb 17 | 6 Mar 17 | 18 Apr 17 | 22 May 17 | 17 Jul 17 | 21 Aug 17 | 9 Oct 17 |
|----------|----------|-----------|-----------|-----------|-----------|----------|

## 2017 ACADEMIC CALENDAR

| TERM        | DATES                             | HOLIDAY                            |
|-------------|-----------------------------------|------------------------------------|
| Term 1 2017 | 6 February 2017 – 31 March 2017   | 3 April 2017 – 14 April 2017       |
| Term 2 2017 | 18 April 2017 – 23 June 2017      | 26 June 2017 – 7 July 2017         |
| Term 3 2017 | 17 July 2017 – 22 September 2017  | 24 September 2017 – 6 October 2017 |
| Term 4 2017 | 9 October 2017 – 15 December 2017 | 18 December 2017 – 26 January 2018 |

## INTERNATIONAL STUDENT INFORMATION

### OVERSEAS STUDENT HEALTH COVER

| LENGTH OF POLICY | SINGLE | COUPLES | FAMILY |
|------------------|--------|---------|--------|
| Up to 3 months   | \$146  | \$414   | \$598  |
| Up to 6 months   | \$292  | \$827   | \$1195 |
| Up to 9 months   | \$437  | \$1241  | \$1792 |
| Up to 12 months  | \$583  | \$1654  | \$2390 |

### ACCOMMODATION

| TYPE                   | PRICE (\$AU)   | PROVIDED                |
|------------------------|----------------|-------------------------|
| Placement Fees         | \$100          | N/A                     |
| Homestay (4 weeks min) | \$240-250 p/wk | 3 Meals/day & Utilities |
| Additional Nights      | \$35 per night | 3 Meals/day & Utilities |

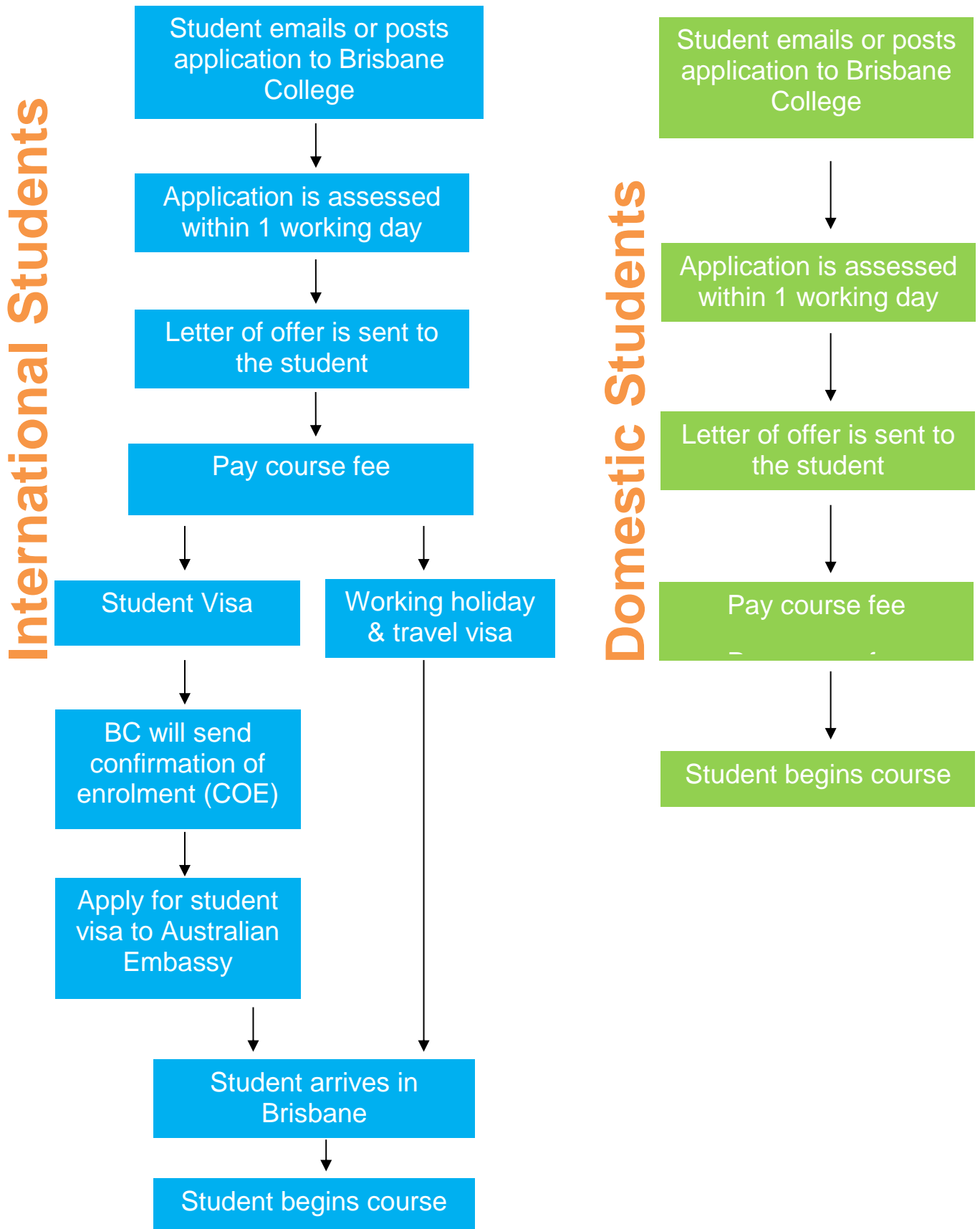
### SAMPLE TIMETABLE\*

| DAY/TIME          | MONDAY               | TUESDAY     | WEDNESDAY | THURSDAY    | FRIDAY         |
|-------------------|----------------------|-------------|-----------|-------------|----------------|
| 9:00am -10:20am   |                      | HOSPITALITY |           | HOSPITALITY | WORK PLACEMENT |
| 10:30am – 10:45am | <i>Morning Break</i> |             |           |             |                |
| 10:45am – 12:15pm |                      | HOSPITALITY |           | HOSPITALITY | WORK PLACEMENT |
| 12:15pm – 1:15pm  | <i>Lunch</i>         |             |           |             |                |
| 1:15pm – 3:15pm   |                      | HOSPITALITY |           | HOSPITALITY | WORK PLACEMENT |

\*The sample timetable is subject to change each Term



# Enrolment procedure



# APPLICATION CHECKLIST

Prior to submitting your application form, ensure that you have all the supporting documents by completing the application checklist below.

## International Students

- Application Form
- Copy of Passport
- IELTS Test Results
- Copy of High School Certificate or highest level of qualification
  
- Check for course prerequisites

## Domestic Students

- Application Form
- Copy of Passport
- Copy of High School Certificate or highest level of qualification
- Check for course prerequisites

# VISA REQUIREMENTS

BC recommends all that applicants visit the Department of Immigration and Multicultural Affairs website at: [www.immi.gov.au](http://www.immi.gov.au) to find out more details on visa requirements applicable to each applicant.

However, before applying to the Australian Embassy for an Australian visa, students are advised to have:

- Applied to the College
- Paid Course fees
- Paid Overseas Student Health Cover
- Obtained Electronic Confirmation of Enrolment (COE) from the College
- Health check
- Apply for Visa

# TERMS AND CONDITIONS OF ENROLMENT

All Students must read this document carefully before signing the student agreement

## REFUND POLICY

1. The enrolment fee is not refundable under any circumstances.
2. All requests for cancellations, transfers and refunds must be made in writing using and require the presentation of relevant supporting documentation.
3. Upon approval the application will be refunded in accordance with the ESOS regulations.
4. No refunds will be given to students who are expelled for unacceptable behaviour or non-compliance with visa conditions.
5. If, after the full payment of fees a student withdraws an application the following will apply:  
A cancellation fee of the lesser of \$250 or 5% of the total tuition fees received will be deducted from the refund.
  - 5.1 If written notice is received by BC more than 28 days before the commencement of the course a cancellation fee of 30% will be deducted from the fees received.
  - 5.2 If written notice is received by BC less than 28 days before commencement, no refund will be made.
  - 5.3 No refund will be made for that portion of the tuition fee that is payable as counselling fees to the students appointed agent.
6. If the visa is refused by the Australian Authority an administration fee will be deducted and a refund of the tuition fee will be given.
7. If the course has not commenced and BC cannot deliver the course, BC will refund your full tuition fee (including your enrolment fee).
8. If the course has commenced and BC can no longer deliver the course, BC will give a full refund of the tuition fees for all course money paid.
9. Refunds will be payable only to the person or organisation who entered into the agreement with the College. Refunds will not be made to third parties.
10. All bank charges incurred by Brisbane College are to be met by the student.
11. The registered provider's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
12. This agreement does not remove the right to take action under Australia's Consumer Protection Laws.
13. BC may provide student information, including enrolment details, visa-related information, academic performance and attendance records, to Australian Commonwealth and State agencies and to the managers of the ESOS Assurance Fund.
14. In the case of a student returning home any refund will only be made after the student ID card is returned and immigration notified.

## GUARANTEE OF TRAINING/ASSESSMENT

Once a student has successfully enrolled and paid for an entire course, BC is under obligation to deliver the training and assessment for that entire course. In the event that BC is unable to deliver the training and assessment for that course, a refund will be given in accordance with BC's Refund Policy.

## ATTENDANCE OBLIGATIONS

Students studying courses in Australia on a student visa are required by law to attend 80% of all classes. It is mandatory to attend 20 hours of lessons per week. BC is under obligation to report to the Department of Immigration and Citizenship if this requirement is not met.

## TRANSFERS

### Transfer to another educational institution

1. Under Student Visa Regulations it is not possible to transfer to another education institution for the duration of any preliminary course and/or the first six months of the principal course, except where:
  - 1.1 The college has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
  - 1.2 A written letter of release has been provided by the College.
  - 1.3 A sanction has been imposed on the College's registration by the Queensland or Australian Government that prevents the student from continuing the principal course.
  - 1.4 Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
2. Requests for transfer must be made to the Administration Office in writing and be accompanied by a letter of offer from the receiving institution. Evidence of exceptional and/or extenuating circumstances is also required.
3. If approved, any money transferred will be in accordance with BC's Refund Policy.

### Transfer to another course at BC

1. All applications to transfer to another course at BC should be made on the 'Request for Internal Transfer' form available at the Administration Office in consultation with the relevant teaching departments.
2. Where a transfer is granted students must pay an administration fee of AU\$100 plus any additional tuition fees applicable to the new course before starting the new course.

## ACCOMMODATION AND AIRPORT TRANSFER FEE REFUND POLICY

1. If the student's application for enrolment or visa is denied, a full refund is given.
2. Except for in the above instance, the Accommodation Placement and Airport transfer fees are non-refundable.
3. If at least 28 days notice is given for cancellation of accommodation, a full refund will be given. If less than 28 days notice is given, a cancellation equal to 2 weeks rent is incurred. After accommodation has commenced, 2 weeks notice must be given, otherwise the above cancellation charge is incurred.
4. If the College is not notified of any change in flight details at least 48 hours before arrival, another Airport transfer fee may be incurred.

## ACCOMMODATION FEES

|                             |                |
|-----------------------------|----------------|
| Placement Fees:             | \$100          |
| Home-stay (at least 4 wks): | \$240 p/wk     |
| Additional Nights:          | \$35 per night |

*(includes all meals throughout your stay)*



## **BRISBANE COLLEGE OF AUSTRALIA**

**Brisbane Campus** 160 Edward St, Brisbane QLD 4000  
**Ipswich Campus** 14 Hill St, Blackstone QLD 4304

T: (07) 3221 0005

E: [study@bc.edu.au](mailto:study@bc.edu.au)

CRICOS No. 02615G

National Provider No. 31315

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