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Subject: Box Hill Institute and Cisco Systems Incorporated

Greetings to all,

My name is Jonathan Ferguson. I have completed all of the formal education that has even been made available in Victoria where Computer Networking was a substantial subject matter since January, 2003. My desire is to be employed in a role where I can utilise and build upon my Computer Networking and Telecommunications qualifications.

This email provides the non-negotiable solutions to resolve the problems which have been in existence at Box Hill Institute since January of 2003.

In the year 2002, I completed a Secondary Certificate, the Victorian Certificate of Applied Learning at Box Hill Institute. That year being my final year of high school I had to make a decision of whether I was going to continue tertiary education, and if so, which subject matter I was going to pursue.
During the year I had decided to continue tertiary education, with the shortlist of courses being Computer Science available at three Universities or the Advanced Diploma of Computer Systems Engineering at Box Hill Institute, both having the same entrance requirements and duration. The decision was simple, I would much rather do Computer Networking than the Arithmetic and Algorithms of Computer Science. - The additional benefit was that only Box Hill Institute offered the subject matter of Computer Networking in Victoria and that Box Hill Institute had an exclusive agreement with Cisco Systems Incorporated.

I enrolled into the Advanced Diploma of Computer Systems Engineering at Box Hill Institute on 12 December, 2002 with the assistance of Ian Stirling.
The problems at Box Hill Institute began from the start of 2003.
On the orientation day, after breaking for lunch I was the only student to return to the designated room. - I was able to confirm with a lady from the Departmental Office that the notes I had were correct and that I was at the correct location.
With the Time Table that I had been given, I was turning up to classes that did not agree with the time, room, or subject allocated on my Time Table. - For example I was turning up to an Applied Electricity class that was to commence at 10:00 but had commenced at 8:00 and the teacher did nothing to resolve the issue. I asked at the Main Office and the Departmental Office for a Time Table for the group I was in, but one was never furnished.
I knew the existence of a Book List from the teachers of the classes I was attending. I tried on numerous occasions to acquire a definitive Book List from the Departmental Office and the Library. - All to no avail.
It was not until I had my father contact the Departmental Office that a Book List was made available, and I had no hesitation to purchase the required books, tools, and materials from the Library. Despite my enthusiasm some of the items on the Book List were not available and so I had to wait additional time for the ordered items to be procured by Box Hill Institute.
By this time I had missed many hours of classes that were not on my Time Table. - My father organised a meeting with a gentleman from the Departmental Office, who agreed to organise night classes for myself to attend, to catch-up on what I had missed with the erroneous Time Table. This gentleman also agreed to make contact with the teaching staff to provide class notes for those classes that I did not have the opportunity to attend.
The eventual problem was that these night classes did not materialise and it was too difficult to continue studies with unsupportive teaching staff.

I re-enrolled into the Advanced Diploma of Computer Systems Engineering for commencement in July of 2003.
The problem this time was that the items I had purchased listed on the Book List were not all utilised. Another meeting was arranged with someone else at the Departmental Office who advised that I should meet with Student Support Services.
At Student Support Services I met a lady who presented me with a very large book of all the tertiary education courses available in Victoria. - After reading this book my shortlist remained the same as the previous year, as did my preferred subject matter. This was relayed to the staff member we were dealing with.

In these subsequent years I was expecting correspondence from the Industry Skills Council responsible for the

Electrotechnology Training Package to notify myself of an institution situated in Victoria that would deliver the same version of the Advanced Diploma of Computer Systems Engineering that I commenced in January of 2003. - Nothing was ever received.

By my own investigations I was able to enroll into the CompTIA Network+ Certification Prep in 2006, which I successfully completed at Swinburne University of Technology in the same year.

Early in the year 2007 I came across references to CCIE numbers relating to Cisco Systems Incorporated. With this newfound information I had to find-out how it stood-up against the relationship I had with Cisco Systems Incorporated through Box Hill Institute and whether the relationship was hierarchical.

Late in year 2007 I attended an information night at Box Hill Institute with my father.
I spoke to staff after the presentation about their new course, the Advanced Diploma of Information Technology (Network Security); I raised questions about the Advanced Diploma of Computer Systems Engineering that I was still enrolled into, the definite inclusion of curriculum covering Border Gateway Protocol, and their relationship with Cisco Systems Incorporated and possibilities with other manufacturers: Brocade, Juniper, and Redback.
I also found-out that CCIE does not compete against the relationship I retained with Cisco Systems Incorporated and that a hierarchy was not involved.

During the subsequent years I was still waiting for a University or other type of education provider in Victoria to deliver a course comprising Computer Networking.

In October or November of 2010, my mother heard a radio advertisement about Box Hill Institute's enrolment night.
I attended with my mother. - The first glimmer o light was that the same version of the Advanced Diploma of Computer Systems Engineering course was to recommence, and that we got further agreement that I could complete it in one semester alongside the two year part-time Certificate IV in Telecommunications (Computer Networking), which would enable myself to complete all of the known Computer Networking curriculum ever available in Victoria.

Late into the month of January, 2011; my mother was getting concerned that we had not received correspondence nor finalised the enrolment into the six-month duration Advanced Diploma of Computer Systems Engineering and the two year part-time Certificate IV in Telecommunications (Computer Networking). - My mother made telephone contact with Box Hill Institute and organised a time for us to enroll with Gavin Chan, where everything was agreed to and documented.

In an early class of the reintroduced Advanced Diploma of Computer Systems Engineering course, Gavin Chan came in to the room and announced that he needed more students to enroll into the Certificate IV in Telecommunications Network Engineering, ICT40210, for it to commence. - I enrolled mistakenly believing that it was the Certificate IV that I had already enrolled into.
It transpired that the Certificate IV in Telecommunications Network Engineering, ICT40210 came into existence because another student, Steven Fairey, had written to his member of parliament for an institution to deliver curriculum with Fibre Optic as the primary subject matter. - I completed this course and I do not mind that it replaced the Telecommunications course that I had intended to do.

By May of 2011 I was wondering why I was seeing the same students in all of my Computers Systems classes because I was not getting additional classes for myself to complete the Advanced Diploma of Computer Systems Engineering in one semester.
The Departmental Office was due to open at 8:00 when I attended but it was not being staffedI was seen waiting by a present teacher, Keith Wells, who asked what my question was. - So I told him.
On this day classes did not start until 10:00
I received a telephone call on my mobile phone from Gavin Chan. - He was extremely argumentative, so I suggested that we meet face-to-face immediately. - He did not realise that I was already at Box Hill Institute.
During the meeting with Gavin Chan, he was condescending and repeatedly lied about the agreement he, my mother and I made in January. - I called Gavin Chan out on his lies, then Gavin Chan tried to intimidate myself by raising the issue with Simon Taylor, but I held my nerve as I knew I was right and that my mother was a witness to the agreement.
I was late to the 10:00 class taught by Mary Wilson - She was understanding, fortunately, as it was she who was assigned to process my Recognition of Prior Learning forms.

During the first semester of 2011, I had fortnightly meetings with Student Support Services for the purpose of them tracking my progress and to find-out how `things` were going. - I utilised the services of the person I was meeting at Student Support Services to resolve this new issue by organising a meeting between herself, Simon Taylor, my father and mother, and myself.

The meeting in June, 2011 with Simon Taylor was amicable and expiated all past issues by providing a means for myself to move into the future with a competitive advantage.

During a Web Server class taught by Mark Gibbs, Jan Newmarch interrupted the class with the purpose of gaining interest in the Bachelor of Network Security course for commencement in 2013.
I did not need to pursue a Degree course because I got direct admittance to the Advanced Diploma, a Bachelor Degree was not administered as hierarchical when I enrolled into the Advanced Diploma; if I wanted to undertake a Bachelor Degree, I

could have done so in the years 2003 and 2004; and I already had an arrangement in-place to undertake the Graduate Diploma of Network Security for the first semester of 2013.

In November of 2012 my father and I met a Careers Counselor from Student Support Services to discuss the lack of advanced topics in the Advanced Diploma of Computer Systems Engineering course, notably the omission of Border Gateway Protocol, and to be reassured that the course that I was completing was the only course to cover Computer Networking in Victoria in the past ten years. She also notified us of the Australian and New Zealand Standard Classification of Occupations (ANZSCO), and with the ANZSCO code she was able demonstrate on her computer that the Advanced Diploma that I was to complete one month later was greater in hierarchy than many of the laurels available to Universities to issue.

In December of 2012 my father and I met Jan Newmarch to abide by the agreement reached with Simon Taylor, with the purpose of enrolling into my remaining semester of the Graduate Diploma of Network Security. I also asked about curriculum for Border Gateway Protocol. - The short story from meeting with Jan Newmarch was that the Graduate Diploma of Network Security was not going ahead, and that there was not an explanation provided as to why it was not, nor recognition of the agreement in-place.

Late in the year 2014 I was going through LinkedIn profiles, when I came across Jan Newmarch and the recently released course, the Master of Network Security, that he had a role in creating along with the Australian Computer Society.
Later in the year I noted that Box Hill Institute was going to have an enrolment night in December.
At the enrolment night in December of 2014, I was able to ask Jan Newmarch why the Graduate Diploma of Network Security did not go ahead. - His reply included that there were not enough enrolments for the course to go ahead. In addition there was a further complication, that the Australian Skills Quality Authority, subsequent to the agreement already in-place, no longer recognise the Advanced Diploma of Computer Systems Engineering as credit to shorten the duration to the agreed to term.
I then asked Jan Newmarch about the Master of Network Security, where I found out that it was released in-time for commencement mid-year 2014 but there were not enough enrolments. After further discussion it is a course I can get direct admittance to, the first year would be called the Graduate Diploma of Network Security and the second year the Master of Network Security. The conversation was wound-up when Jan said that the Master of Network Security was not going ahead due to insufficient enrolments, requiring a continual minimum of twelve students. - I was able to explain to Jan that the Computer Networking formal education has been a long journey; and I came to understand that Jan was not being unhelpful when we met in December of 2012.

That last discussion with Jan Newmarch was circa ninemonths ago, if the Master of Network Security had commenced, I would not have enrolled because I would be 31 years old upon completion and there would still be no guarantee of employment.

Due to the final semester of the Graduate Diploma of Network Security not being delivered and the Master['s Degree] of Network Security not commencing - I can unequivocally prove to have completed the greatest in hierarchy Computer Networking qualification in Victoria.

Since completing the Advanced Diploma of Computer Systems Engineering in December of 2012, I dedicated seven months to gaining employment in either the Computer Networking or Telecommunications industries. - Unsuccessful in entering the workforce, I decided to return to tertiary education.
Having exhausted all avenues for Computer Networking qualifications, I decided to further my education into the Telecommunications field, which was originally facilitated by Steven Fairey writing to his member of parliament. By researching, I found-out that there were two qualifications after the Certificate IV in Telecommunications Network Engineering, the Advanced Diploma of Telecommunications Network Engineering, then the Graduate Diploma of Telecommunications Network Engineering.
I wrote to all five of the institutions located in Victoria listed on training.gov.au, and I did receive correspondence from all of the listed entities. - The definitive result was that only Chisholm Institute was going to deliver curriculum.
On the day that I enrolled at Chisholm Institute, Friday 26 July 2013, I was notified during the enrolment process that the coursework for the Advanced Diploma of Telecommunications Network Engineering, ICT60210 was replaced by the Advanced Diploma of Electronics and Communications Engineering, UEE60211. - I completed the enrolment because there were zero employment prospects and that I would be recognised as completing the Advanced Diploma of Telecommunications Network Engineering.
I successfully completed the Advanced Diploma of Electronics and Communications Engineering in three semesters at an expense of wee over $20,000
The only institution in Victoria with plans to deliver the Graduate Diploma of Telecommunications Network Engineering has been The Imperial College of Australia. - Whom I have been in contact with, but are unable to commence curriculum delivery until an additional four students enrol.

I am at the stage now, that I have completed all of the tertiary education that has been available in two distinct disciplines, yet I have received zero offers of employment to date. - Therefore, I believe that there must be a substantial disconnect between, what corporations want, and what the education system has provided.
How can it be that what I have completed, be perceived as incorrect or inferior, despite there not being an alternative in all of this time?

All items are to be notarised and promulgated to the Industry Skills Councils and the Australian Qualifications Framework, so that we do not have a repeat of the failure to adhere to the agreement reached in June of 2011.

Memorandum:

- No course past, present, or future can claim to be greater in hierarchy than the ten year Advanced Diploma, unless it exceeds ten years in duration.
- No Cisco Systems Incorporated certificates can claim to be greater in hierarchy than all six that existed for the ten year Advanced Diploma, unless entirely contained within formal education that exceeds ten years in duration.

Deliverables:

- An appropriate laurel is to be applied to a course with a ten year duration, along with issuance of this certificate.
- All six of 'The Real McCoy' Cisco Systems Incorporated certificates are to be issued along with a letter of authenticity; as well as a letter promulgated into the public domain explaining that the certificates do not 'play second fiddle' to any other per the Memorandum, and explaining the relationship between Box Hill Institute and Cisco Systems Incorporated for the period of December, 2002 through December, 2012.
- Due to the brevity of the curriculum to cover the subjects that I raised in November of 2012, one-on-one classes will need to be arranged for the following:

  > Asynchronous Transfer Mode
  > Broadband-Integrated Services Digital Network
  > IEEE 802.1ad QinQ
  > Intermediate System-Intermediate System
  > Internet Protocol Multicast
  > Multiple Area Open Shortest Path First
  > Multiprotocol Label Switching
  > Voice over Internet Protocol, H.323 and Session Initiation Protocol
  > X.25

- Due to the Advanced Diploma not delivering the Border Gateway Protocol curriculum that was agreed to in 2007, one-on-one classes will need to be arranged.
- Experience with equipment not manufactured by Cisco Systems Incorporated, per the agreements in 2007 and June, 2011.

Explanations for foreseen retorts:

- Existence of the ten year Advanced Diploma cannot be argued because it was a sole creation of Box Hill Institute and because no other entity notified myself of a course with Computer Networking as a subject matter that was to recommence or commence in that period.
- Cisco Systems Incorporated certificates cannot be relinquished because neither Box Hill Institute, nor Cisco Systems Incorporated have denied the existence of certificates pre, during, or post the ten year Advanced Diploma.
- Because Farzad Maghami was such a good teacher of Windows PowerShell, I was able to use the knowledge that I had acquired to apply it to the Bourne-Again Shell, which enabled me to write ./Quick-Quagga - with which I can prove my willingness for continual learning in numerous and varied disciplines.

Employment or Work Experience:

- Due to Box Hill Institute being the only organisation which *knows* [prior to the publishing of this email] the existence of the ten year Advanced Diploma of Computer Systems Engineering course. - Box Hill Institute could effortlessly facilitate employment or work experience within their organisation or an organisation they have a relationship with.
- I am open to offers from the other addressed entities (and related entities). - To do such things as updating curriculum and training packages, or administrative tasks that would minimise such a circumstance occurring in the future.

I, Jonathan Ferguson, permit this email [unadulterated and in-full] being promulgated to the public domain.

Yours sincerely,

Jonathan Ferguson