



Student Handbook

2014

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Welcome from the Director

On behalf of our team at Queensford College, I would like to welcome you to Queensford College.

The information in this handbook will help you understand your rights, responsibilities and college rules, while you are a student at Queensford College. Please read the handbook carefully.

At Queensford College we value and understand the importance of quality education. We offer all our students excellent and experienced teaching staff and good facilities, and we support all our students in achieving their personal and professional goals. Our student service staff offer friendly, specialised support and guidance from initial contact to graduation to ensure that your experience at Queensford College is enjoyable and rewarding.

Queensford College is proud to have students from diverse backgrounds in the classroom. The experiences gained from interaction with students of various backgrounds have become invaluable in the globalized world. Such experiences enhance the ability of the students to assimilate and quickly adapt to the diversity in the workplace.

We hope that you have a great time at Queensford College.

Bikash Bhandari
Director

Mission

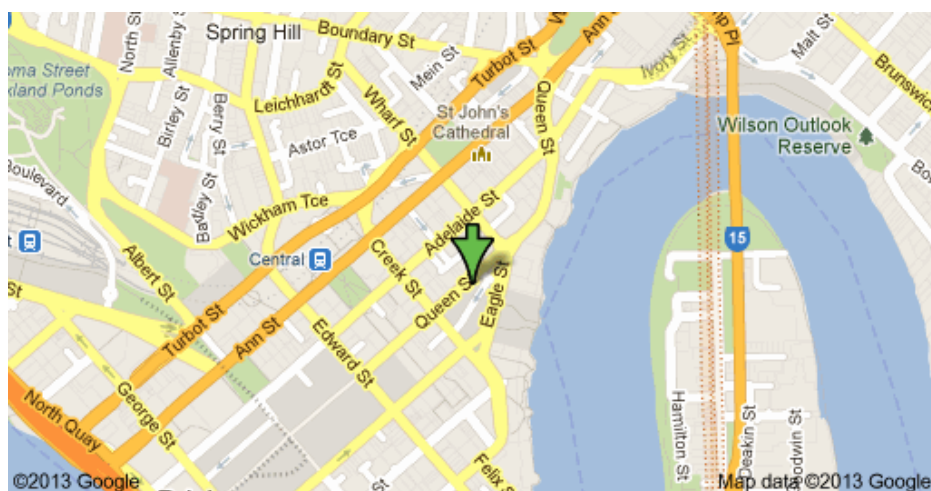
To be a provider of quality education and training to students of all cultures.

Location and facilities

Queensford College is located on Level 3 & 4, 359 Queen St, Brisbane QLD 4000. The college is just a 5-minute walk from the Central Train Station in Brisbane and major bus stops.

Situated in a modern air-conditioned building, the college is equipped with the latest computers, fast internet facilities, modern equipment for teaching and learning resources for students.

The trainers are Australian-trained and helpful and friendly to students, and are committed to providing flexible and effective learning and assessment strategies based on the individualized needs of students.



Queensford College Address

Level 3, 359 Queen Street

Brisbane QLD 4000

AUSTRALIA

Telephone : 61 7 3221 1626, 61 7 3221 1630

Fax : 61 7 3221 1627

Email: info@queensford.edu.au

Website: <http://www.queensford.edu.au>

Queensford College Banking Details

Bank Name: Commonwealth Bank of Australia

Account Name: Queensford College

Branch Number: 064183

Account Number: 1027 4291

SWIFT Code: CTBAAU2S

Bank Address: 66 Eagle St, Brisbane QLD 4000, Australia

* Any payments into our account must be advised to the Finance department with a copy of the remittance advice.

* International Students should not pay fees until the Written Agreement has been signed and returned.

Courses

Currently, the college provides courses on Business, Management, Marketing and Accounting.

Please note the courses with CRICOS Codes and marked in bold are also available to students on international student visas.

Business Courses	
BSB20107 Certificate II in Business *	
BSB30110 Certificate III in Business *	
BSB40212 Certificate IV in Business	CRICOS 079178K
BSB50207 Diploma of Business	CRICOS 076695B
BSB60207 Advanced Diploma of Business	CRICOS 076694C
Management Courses	
BSB51107 Diploma of Management	CRICOS 064893F
BSB60407 Advanced Diploma of Management	CRICOS 065812D
Marketing Courses	
BSB51207 Diploma of Marketing	CRICOS 075020J

BSB60507 Advanced Diploma of Marketing	CRICOS 076693D
Accounting Courses	
FNS40611 Certificate IV in Accounting	CRICOS 078423E
FNS50210 Diploma of Accounting	CRICOS 075017D
FNS60210 Advanced Diploma of Accounting	CRICOS 075018C

Note: * Certificate II in Business and Certificate III in Business are not registered for international students.

Important Phone Numbers

The following is a list of some important phone numbers that students may find useful during their time at the college.

Queensford College	61 7 32211626, 61 7 32211630
Police and Ambulance and Fire	000
Medibank Private	132 331
BUPA Health Insurance	134135
Department of Immigration and Citizenship (DIAC)	131 881
Health Services Australia (Medical Examination)	07 3307 9444
Public Transport Information Line (Timetables, routes etc.)	13 12 30
Telephone Directory Service	12234
International Directory Service	1225
Translating and Interpreting Service (24 hours)	131 450
Domestic Violence Line (24 hours)	1800 656 463
Queensford College's Administrative Officer (Meggie Codamon)	Phone 0732211626 Email m.codamon@queensford.edu.au

Client selection, enrolment and induction/orientation procedures

Students are provided with pre-enrolment information which will enable them to make informed decisions about their studies. Queensford College has documented procedures for assessing student's English Proficiency, qualifications and work experience so that students could be guided to suitable courses which commensurate to their English proficiency, previous qualifications, maturity and work experience.

Entry Requirements

This policy is in place to ensure that all individuals who gain entry into a Nationally Accredited Program have the appropriate skills and abilities they require to be successful in their studies.

Furthermore, Queensford College upholds flexibility and equal opportunity, encouraging people to apply for enrolment without discrimination through a variety of means so that an optimal number of students can participate in education and training at the highest level.

The following outlines entry requirements for both local and international students intending to undertake study at Queensford College.

Entry Requirements for Local Students

Entry into diploma courses generally requires successful completion of 12 years of schooling to the level of higher secondary education. However, selection is not based purely on academic performance. Relevant work experience, work samples and other documentation submitted will also be considered.

In addition to meeting the academic requirements, applicants may be requested to demonstrate their competence in literacy and numeracy levels when submitting their application.

Mature age students with significant work experience but no formal qualifications may also be considered depending on the chosen area of study. Students may be required to attend an interview with an admissions officer to identify the objectives and expectations of the student so that they could be guided to the proper courses suitable to them.

Entry Requirements for International Students

An English Language proficiency level of one of the following:

- IELTS band score of 5.5 (academic test version) or TOEFL PBT score of 530 or TOEFL CBT score of 197 or TOEFL IBT overall score 71 (No band less than 70) or equivalent internationally recognized exam result in line with Department of Immigration and Citizenship (DIAC) regulations
- Satisfactory completion of 6 – 12 weeks of Upper Intermediate level from a National ELT Accreditation Scheme (NEAS) Accredited English Institution

Other Qualifications:

- Completion of secondary studies in your home country equivalent to an Australian Year 12 qualification will be required for entry into Diploma or Advanced Diploma qualifications or
- Completion of a Senior Secondary Certificate of Education in Australia with a satisfactory pass in English *or*
- Mature age students will also be considered without minimum education requirement but with relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements. This will be individually assessed.

Age Requirement

Applicants must be 18 years or above at the time of enrolment to Queensford College.

Note: All documents that are presented to the college at the time of application for enrolment must be translated into English and Certified as True Copies

Accommodation options whilst studying at Queensford College.

Homestay:

Queensford College offers students with quality homestay accommodation services. Homestay charges normally include the daily meals. The college need to receive arrival details at least 14 days prior to arrival if the student wants the college to organize the homestay.

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

Staying With Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

Rental Accommodation

Generally, students those who do not have friends or family choose to move from their temporary accommodation in homestay to rental accommodation.

It is important that you understand the process for renting accommodation in Queensland,

including what your rights and responsibilities are as a tenant. More information could be found at www.rta.qld.gov.au.

Brisbane vary greatly in style and character from 200 year old Queensland workers cottages, to ultra-modern open plan homes.

Student rental properties range from \$300 per week for a 1 bedroom apartment in the city to \$800 per week, for a 4 or 5 bedroom home in the inner suburbs. A typical Queensford

Induction/Orientation

All new students must attend an induction session before commencing their course. Induction may be held on an individual basis if the need arises. The induction process is summarized as follows:

On the first day all new students are requested to register at reception on Level 3 at 08:00 am. Queensford College's, Head of Studies or Director of Marketing will greet the new students and conduct an Orientation.

Students will be provided with an induction kit including: Induction Information Booklet, Time table, course outlines, Academic Calendar and IT Services Information.

On the first day at Queensford College:

- Course information, such as timetables and College Rules/ expectations are provided
- Policies and procedures are explained in particular Refund, Transfer and Complaints and Appeals Policies Monitoring Course Progress, Attendance, Deferring Cancelling, Suspending Enrolment;
- Floor Plan Orientation (toilets, fire exits, kitchen, Legislation folder, etc.) is given
- Overview of the Evacuation procedure
- Personal details form is completed and handed in.
- Disclaimers are completed and handed in.
- Students are reminded of the importance to advise the College of any change to address, phone or email details.
- Students are also assisted with information in the following areas:
 - Course Information and student visa mandatory requirements
 - Public transport system
 - Health and medical services
 - Banking facilities
 - Telephone and postal services
 - Home stay living
 - Health and safety procedures
 - Fire and first aid
 - Available counselling services

-
- Meet Student Welfare Officer

Terms and Conditions of Admission

Name Change

You must show documentary evidence (e.g. marriage certificate, etc) if any of your official documents (e.g. birth certificate, mark sheets, etc.) show a name which is different from the one that you have used on this application.

Contact Details

Your current address to which all notifications can be sent should be provided along with a phone number and email address if any. Students are obliged to notify the registered provider (Queensford College) of a change of address, phone or email **within seven days** while enrolled in the course.

Certified copies of original documents

Attach certified or attested copies of all your official documents such as mark sheets, academic certificates, etc. The following persons are eligible to certify copies:

- An authorized officer from the institution that originally issued the documents (such as Registrar or Principal)
- An Australian overseas diplomatic mission: or
- An authorized Queensford College representative
- Justice of peace

Certified translations must be attached if the documents are not in English. Evidence of completing a course should indicate that all requirements of the course have been met or that the award has been conferred.

International Students

International Students who wish to study at Queensford College may need to apply for a student visa. <http://www.immi.gov.au/students/>.

Refer also to Student Visa Conditions: <http://www.immi.gov.au/students/visa-conditions-students.htm>.

English Language proficiency (for “non-English as First Language” Students)

You are required to show evidence of your English Language proficiency. If your previous education (at least the last two years) was conducted in English, you must show proof from the institution(s) or provide a certified copy of an internationally recognized English Language Test. If you are unable to provide an accurate assessment of your English language level with your application form, you may be required to take an English test before you are admitted to Queensford College.

Recognition of Prior Learning/Course Credit

Students, who have completed a unit of competency, or equivalent subject at another institution, may apply for course credit in the relevant unit of competency associated with the course in which the student wishes to enrol. A written application should be submitted (applications may be obtained from Student services to the Head of studies before the enrolment into the selected course. The application must include the contents, units of competencies completed and duration of the course and evidence of completion (statements of attainment) Once the application of the RPL/Course Credit is assessed by the HOS, its outcome will be notified to the student within 10 working days. If a student is not satisfied with the RPL/Course Credit decision, he/she may appeal. Policies and procedure related to the appeal process can be obtained from student services. If granting of RPL/Course Credit results in the shortening of the actual duration of the course, which in the case of international students, will be notified to Department of Immigration and Citizenship (DIAC) via PRISMS. There is a fee for RPL/Course credit service. Please check with the college for details.

Recognition of Prior Learning (RPL) is a system designed to enable you to match your knowledge and skills against the learning outcomes of a module in a course of study or a set of measurable competency standards. If your prior learning shows you can achieve the learning outcomes of a module you may be assessed on that learning and given credit for that module in the course.

Refer to our *Course Credit and RPL Policy and Procedure*.

Payment of Tuition fees

The appropriate fee (Please see fee schedule), is payable on acceptance of an offer.

Domestic/local students only must pay upfront course fees for all courses yearly, or half yearly in advance.

Payment of Fees for *International Students* are due as per your Letter of Offer and Written Agreement.

If the student does not pay the fees by the due date, a late fee may be charged or you may lose your place in the course. The college reserves the right to review its fees without notice. Students should check the fee details prior to payment.

Transfers between Institutions and Courses (for International Student Visa holders only)

Conditions for transferring to another provider within the first six months of the primary course are detailed in the college's '*Transfer between registered providers policy*'. Change of course within the College will only be permitted as per the '*Change of Course Policy*' of the college.

Accommodation Charges (for International Students)

The cost of accommodation is not included in the tuition fee.

International Students will be provided with any additional fees on their Letter of Offer and Written Agreement.

Academic progress requirements (for International Students)

Students undertaking Vocational Education and Training (VET) courses must meet the College's course progress requirements. Students who fail to meet course progress requirements will be reported to DIAC for non-compliance with their student visa conditions. The students must read the course progress policy of the college included in this handbook.

Assessment Procedure

Assessments are carried out on completion of each unit of competency during the entire course. The type of assessments depends on the subjects / units of competency or course. Typically the assessment procedures include tutorial exercises, assessment, projects, written and practical exams, etc. Students must satisfactorily complete the required assessments tasks to complete the academic requirements of a subject or a course.

Students Rights

The Written Agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Access to Student's Details (for International Students)

Information is collected on application and enrolment forms and during your enrolment in order to meet our obligations under the ESOS Framework in particular: ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

Information collected about you on forms and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and/or its administrators. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorized or required by law.

Children's / Dependents' Education (for International Students)

Students on international visas with any school-aged dependents (between 5 and 18 years old) accompanying overseas students to Australia will be required to pay fees if they are enrolled in either a government or non-government school.

For information of schools in Queensland visit:

<http://education.qld.gov.au/directory/schools/index.html>

*You should contact the school/s of interest directly to find out fees for your dependents **prior** to enrolling into a course to ensure you are fully informed.*

DIAC dependent visa information:

http://www.immi.gov.au/students/students/bringing_family/how-to-apply.htm

General administrative matters

Leave Application Procedure

Leave application forms are available from Student Services, it is to be completed, supporting documentation attached and returned to student services. Three working days must be allowed for processing of the application and obtaining approval from Head of Studies.

Students should check with student services officer to find out if the application was successful.

If the application is NOT approved, you will be marked absent if you take leave.

International Students **WILL ONLY** be granted additional leave for Compassionate or Compelling reasons and evidence of the same will be required.

Refer to our Policy on National Code Standard 13 - Deferring Suspending or Cancelling Student's Enrolment Policy and Procedure attached as well as International Student Visa Obligations - <http://www.immi.gov.au/students/visa-conditions-students.htm>

Change of Address or Contact Details

Students must notify Queensford College of ANY change to their contact details within 7 days. This is a DIAC and College requirement.

If either the Immigration Department (DIAC) or Queensford College issues you a letter that must be addressed within a certain number of days and if you have not provided the correct address you would not be able to reply and your visa may be cancelled by the Immigration Department or other ramifications may occur

NOTE: New students are required to provide their Australian address on Orientation Day. If you do not know your address yet, ensure that you inform the Administration Department as soon as you have it.

Fees for toolkits, uniform, insurance, course materials

These fees depend on the course that the student is undertaking. Students should refer to Course information sheets and your Letter of Offer/Written Agreement (if international student)

Text books and reference materials

All the text and reference books can be purchased from a bookstore. Second-hand text books and course notes may be placed "For Sale" on the College notice board. In some cases, students are required to purchase course notes provided by the college.

Living Costs

Approximate living costs (including shared accommodation, travel and food expenses) are about \$300/week (\$18,610/year). Living costs depends entirely on the lifestyle of each individual student. Please refer to www.immi.gov.au for detailed information.

Recommended websites for further information:

<http://www.studyinaustralia.gov.au/>

<http://www.studybrisbane.com.au/>

<http://www.brisbane.qld.gov.au/>

<http://www.immi.gov.au/living-in-australia/choose-australia/about-australia/>

Visa Expiry/Extending your Student Visa

If you need to extend your student visa, you will need to apply for the extension at the DIAC office. You may require the relevant DIAC form, attendance record, transcript and a bank statement to show that you can support yourself, a reason for extending, the processing fee, a Confirmation of Enrolment if you are enrolling in a new course. Other documentation may also be required.

Please consult our marketing team to find out how to apply or you can also obtain information from Immigration's website at <http://www.immi.gov.au/study>

Any changes to your visa MUST be advised to the college within 7 days of you making an application to DIAC. Evidence will be required.

Student Card

In order to obtain a student card, you need to see Technical Support Person. The student card can be used as a concession card at museums, theatres, cinemas and travelling, etc.

If you lose your student card or ask for replacement due to change of course, you need to pay \$10. Your student card could be used for discounted tickets in public transport in Queensland.

Health Cover Card (Overseas Student Health Cover)

Student visa holders are required to obtain Overseas Student Health Cover to cover your stay in Australia as a student. In most cases this has been paid for with the enrolment fees.

OSHC membership card is delivered to Student Services after 2 – 3 weeks student commencement of course. See Student Services to inquire about your card's availability.

For queries you could visit <http://www.medibank.com.au> or <http://www.bupa.com.au> or contact student services.

Evidence is required during enrolment that you have adequate cover and this will be kept on your student file.

Student Mail

If you wish to get your mail delivered to the school, student mail is kept in a tray near the Student Services desk. Students are responsible for collecting their mail – it will not be delivered to students, and is disposed of after a period of time.

Termination

Students wishing to terminate their course earlier than the date stated in their electronic Confirmation of Enrolment MUST complete a student request form and attend an interview with the Head of Studies.

Additional information (such as an airline ticket, a new COE) is required to be attached to the termination form.

If you do not tell us that you have terminated, and as a result of terminating you do not come to class, you are at risk of being reported to DIAC. Students wishing to terminate should note that there are visa conditions that may prevent a student from terminating their course.

Refer to our *Deferment, Suspension and Cancellation of Enrolment Policy and Procedure* in this Handbook, *Refund Policy* AND / OR *Transfer Policy and Procedure*.

Payment of Tuition Fees

Students must be up-to-date with their tuition fee payments in order to be registered for a class.

If a student has not paid their due fees they are deemed to be non-financial.

Non-financial students carry the following penalties:

- Cannot be registered in a class
- Cannot receive attendance (and if they do attend a class, attendance is not given for days prior to receipt of outstanding fees)

If a student knows that they will have a problem with payment, please consult Accounts officer/Head of Studies.

Extending Your Course

Students cannot extend their course duration without very good reason/circumstances. Only their provider can if students are on an intervention strategy or for compassionate or compelling reasons.

Leave

Leave for students can only be granted on the grounds of serious illness or urgent family matters involving the immediate family (i.e. Mother or Father), (compassionate/compelling reasons) provided that the student produces verifiable documents that support their case. All students going overseas are required to provide a copy of their airline ticket. Leave MUST BE PREAPPROVED by the College. Refer to our *Deferment, Suspension and Cancellation of Enrolment Policy and Procedure*.

Holidays

Holidays are timetabled into your course. For holiday dates, the current College Calendar should be consulted. The college is closed on all Queensland & Federal Government public holidays. Students are not permitted to have additional leave unless it is for compassionate/compelling reasons and PREAPPROVED by the College.

Students applying for leave should be aware that DIAC has the final say as to whether reasons for deferral are acceptable. DIAC may also cancel the visa where, for example, the student is granted leave to go home but does not leave Australia or does not return by the agreed date.

To apply for leave a 'special leave request form' is to be completed (available from Student Services) and additional documentation is to be attached to the application form. Processing of the application takes three working days.

Sick Leave

A student absent from class due to medical reasons must provide medical certificates from a registered medical practitioner.

If you are sick for an extended period of time you must notify the college Head of Studies as soon as practicable to reduce the likelihood that their absence will be notified to DIAC.

The student must keep the original medical certificate(s) to provide to DIAC if required. The college maintains copies of the certificates.

Student Request Form

In order to obtain the following documentation:

- Official certificate
- Official transcript
- Attendance letter
- Reference letter
- Leave approval
- Completion letter
- Other letters

A completed Student Request form is required by Student Services. This is available at the Student Services desk. Please note that Fees may apply for the documents requested. Details are available from Student Services. The processing of student request takes 3 working days for current students and about 2 weeks for those about to complete the course.

Campus rules

The following are not permitted on campus:

- Alcohol
- Chewing Gum
- Drugs/intoxicants
- Firearms and Knives
- Smoking

The following are not permitted in the classroom:

- Food and Drink
- Using Mobile Phones

As there are a diverse group of people that make up the student body all students and staff are asked to be aware of the following:

- Speak **English** at all times
- Respect others
- Be aware of other cultures
- Be respectful of other people's personal space
- Please use deodorant
- Wash your hands after using the toilet
- Do not leave valuables unattended

Classroom Policy

In the classrooms and in the computer labs, please adhere to the following:

- Turn off your mobile phones
- Do not write on the classroom desks
- Do not consume food or drink in the classrooms
- Do not chew gum in the classroom
- Do not smoke in the campus premises (including the lifts, stairwells, canteen and foyer)

In order to maximise your learning and the learning of others in the classroom, it is important that you:

- Participate in the lessons and group activities.
- Speak English at all times.
- Respect the culture of other nationalities.
- Always respect Queensford College staff.
- Follow the trainer's instructions.
- Leave the classroom tidy.

Academic Misconduct

Collusion, plagiarism or cheating in assessments, class assessments or examinations will not be tolerated. Lecturers will advise all Students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course.

The Principal of Queensford College will deal with any dishonest assessments/ examinations. Dishonest assessments/examinations include:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as their own.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments. Two verbal warnings will be given before cancelling the assessment and the student will be marked NYC.

Students involved in any of the above will be set a new examination/assessment and will be counselled by the Principal. A fee will be charged to the student and must be paid prior to the re-sit. Further occurrence of academic misconduct will be recorded on the student's file and suspension/ dismissal will be at the discretion of the Principal.

Student Support

Queensford College has nominated “Student support officer” who is available to all students. Students can access the student support officer directly to organize an appointment.

Queensford College ensures that staff members who interact directly with overseas students are aware of the provider’s obligations under the ESOS Framework.

The Student Services staff will ensure that up-to-date information is available for the following services and that the contacts listed are current. This information is given to students during their Orientation Program.

The Student Support Officer is available by contacting + 61 7 3221 1626.

Student Support Services

The following support services are available for all students studying at Queensford College. Queensford College will provide students with contact details for any matters that require further follow up with relevant professionals. Such referrals are provided by Queensford College at no cost to the student, but fees and charges may apply where an external service is used by the student. Queensford College clarifies with the student prior to using such services outside Queensford College.

Academic issues

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course.

Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students’ progress and attendance is monitored and guidance and support provided where unsatisfactory results are identified. Students can access the Student Liaison Officer, Campus Manager or Head of Studies to discuss academic, attendance, or other issues relevant to studying at Queensford College at any time. These staff will provide advice and guidance, or referral, where required.

Personal / Social issues

Many issues can affect student’s social and/or personal life and all students have access to the Student Liaison Officer or Campus Manager through normal college hours to gain advice and

guidance on personal issues, accommodation, or family / friend issues. Where further support is required, a referral to appropriate support services will be organized.

Accommodation

While Queensford College does not offer accommodation services or take any responsibility for accommodation arrangements, we are able to refer students to appropriate accommodation services and are always available to discuss issues or concerns students may have with their accommodation arrangements. All students are encouraged to have accommodation organized prior to arrival in Australia but the Student Liaison Officer can refer students to appropriate accommodation services. There may be some administration fees for organizing accommodation to students.

Medical Issues

Student Services will always have an up to date list of medical professionals within access from the college location, and any student with medical concerns should inform the Student support Officer who will assist them in finding an appropriate medical professional. The Student support Officer can also assist students in obtaining health cover with Queensford College's chosen provider.

The emergency phone number for an ambulance, police, or fire attendance in Australia is '000'. This number should only be dialled in cases of genuine emergency.

Other Important Numbers:

Queensford College	07 3221 1626
Police and Ambulance and Fire	000
Medibank Private	132 331
Department of Immigration and Citizenship (DIAC)	131 881
Health Services Australia (Medical Examination)	07 3307 9444
Public Transport Information Line (Timetables, routes etc)	13 12 30
Telephone Directory Service	12234
International Directory Service	1225
Translating and Interpreting Service (24 hours)	131 450
Domestic Violence Line (24 hours)	1800 656 463

Legal Services

Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional. Free legal advice and referral services can be obtained from a range of national and state organizations. Further details can be found at <http://www.legalaid.qld.gov.au/about/partners/Pages/Community-legal-centres.aspx>.

Class or Educational Issues

The following outlines the procedure if a student is having problems in the classroom.

1. Consult your Trainer first
 - a. Your trainer is closer to the problem and may have a better understanding of the issue and how it can be resolved.
2. If your problem is not resolved, make an appointment to consult the Head of Studies.
 - a. The Head of Studies will take down the details on a student interview form
 - b. Subsequent interviews may occur with the student, the trainer and/or other parties involved
 - c. The parties involved may be asked to sign the student interview form and copies may be given to all parties involved
3. If there is still a problem, make an appointment to consult the Academic Director
 - a. The Academic Director will take down the details of the consultation on a student interview form
 - b. The parties involved may be asked to sign the student interview form and copies may be given to all parties involved

Financial Issues

If a student is having difficulty in meeting their financial duties to Queensford College, they should see someone in the Accounts department. An appointment can be made with student services to consult an Accounts officer in Accounts Department

Personal and / or Welfare Problems

If a student is having difficulty with their personal lives, they can discuss their problems with the Head of Studies or the Academic Director.

If a student prefers to consult an external counsellor, we can refer you to one (please be aware that the external counsellor may charge a fee for this service)

Immigration/Visa Issues

If a student has a question or issue about their Visa, they may make an appointment to consult Marketing Manager if you have a visa problem or enquiry.

Please note that Queensford College is not a registered Immigration consultant and is not permitted to provide information to student wishing to immigrate.

Complaints

Students who wish to lodge a complaint on any matter can do so in writing to the Head of Studies.

The Head of Studies will interview the student to assess the nature and validity of their case. The complaint will then be discussed with relevant staff members and other individuals cited in the letter of complaint. The student will then be provided with a response to his/her complaint.

Students are entitled to have a personal representative present at any stage during the complaint procedure.

Any student who victimizes another student or a staff member for lodging a complaint may be expelled or subject to some other form of disciplinary action.

Finally, students have the right to bring any grievance to the attention of government fair trading department, if the above channels cannot resolve the issue.

Refer to the College Complaints and Appeals Policy and Procedure.

Legislation that Protects International Students Studying in Australia.

Queensford College is a registered CRICOS Provider number 03010G.

ESOS Act 2000

The ESOS Act requires providers of courses to international students to register their institution and courses with The Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE.) This register is called the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Providers and their agents must not promote a course to overseas students unless it is registered on CRICOS.

Students on international student visas are regulated by ASQA and DIISRTE governed by the ESOS framework.

This comprises of Acts, Regulations and a Code to protect the rights of international students. A detailed explanation of this framework can be accessed at <https://www.aei.gov.au/Regulatory-Information/Education-Services-for-overseas-students-esos-legislative-framework/national-code/Pages/default.aspx>

THE NATIONAL CODE

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code).

The National Code is a legislative instrument of the ESOS Act and applies to providers of education to students on student visas in all sectors. National Code requirements are in addition to the standards for specific education sectors

CRICOS-registered providers must comply with 15 standards that ensure their quality of education and professionalism is of a sufficiently high standard to enrol international students.

Refer to <https://www.aei.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/national-code/nationalcodepartd/pages/esosnationalcode-partd.aspx>

TUITION PROTECTION SERVICE

Australia is a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protection for students through the introduction of the Tuition Protection Service (TPS).

The Tuition Protection Service (TPS) assists international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

Refer to <https://tps.gov.au/StaticContent/Get/StudentInformation> and <https://aei.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx>.

Students Rights and Responsibilities

When you sign and date your enrolment /written agreement form you agree to abide by the rules and regulations set down by Queensford College.

As a student, you have a right to:

- Learn in a safe, supportive environment without harassment or discrimination.
- Be informed of all assessment procedures as well as results from those assessments.
- Lodge a complaint without being victimized.

As a student you also have a responsibility to:

- Treat other students and Queensford College staff with respect and fairness.
- Obey reasonable directions from trainers and staff.
- Only smoke in a designated smoking area.
- Be honest in your assessment events.
- Follow safe working practices, including wearing footwear and using safety equipment where necessary.
- Not to behave in a way that could threaten, offend or embarrass others.
- Attend class and progress in your course
- Be a genuine/bona fide student
- Pay fees as they become due

Discrimination and Harassment

Queensford College is committed to delivery of training in a non-discriminatory and equitable learning environment.

Queensford College will not tolerate any form of unlawful discrimination or sexual harassment by any staff member or student.

Sexual harassment is a form of discrimination and constitutes any unwelcome behaviour of a sexual nature, which humiliates, intimidates or offends another person.

Some instances of sexual harassment are more obvious than others. The best policy is to always be cautious and be sensitive to the perceptions of others. Behaviour that some people find amusing, may offend others.

Some examples of sexual harassment (the following list is by no means exhaustive) are:

- Persistently asking somebody out, even though they have declined
- Intrusive questioning about a person's private life
- Sending emails containing sexist or racist jokes
- Displaying pornography
- Deliberately brushing up against or touching somebody

Students wishing to lodge a complaint regarding discrimination or harassment should contact the Head of Studies immediately.

If a complaint of discrimination and/or sexual harassment is made it will be investigated promptly, impartially, confidentially and thoroughly.

If a student infringes the discrimination and harassment policy and it is substantiated by the Head of Studies, Queensford College may apply one or more of the following as applicable, depending on the severity of the case:

- Give the offending student involved a first and final written warning
- Require the offending student to make a written and/or verbal apology (in public or in private)
- Require the offending student to undergo counselling
- Expel the offending student
- Other disciplinary action may also be taken.

Students should note that Queensford College might forward harassment complaints of sexual nature to a State or Federal Anti-discrimination agency. In very serious cases, criminal charges may be laid.

Students participating in Queensford College internal complaint procedures do not forego their right to complain to a State or Federal Anti-discrimination agency at a later time, should they be dissatisfied with the outcome of the internal procedure.

All students should note that if Queensford College becomes aware of any discriminatory behaviour or harassment, it may of its own initiative take disciplinary action against the student involved even though a complaint has not been made regarding the students conduct.

Queensford College agrees to abide by the Antidiscrimination Act 1977 to protect all Queensford College staff and students from any form of discrimination, harassment or bullying.

Fees and Charges

Tuition fees are payable before the commencement of each study period as outlined on your Invoice/Written Agreement. Enrolment will not be confirmed until all fees due for the study period have been paid, or in exceptional circumstances, where a financial agreement has been signed with the accounts department.

Tuition fees can be paid in the following ways:

Bank cheque/draft made payable to Queensford College

_ EFTPOS/Credit card*

_ Cash

***Students are always advised to ask for a receipt at the time of payment**, particularly if paying by cash.

* Debit card transactions do not attract any charges. MasterCard, Visa and Bank Card transactions are subject to a payment-processing fee of 2.5%. The College does not accept American Express Card at this stage.
All charges are subject to change.

Registration into any Queensford College course obligates the student to accept and abide by the payment conditions outlined in this handbook.

These conditions do not alter or replace any other payment conditions as specified on enrolment forms or any other Queensford College documents. Details of the tuition fees, enrolment fees and materials fee are outlined on the college website at www.queensford.edu.au. Always refer to your individual invoice/written agreement/payment plan.

Administration/Service Charges

The following table show other additional charges

Description	Form type/Contact office	Amount \$AUD
Application Fee (Non-refundable)	Application form	\$200.00
Interim Transcript	Document request form	1 st copy free, thereafter \$50
Student ID Card	Written Application	1 st copy free, thereafter \$10
Request for change in class section	Written application	No charges
Leave application	Leave application form	No charges
Change of commencement Date/Deferral of the course	Written application	\$200 (1 st change/deferral from overseas free)
Change of Course	Written application	\$200
RPL/Course Credit Fee (compulsory)	RPL/Course credit application form	\$150
RPL direct mapping (unit name and code)	RPL/Course credit application form	No charges apply
RPL Qualification Review Fee	Written application	\$150 per unit
Re-issue of Confirmation of Enrolment (CoE)	Written application	\$150
Testamur and final transcript	Document request form	1 st copy free, thereafter \$50
Statement of Attainment	Document request form	1 st Copy free, thereafter \$50
Administration fee for refund	Tuition fee refund application	\$250
Re-assessment	Re-assessment/subject repeat form	\$125 per unit
Appeal of assessment /re-assessment	Appeal Form	No charges
Printing and photocopy		Limited no of pages/included in material fee charges
Airport pick-up charges		\$200
Accommodation placement charges	Accommodation placement form	\$200
OSHC charges for 2013 (please contact accounts for details)	Accounts department	\$420 per person per year
Late payment of fees	Accounts department	\$50 per week
Course/Unit Repeat Charges		
Diploma and Advanced Diploma of Accounting		\$412 per unit
Diploma and Advanced Diploma of Management		\$350 per unit

** The overseas Students Health Cover is a guide only and is subject to change. Please visit BUPA or visit their website at www.bupa.com.au

** All fees and charges are subject to change

Students opting to fast track their course by studying (through tuition or supervision) more than the minimum of one subject per study block will be required to pay for these subjects at the time of study. Please note the maximum number of subjects one can study is two subjects / units of competency per term.

Students terminating early after the commencement of the next study period who have outstanding fees will be required to pay the next full instalment.

Students terminating within a current instalment period will not receive a refund for payments in advance.

If a student fast tracks and completes all prescribed subjects early the student remains obligated to pay the full course fee. International Students ending their course early will have their COE adjusted on PRISMS and DIAC will be notified.

If exemptions are granted before the commencement of the course and the student finishes the course early, the student remains obligated to pay the fees for the subjects completed only. However, exemptions granted after the commencement of the course will not reduce the total course fee.

Students registering for subjects outside the prescribed course subjects / units of competency will be required to pay for these subjects / units of competency on commencement.

Recognition of Prior Learning (RPL)/Course Credit Policy

What Is Recognition Of Prior Learning?

Recognition of Prior Learning (RPL) is a system designed to enable you to match your knowledge and skills against the learning outcomes of a module in a course of study or a set of measurable competency standards. If your prior learning shows you can achieve the learning outcomes of a module you may be assessed on that learning and given credit for that module in the course.

Unlike the usual requirements for entry to a program of study, RPL takes into account not only the formal study you have completed, but also any relevant learning you have done through work, community involvement, home, formal training and life experience.

The RPL process is designed to meet the needs of a diverse range of people and can be adapted to specific groups or individuals; it does not rely on the written word and is an interactive process between the applicant and the assessor.

Who Can Apply For RPL?

Anyone wishing to undertake a whole course or individual modules can apply for RPL. In deciding whether you may be given credit for a module, the following will be considered:

- Is your prior learning relevant to the course?
- Is your knowledge and skill current? (Some fields of study change so rapidly that a skill achieved in the past may no longer be relevant or acceptable.)
- Is it transferable? A skill should be applicable to a number of settings and situations.
- Is it authentic? You have to provide evidence, or demonstrate that you have the knowledge and skill.
- Is your knowledge and skill appropriate to the level of the module or course?

When Can You Claim RPL?

RPL is available at the beginning of a course. Queensford College recognizes equivalent statements of attainment and qualifications issued by other Registered Training Organizations (RTO's) Australia wide.

In addition, we also recognize overseas qualifications provided The National Office of Overseas Skills Recognition (AEI-NOOSR) can substantiate the qualifications

How Do You Claim RPL?

There are three stages in the RPL process - providing evidence, assessment of your claim and gaining credit, notification and post assessment guidelines for the module.

STAGE 1. PROVIDING EVIDENCE

Step 1. Gathering information about RPL

You are now beginning to gather information about the process as your initial inquiry. This kit outlines the basis of RPL but you will need to consult with Head of studies who is familiar with the details of the course in which you are interested. It is preferable that you identify those modules/units of competencies that you feel you possess previous learning in, and that you may be able to address the relevant learning outcomes.

Step 2. Obtain Learning Outcomes of the modules you want to apply for RPL.

Once you have identified the modules in which you have prior learning, obtain the learning outcomes for that module from the Head of studies.

Step 3. Complete an RPL Application Form

Match the module learning outcomes/unit of competency for which you are applying for RPL with your skills and knowledge on the application form. You must provide an authenticated transcript from the educational institution. Overseas qualifications must be submitted to NOOSR to obtain an Australian equivalent degree; the overseas qualification must be certified and translated into English.

Step 4. Collect references and evidence.

Make copies of these and have them certified by a Commissioner of Oaths/Justice of peace to include in your application form.

Step 5. Make an appointment with the Head of studies for assessment/consultation.

Step 6. If you cannot provide the documentation, you may apply for an RPL test.

RPL tests are administered by the trainer of that subject and are designed to test a student's competency in that subject.

There is an application fee of \$100 for RPL. In addition to \$100 application fees student also need to pay \$50 for each subject been approved for RPL.

Stage 2. Assessment of Your Claim

Assessment of your claim for Recognition of Prior Learning is done by Head of studies of the College. If there are any queries, you may be asked in interview to clarify your evidence or to submit more information.

Head of studies will examine your application form and all the evidence you have. He will then make an assessment as to whether or not you have shown that you have the knowledge and skills to match the Learning Outcomes of the modules you are applying for RPL for. He will then decide if you will be granted credit for those modules/subjects.

STAGE 3. Gaining Credit, Notification and Post Assessment Guidance.

You will be notified of a decision about the success of your application for RPL during consultation with Head of studies where he discusses and records the consultation notes. A copy of discussion notes would be provided to you where you verify and sign the minutes of meeting(s).

If you are assessed as competent for the modules you have applied for RPL for, these results will be placed on your records entered into Queensford College's database.

Once you are granted RPL, you are exempted from attending that module/subject (but you must still attend other designated classes on your curriculum for 20 hours per week).

Your course duration may also be shortened (eCoE), and DIAC is to be notified if you leave Queensford College early or any change in course duration. A new eCoE is then issued. You may wish to enrol in other subjects offered at Queensford College, as long as the total number of subjects you attempt does not exceed the number of subjects set for your course. Once RPL is granted it will show on the academic transcript as Exempt (E).

What Evidence Should You Provide?

- In most cases you will be assessed for RPL on the basis of two types of evidence:
- A statement from your workplace supervisor or trainer
- Documentary evidence you supply to support your application

In addition you may be asked to attend an interview.

Examples of each type of evidence are:

- Statement from your workplace supervisor or trainer - This provides evidence from someone who can vouch for your expertise and capabilities.
- Documentary evidence - This may consist of copies of previous qualifications, or examples of what you have produced, performance appraisals, training records, etc. The supporting documents should demonstrate how you have achieved the modules learning outcomes.

Policy on Granting Exemptions important Legislation

"If the RPL (Exemption) is granted before visa grant, the registered provider (Queensford College) must indicate the actual net course duration (as reduced by RPL) in the eCoE (Electronic Confirmation of Enrolment) issued for that student for that course".

"If the RPL is granted after visa grant, the registered provider (Queensford College) must report the change of course duration..."

"It is a condition of their (the student's) visa that they be enrolled in full-time study. If they finish their course early, the student must either enrol in another CRICOS-registered course or depart Australia immediately unless ... given authorisation by DIAC.

Deferment, Suspension and Cancellation Policy

Student Initiated Requests for Deferment of Commencement of Study or Post-commencement Suspension of Study

Such requests will only be granted for compassionate and compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing). These may include but are not limited to:

- serious illness/injury, where a medical certificate states the student is unable to attend classes
- bereavement due to death of close family member
- political upheaval or natural disaster in the student's home country, requiring emergency travel
- traumatic experience such as witnessing or being victim of a serious accident or crime
- inability to commence course due to non-issue of visa
- the College's inability to provide the course at the time of the initial commencement date
- the inability of the course to package with a further study option within an acceptable time frame

College Initiated Deferments, Suspensions, Cancellations and Exclusions from Class Suspension

- The College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with the College's Student Code of Conduct and Disciplinary Procedures.
- Students who have been suspended for more than 28 days will be required by DIAC to return to their home country, unless extenuating circumstances prevent them from so doing.
- Students under 18 years of age may have special conditions attached to their period of suspension depending on their welfare and accommodation arrangements.
- Attendance will not be recorded during the period of suspension.
- Course suspension will be recorded on PRISMS.

Cancellation

- The College may initiate the cancellation of a student's course
- On the grounds of misbehaviour, in accordance with the College's Student Code of Conduct and Disciplinary Procedures.
- due to the student no longer holding a Student Visa
- due to the student's failure to pay course fees
- due to a student under 18 years of age failing to maintain approved welfare and accommodation arrangements
- Failure to comply with any applicable standards of conduct, statutes, regulations, policies and procedures of the college which provide for enrolment deferral, suspension or cancellation as an outcome of such failure to comply.
- Course cancellation will be recorded on PRISMS.

Complaints and Appeals

- Students who are the subject of College-initiated Suspensions and Cancellations will be advised that the change to their enrolment details may affect their visa status. They will be directed to the DIAC web site or Help Line or the local DIAC office for advice.
- Students who are the subject of College-initiated Suspensions or Cancellations will have access to the College's Complaints and Appeals process.
- The student will have 20 days in which to initiate the Complaints and Appeals process. Notification on PRISMS may not occur until the result of the internal appeals process is known, unless extenuating circumstances relating to the welfare of the student apply, such as:
 - the student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters
 - the student's actual or threatened behaviour poses a threat to other students

- the student has medical or psychological problems that may affect their well-being
- the student cannot be located
- the student (if under 18) fails to maintain approved welfare and accommodation arrangements

Deferral prior to commencement

Students may request a deferral prior to course commencement. Request must be in writing and addressed to the Admissions office. When the deferral request is processed and approved the student will receive a revised Letter of Offer and eCoE.

Course Progress Policy

All students must ensure that they have satisfactory academic progress

- Queensford College monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled.
- Queensford College assesses each student's progress at the end of each compulsory study period.
- At Queensford College, unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units attempted in 10 weeks study period.
- Note: All Queensford College students do 2-5 units in each term (10 weeks) depending on the nominal hours required for the subject.

Intervention Strategy

Queensford College has an intervention strategy for the student who is not making satisfactory course progress.

Procedures for contacting and counselling students

Queensford College identifies and assists students who are at risk of not making satisfactory course progress. Students are considered at risk, who, at minimum, have failed or are not competent in 50 percent or more of the units in a study period. Head of Studies (HOS) at Queensford College contacts and counsels the identified students. HOS will then assist the identified student to achieve satisfactory course progress

- By reassessing on the failed units
- By providing additional support such as putting those students on tutorial/ study group, providing assistance with personal issues which are influencing the progress, academic skills support, additional English support
- By placing the student in a suitable alternative unit with in the course or suggest the student with suitable alternative course.
- By placing in more appropriate class
- By increased monitoring of the student

Once student has assessed as not meeting satisfactory course progress, in two consecutive terms (not successfully completing or demonstrating competency in at least 50% of the units attempted in 10 weeks study period), Queensford College then informs the students in writing of its intention to report the student. Queensford College gives students 20 working days for the complaints and appeal process.

After all complaints and appeal processes are finalized and a student is deemed to have failed to meet satisfactory course progress, Queensford College will report the secretary of DIAC through PRISMS.

Queensford College prints the section 20 notice that PRISMS generates and give this to the student and copy would be kept in student file.

Strategies to assist identified students to achieve satisfactory course progress

- Queensford College assists students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- At the end of each unit Queensford College organizes the reassessment for those who did not meet the competency requirement in the particular unit. However \$400 reassessment fee may apply for reassessment. Reassessment is usually conducted within two weeks of the end of each unit.

- Queensford College advises students that unsatisfactory course progress in two consecutive terms for a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process.

The process by which the intervention strategy is activated

- At the end of each term, students are assessed against the course progress policy
- If a student is identified for the first time as not making satisfactory course progress, the intervention strategy will be implemented. The intervention strategy will be activated within the first four weeks of the following term.
- If Queensford College identifies that a student is at risk of making unsatisfactory course progress before the end of the term, Queensford College implements its intervention strategy as early as practicable.
- The written notice (of intention to report the student for unsatisfactory progress) will be given to the student that he or she is able to access the Queensford College's complaints and appeals process and allows student 20 working days in which to do so. A student can appeal on the following grounds:
 - Queensford College's failure to record or calculate a student's marks accurately,
 - Compassionate or compelling circumstances, or
 - Queensford College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
- If the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
 - If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that term), Queensford College will not report the student to the regulatory authority, and there is no requirement for intervention.
 - If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through Queensford College's intervention strategy, and the Queensford College will not report the student.
 - Compassionate or compelling circumstances are generally beyond the control of the student and they may impact the progress through the course. These could include serious injury or illness, bereavement of close family members such as parents and grandparents, natural disaster in home country and traumatic experience such as crime committed against student, involvement or witnessing of an accident.

- If the student has chosen not to access the complaints and appeals processes within the 20 working day period, or the student withdraws from the process, or the process is completed and results in a decision supporting Queensford College (i.e. the student's appeal was unsuccessful), Queensford College notifies the secretary of DEST through PRISMS soon as practicable of the student not achieving satisfactory course progress.

Procedures for how course progress policy will be implemented

Below is the procedure which demonstrates how course progress policy will be implemented at Queensford College.

WHO is responsible for each of the steps?

- Queensford College, Head of Studies is responsible for defining the workload for the study period, checking progress, deciding that the student is at risk, implementing the intervention strategy, informing the student of the Queensford College's intention to report, hearing an appeal, and reporting the student to relevant authority through stipulated mode of communication.

- Head of studies is responsible for maintaining records and this is managed centrally.

WHEN will each step take place?

- Intervention strategy may be implemented four weeks earlier than the end of the term (i.e. in week 7 of the term), if trainers and HOS find student will not meet the course requirement.

- Students are allowed 20 working days to initiate a complaint or appeal.

HOW will each step take place?

- Queensford College does not have student management system that automatically alert staff to students at risks of making unsatisfactory progress at the moment. So, for the time being HOS will need to be checking the progress of each student manually.

- Students are informed of the Queensford College's concern for the student's progress or intention to report the student by writing. Pro forma letters will be prepared which can be modified manually.

- For the long run Queensford College has plan to incorporate this in the student management system that will do it automatically.

The records of interventions, appeals processes and reporting are kept in respective student file and also the unsatisfactory course progress folder in HOS office.

Complaints and Appeals Procedure

Queensford College has a documented Student Complaints and Appeals Procedure by which it ensures that students will be granted immediate access to the College's complaints and appeals process.

The College undertakes to ensure that:

1. All disputes Complaints and Appeals will be handled professionally, equitably, confidentially, and in a timely manner, with a view to achieving satisfactory resolution;
2. All parties will have a clear understanding of the steps involved in the Student Complaints and Appeals procedure, prior to, and during the carrying out of the procedure;
3. Prospective students are provided with a copy of the Student Complaints and Appeals Procedure document before making a contract to enrol, and again at course commencement;
4. Relevant staff members are familiar with the Student Complaints and Appeals Procedure

Definition of a complaint

1. Students may raise any matters of concern relating to teaching/training delivery and assessment, certification, compliance, student amenities, discrimination, harassment and any other issues that may arise.

2. Description of types of Complaints/Appeal:

An academic matter – something to do with teaching, learning, or assessment issues in a student's course

An administrative matter – anything to do with the management of the College and/or the administration of a student's enrolment at the College

A more general matter – anything to do with a student's comfort, safety and general well-being whilst attending the College

Before an issue becomes a formal complaint

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. There are Student Counsellors available to assist students to resolve their issues at this level.

Procedure

This procedure is designed to be utilized by students who wish to lodge a formal complaint. Where a student lodges a formal complaint, their enrolment will be maintained throughout the process. There is no cost for a student to lodge a complaint or an appeal.

Stage One:

Complaints must be submitted in writing to the Training Manager. Receipt of any complaints will be acknowledged in writing within 5 days and the complaints process will commence within 10 days of the receipt of the complaint.

The Training Manager or their nominee ("the RTO representative") will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve. When such clarification occurs in a face-to-face interview with the complainant, they may ask another person to accompany them. Queensford College representative will then endeavour to resolve the complaint, providing a written report to the complainant within 20 working days on the steps that will be taken to address the complaint, clearly stating the reasons for the decision.

A Complaint Handling Record Sheet will be initiated during Stage One and details of the complaint, any actions arising and the outcome of the complaint will be recorded.

Stage Two:

If the complainant is unsatisfied with the outcome of the complaint, they may appeal the decision reached in Stage One in writing to the CEO within 15 days of receiving the written report of the outcome of Stage One. The CEO will appoint a person who was not involved in the original decision to consult with the complainant and other relevant parties. Where possible such consultations should take the form of face-to-face interviews so that the complainant has an opportunity to formally present their case. The complainant may ask another person to accompany them to interviews.

Once the CEO receives a report of the consultation procedure, they will provide a written report to the complainant on the further steps taken to address the complaint, clearly stating the reasons for the decision.

Stage Three:

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process the provider will assist the student to access independent mediation at minimal or no cost to resolve the dispute.

The mediator will report to Queensford College the outcome of the mediation, including any recommendations arising, within 14 days of the completion of the review. Once the RTO receives the report of the outcomes from independent mediation, they will provide a written report to the complainant within 10 working days on the recommended actions to resolve the grievance.

Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre contact details: Level 1 Brisbane Magistrates Court 363 George Street Brisbane

QLD 4000, Tel: +61-7-32396269 Fax: +61-7-32396284 Website:
<http://www.justice.qld.gov.au/justice-services/dispute-resolution/mediation>.

Providers/Students outside Brisbane may use the Toll Free No; 1800 017 288. At present there is no fee for use of this service, but this may change.

If the student is concerned about the actions of the provider they may approach the Australian Skills Quality Authority (ASQA). The Australian Skills Quality Authority (ASQA) has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved.

If you wish to lodge an external appeal or complain about any decisions of the college, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Frequently Asked Questions (FAQs) for providers and other information about the Overseas Students Ombudsman are available at www.oso.gov.au.

Queensford College agrees to be bound by the independent mediator's recommendations and will ensure that any recommendations are referred to the Continuous Improvement Committee for action.

If a student chooses to access the provider's complaints and appeals processes, Queensford College will maintain the student's enrolment while the complaints process and appeals is ongoing. The dispute resolution process described in the policy does not prevent an overseas student from exercising the student's right to other legal remedies.

Nothing in this Dispute Resolution Policy negates the rights of students to pursue other legal remedies.

If the internal or external complaint handling or appeal process result in a decision that supports the student, Queensford College will immediately implement any decision and/or corrective and preventive action required and advise the student of the outcome.

Record Keeping and Confidentiality

Records of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records, upon written request to the College. All records relating to complaints will be treated as confidential and will be covered by the RTO's Privacy Policy.

Note - Re: Course Progress

The student may access and receive the outcome of only one external appeals process before the College may report the student to DIAC with regards to non-compliance for course progress issues (DIISRTE-DIAC Course Progress Policy).

Note - Re: Suspension/Cancellation of Enrolment

Where the appeal relates to the College's decision to defer/suspend or cancel a student's enrolment for misbehaviour (Standard 13 - National Code 2007), the College will only await the outcome of the internal appeals process if it supports the College before notifying DIAC through PRISMS of the change to the student's enrolment.

If the outcome of the internal or external appeals process results in a decision favouring the student the College will immediately implement any corrective action, decision or measures required and advise the student of the outcome.

Documentation Required**Stage 1 - informal resolution:**

Record of interview/counselling notes signed and dated by the interviewer and student (Copies: HoS & student)

Stage 2 - informal resolution:

Record of interview/counselling notes signed and dated by the HoS and student (Copies: HoS & student)

Stage 3 - internal formal resolution:

Formal student complaint/appeals form to be completed – internal process (Copies: HoS & student)

All documentation e.g. counselling notes, letters/correspondence, student documents etc. to be attached by the Hos/Attendance Officer

Stage 4 - internal formal resolution:

- Letter advising the student of date and time of complaint/appeal hearing to be sent (Copies: Campus Manager, Hos & student)
- Student Complaints & Appeals Committee Meeting Minutes Record Sheet signed and dated by the Principal/Campus Manager and the student (Copies: Campus Manager & student)
- All documentation e.g. complaint/appeal form, counselling notes, letters/correspondence, student documents etc. attached

Stage 5 - external formal resolution:

- Student External Appeals Form (Campus Manager & student)
- Written outcome of the External Appeals committee hearing signed and dated by the independent mediator of the committee and the student (Copies: mediator, Campus Manager & student)

Documentation Note: At the completion of the Internal Complaints and Appeals process (where the student does not access the External Appeals process) or the External Appeals process (where the student does access the External Appeals process) a copy of all documentation is put on the student file and is filed in the Complaints and Appeals Meetings File to be kept by the Campus Manager – hardcopy and electronic file.

Queensford College has arrangements in place for a person or body independent of and external to the registered provider to hear complaints or appeals arising from the registered provider's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.

The Fees Charged by Mediators:

The fees (exclusive of GST) for external mediators will be the lower end of the scale charged by mediation practitioners, as follows;

☐	Any matter involving students or staff	\$80.00 per hour
☐	Any other matter	\$120.00 per hour
☐	The College agrees to pay half the cost of mediation in fairness to the student	

Note: The costs are only estimates.

Emergency Evacuation Procedures Policy

During the event of an emergency that requires the evacuation of the campus, all students should follow the instruction of their trainer and the fire safety warden.

Once students have evacuated the building they should meet at Queen Street so that the class rolls can be checked to ensure that all students have left the building. Only after the rolls have been checked can students be dismissed. Evacuation procedures will be outlined during the orientation process at the beginning of the course.

Emergency exits are sign-posted and there are diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

Queensford College agrees to abide by the Workplace Health and Safety Act 1995 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedures

1. When alarm is raised, gather your things and get ready to evacuate.
2. Wait for the signal by the floor warden (with red or yellow hardhats) to evacuate.
3. When signal is given, follow your teachers to assembly area using the Fire stairs shown in green.
4. Wait in the assembly area for further instructions. Do NOT leave the assembly area until told to do so.
5. A rollcall may be done to account for everyone.

Transfer between Registered Providers Policy

Policy Definition

This policy state the circumstance under which the Queensford College will allow both the enrolment of transferring international students and the release of international students from college to another provider. Under the National code 2007 in standard 7 the college is restricted from enrolling transferring students within the six months from the commencement for the student's principal program, excepted in limited circumstances.

This policy supports the intent of the standard and outlines the circumstances under which the Queensford College will permit the transfer by international students to another provider and the process by which each student's request will be assessed. This policy outlines the circumstances in which Queensford College will permit the enrolment of the transferring students from another provider.

Student transferring to Queensford College from another registered provider

Queensford College is restricted from enrolling students requesting to transfer from another registered provider within six months of commencement of their principal course, except in the following circumstances:

1. The original registered provider has ceased to be registered or the course in which the student was enrolled has ceased to be registered;
2. The original registered provider has provided a written letter of release;
3. The original registered provider has had a sanction imposed on its registration by the Australian Government or State or Territory Government which prevents the student from continuing his or her principal course; or

4. A Government sponsor of the student considers the change to be in the student's best interest and has provided a written recommendation for that change.

In relation to an overseas student who has been enrolled in another provider in a relevant course but did not complete the relevant course, Queensford College will not admit the student to a Queensford college course unless the Queensford College is given a letter of release about the student for the relevant course.

In relation to an overseas student who has previously completed the relevant course, Queensford College will not admit the student to a course unless it is satisfied that the student demonstrated a commitment to studies during the course, had a good attendance records for the course and paid all fees for the course.

Letter of release means a letter from the provider of a relevant course about a student that provides information about whether or not the student-

1. demonstrated a commitment to the student's studies during the course; and
2. had a good attendance record for the course; and
3. paid all fees for the course.

Circumstances for which approval for transfer to another registered provider will be granted

Queensford College supports the intent of the standard 7 of the National Code 2007 which recognises overseas students as consumers and supports them in exercising choice, whilst acknowledging that they may also be a group that requires support to transition to study in Australia.

In all instances, an application to transfer to another registered provider will be assessed enabling the individual circumstances of the student to be considered in order to determine if the transfer will be in the best interest of the student.

Circumstances in which a release letter will be granted include:

1. Any of the circumstances contained in 1, 3, or 4 above are applied to Queensford College;
2. The course the student wishes to transfer to better meets the aptitude or study capabilities of the student;
3. Compassionate or compelling personal or academic circumstances, with relevant supporting documents;

A student with a packaged course will also need to apply for a release letter from another principal provider of the course.

Circumstances for which approval for transfer to another registered provider will not be granted

Queensford College will not issue a letter of release in any of the following circumstances;

1. When the transfer is considered detrimental to the student such as, the transfer may jeopardise the students progression through a package of courses or, the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student;
2. The application does not have a valid enrolment offer from a CRICOS registered receiving provider;
3. If Queensford College forms the view that the student is trying to avoid being reported to the Department of Immigration and Citizenship (DIAC) for failure to meet the attendance or satisfactory course progress requirements, as defined by the Queensford Course Progress Policy;
4. The student is under 18 and there is no written evidence that the parent or legal guardian supports the transfer; or if the student is not being cared for in Australia by a parent or suitable nominated relative, there is no written confirmation that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements. Queensford College does not enrol students under the age of 18 at this stage.
5. If the intended course will not provide adequate preparation for further study, nor be recognised by higher education or VET providers as meeting their entry requirements and the transfer would be detrimental to the student's future study plans.

Processing a letter of release

All enabling circumstances will be taken into consideration when assessing an application and an outcome will be advised in writing within 10 working days from the receipt of the application.

If approved, a letter of release will be issued at no charge with advice to contact the Department of Immigration and Citizenship (DIAC) to seek advice on whether a new visa is required.

Queensford College will only assess an application for a letter of release if the following are provided:

1. A valid enrolment offer from another CRICOS registered provider;
2. A completed Application for Release Letter International Students form;
3. Where the Student is under 18, the student's parent or legal guardian supports the transfer or, if the student is not being cared for in Australia by a parent or legal guardian, the valid letter of offer confirms that the registered provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements.

NB: Queensford College at this stage does not enrol any international students who are less than 18 years old

Where an application for a letter of release has been denied, written reasons refusing the request will be provided to the student. Advice will also be given to students of their eligibility to access the Queensford College's complaints and appeals process within ten working days.

If the letter of release is given, then it is granted at no extra cost and students are advised that they need to contact DIAC to seek advice on whether a new student visa is required

Refunds

If a student has been issued with a letter of release, he or she is subject to the conditions of the Queensford College Refund's Policy.

Queensford College maintains records of all requests from students for a letter of release and the assessment of, and decision regarding the request on the student's file.

Copyright Policy

Queensford College is committed to compliance with the Copyright Act 1968 and discourage practices undermining the Act.

Restrictions applicable under the Copyright Act 1968 include the amount of photocopying of copyrighted material that is restricted to 10% or one chapter, whichever is the lesser.

Copyright owners are entitled to take legal action against any individual who infringes copyright. Unless otherwise permitted by the Copyright Act 1968, it is an infringement to copy the work of another author.

Computer Lab Policies and Procedures

All students and staff will treat the Queensford College computing environment with responsibility and respect. Queensford College is committed to legal norms in the area of software usage; software and commercial documentation cannot be copied, as it will violate Queensford College policy and Federal copyright statutes.

Code of Conduct - Computer Lab

In order for a student to use the computers in the computer labs they are required to obtain a user name and password from the Computer Technician.

Students are required to have their Student ID each time they enter the computer labs. Not having a current and valid Queensford College student ID may result in access to the computer labs being denied.

The Computer Technician/Staff has the authority to ask for your student ID even while you are working on a computer.

Smoking, drinking or eating is not permitted in any of the computing labs. Food or drinks are not permitted in the computer labs. Students and instructors cannot bring food and/or drinks into the labs.

Residue from food and drink can affect the working condition of the keyboard/mouse components and creates an undesirable working environment.

All students must be considerate of other users. Privacy and concentration are important in the computer labs. If you need to talk to somebody, please do so in a way that does not disturb other lab users.

The Computer Technician is not permitted to debug a student's program, interpret class assessments, or help with homework. The Computer Technician is there to help with using the technology so that you may complete your work.

The computing labs are an academic resource. The following is not permitted in the computer labs:

- Games
- Internet chat/Social networking
- Movies and songs

It is the responsibility of the student to take care of their belongings left in the computer labs. Please make sure you take your USB drives with you when you leave. If a leave USB in computer, it will be removed. Data recovery may be attempted for the convenience of the user. Any changes to the hard drive configurations of the computers are not permitted.

You are not allowed to copy or install applications to the computer hard drive.

Academic documents may be temporarily saved to the "C:\My Documents" directory or if necessary space allocated by trainer of that subject in consultation with Computer Technician and Head of studies

Software that is downloaded from the Internet is not to be installed on any lab computer for any purpose.

Students are responsible to ensure that their work is appropriately backed up.

Attempting to damage or destroy information on the computers will not be tolerated.

You are expected to leave your computer workstation in the same condition as you found it. This includes putting chairs back in place and logging off the computer when they leave the room.

You are responsible for reading and abiding by all signs posted in the labs.

Hardware and software is installed and maintained by the Queensford College Technical Support.

The door of each lab posts lab operating hours, reservations and general usage times. Queensford College technical Support may close labs without notice in cases where the lab requires emergency repairs.

On scheduled maintenance times, notices would be posted ahead of closure whenever possible. Please consult student service officer at front desk if the lab is not open.

Code of Conduct - Computing

Users of computing and networking resources are expected to conduct themselves in a manner that does not abuse or interfere with individual or institutional activities. Theft or other abuse of computer time and/or network services includes but is not limited to:

- Use of another person's identification and password.
- Unauthorised entry into a file to use, read, or changes its contents.
- Unauthorised transfer of a file.
- Use of computing facilities to interfere with the work of another student or staff.
- Use of computing facilities to send obscene or abusive messages or messages that contain profanity.
- Use of computing facilities to interfere with normal operations of Queensford College computing systems.
- Use of libellous or slanderous language (defaming another person's character or reputation)

These disciplinary actions may be taken against violators:

- Temporary suspension of computing privileges and violation documented in student's records.
- Permanent removal of computing privileges and violation documented in student's records.
- Queensford College suspension, which includes the termination of enrolment for a specified period of time.
- Queensford College expulsion, which includes the termination of enrolment for an indefinite period of time.

Problem Reporting

For serious, immediate problems with the computer lab systems, contact Computer Technician.

Security

All security concerns should be reported immediately to Queensford College Managers. Queensford College Technical Support monitors the labs on a random basis.

Network Authentication

If your course, workshop, or seminar requires the use of Internet programs such Internet Explorer the instructor and all students must authenticate using a valid User ID and password before they will be allowed to use any of these programs.

These IDs will be issued only for the duration of a student's course and will be disabled when the students are non-financial.

Please consult Technical Support & Accounts department in order to ensure that your login and password are working.

Lab Software

Each of the computer labs has the following software installed on each computer as a minimum:

- MS Office for word processing, spreadsheets, presentations, database applications
- Internet Explorer
- Compression and de-compression software
- Adobe Acrobat Reader
- Antivirus software

Cancellation/Refund Policy

A copy of this policy will be provided to students before a contract/agreement is signed or an amount of money is paid for a registered course. The policy is provided on the Student Application form, Student Handbook, Acceptance of Offer/Written Agreement and available on the Queensford College website.

This refund policy applies to all course monies paid to the College and includes any course monies paid to an education agent to be remitted to the College as per the Letter of Offer. This policy applies to both commencing and extending students. The word "*Course*" refers to the whole period

for which the Confirmation of Enrolments or letter of offer is issued. *"Tuition fees"* are fees that are directly related to the provision of course.

The college CANNOT receive more than **50%** of a student's **total tuition fees** for a course before the student has begun the course unless the course has only 1 study period (24 weeks or less + holiday periods within the course).

The college cannot request any remaining fees earlier than 2 weeks before the start of the students second study period. Prepaid Tuition fees are banked into a designated bank account and only drawn upon once a student commences. Tuition fees received before a student commences must be banked within 5 business days of receiving funds.

This policy covers full and partial refunds, refunds in the event of **student default** and in the case of **provider default**.

Student Default Refund Table

Enrolment / application \$199	Non-refundable
Tuition Fees	
Visa refused prior to course commencement (evidence required)	Full refund
Withdrawal at least 10 weeks prior to agreed start date	Full refund
Withdrawal at least 4 weeks prior to agreed start date	75% refund
Withdrawal less than 4 weeks prior to agreed start date	60% refund
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the students	No refund
Course withdrawn by Queensford College (provider default)	Full refund
Student is unable to start the course on serious medical grounds and evidence is provided from a registered doctor at least 2 weeks prior to agreed start date	Partial / Full refund
All tuition fee refunds will attract \$250.00 administration fee	

- Queensford College reserves the right to withhold granting the award attained by the student, if student fees remain outstanding.
- Queensford College's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.
- Refer to the student Complaints & Appeals policy and procedure on the Queensford website and in the Student Handbook if you wish to appeal the Refund Policy.
- Queensford College will consider the following exceptional circumstances as grounds for a student's withdrawal from the program:
 - Severe life threatening illness or disability
 - Death of an immediate family member (i.e. Mother, Father, Brother, Sister or relative where it can be shown that severe hardship may be felt by the family if study did occur).

When acceptable documentary evidence is produced, refunds will be at the discretion of Queensford College.

Queensford College **does not** provide refunds for:

- Application fees, accommodation assistance fees & airport reception fees
- Withdrawal from course after the course has commenced;
- Change in students' work hours;
- Inconvenience of travel to class;
- moving interstate or overseas;
- Job change or retrenchment;
- Students who leave before completing the course &/or qualification

All bank charges incurred by Queensford College in issuing a refund will be met by the student. Queensford College will endeavour to contact students who have not requested a refund within 4 weeks of leaving the college and keep such evidence on the student file.

In the event that the student does not commence studies on the due date, the college will advise the Secretary of DIISRTE via PRISMS of details of the student who has not commenced studies within a period of 14 days.

Student default

a. A student is not eligible for a refund in the event of student default.

A student defaults when:

- the course starts on the agreed starting day, but the student does not attend the classes on that day (and has not previously withdrawn);
- or
- the student withdraws from the course (either before or after the agreed starting day);
- or
- the Institute refuses to provide, or continue providing, the course to the student because of one or more of the following events:
 - the student failed to pay an amount he or she was liable to pay to the Institute,

- directly or indirectly, in order to undertake the course;
- the student breached a condition of his or her student visa; or
- misbehavior by the student.

Student default timelines

- 5 business days to notify the Secretary and the TPS Director (via PRISMS) of the student default
- 14 days to report cancellation of the student's enrolment to DIAC (via PRISMS) (i.e. a section 19 report)
- 28 days to finalise the student default obligations as set out in the written agreement with the student and
- A further 7 days to report the outcome of the student default (via PRISMS).

Student's Rights to Appeal

- Any student who is refused a refund by Queensford College may appeal within 14 days in writing to the Student Administration Manager *Refer Complaints and Appeals Policy available*.
- The Institute's appeal process does not circumscribe the student's right to pursue other legal remedies.
- This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Cancellation or non-delivery of the course (Provider default)

In the unlikely event that the Institute defaults, it will notify the Secretary (or delegate) and Tuition Protection Service (TPS) Director within 3 business days of the default and will have a period of 14 days to satisfy its tuition protection obligations in relation to an affected student.

The Institute defaults when:

- it fails to provide the course to the student on the agreed starting day; or
- the course ceases to be provided to the student any time after it starts but before it is completed; and
- the student has not withdrawn before the default day.

b. In the unlikely event that the Institute is unable to deliver the course in full, the student will be offered enrolment into an alternative course at no extra cost or, the student will be refunded the unspent portion of the tuition fees paid to date within 2 weeks of the day on which the course ceased to be provided.

c. Students have the right to choose whether they would accept a refund of tuition fees or to accept a place in an alternative course. If student chooses placement in another course, the student will sign a new written agreement with the Institute to indicate the student accepted the placement.

d. In the unlikely event the Institute is unable to provide a refund or place student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available) or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

Students in this instance are advised to contact
<https://tps.gov.au/StaticContent/Get/StudentInformation>.

Refund Process

All requests for a refund must be submitted on the appropriate '*Refund application form*', to the College Administration Office.

Refund requests must be accompanied by official documentary evidence.

If the student is unable to access the *refund form* a refund request should be made in writing and emailed, faxed or posted to the College Administration Office.

Refunds will only be in Australian dollars.

The refund will only be made in the name of the person who paid the student fees unless the student gives a written direction to the college to pay the refund to someone else.

Refunds are made in accordance with the policy above and full refunds of amounts owed to the students **will be made within 4 weeks**.

All bank charges incurred by Queensford College in issuing a refund will be met by the student. Queensford College will endeavour to contact students who have not requested a refund within 4 weeks of leaving the college at the last known contact address, phone and email, and keep such evidence on the student file.

In the instance of Provider or Student default, the reporting timelines stated in the Policy will be adhered to.

Assessment

Assessment Guidelines

The role of the Assessment Guidelines is to provide the principles and guidance to ensure that assessment is fair, valid, consistent and to industry standard.

Assessment Procedures

The Training Package User Guides provide guidance on the design of assessment materials and advise that close attention be paid to the performance criteria, range statements and evidence guides.

Assessors use methods that enable the gathering of valid, sufficient, accurate, consistent, current and authentic evidence for assessment decisions. The process must also be valid, reliable, flexible, fair and cost-effective, the basic criteria for ensuring the effectiveness of assessment for the industry.

Valid

The assessment actually assesses what it claims to assess, integrating knowledge and skills with their practical application.

Reliable

The assessment process must be able to produce consistent results, no matter who does the assessment or when the assessment is done.

Flexible

The assessment should be able to be conducted in a variety of situations. It should allow for diversity in how, where and when competencies have been acquired.

Fair

The method chosen must not disadvantage any person, with reasonable adjustments made to assessment procedures for people with special needs. Assessment tasks should be determined with the participation of the persons being assessed.

Continuous Assessment

Within a competency based training environment the focus is on continuous assessment as opposed to concentrating the assessment to a minimum number of major assessment tasks (unless the subject specifically requires this form of concentrated assessment). Assessment tasks may be selected from a wide range of techniques and applied at regular intervals throughout the training period.

Integrative Assessment Techniques

It is recommended that learning outcomes/competency units be assessed in an integrative or collaborative manner with 1 task assessing a number of learning outcomes/competency units at 1 time.

Flexible Assessment Strategies

Students are assessed using varying number of assessment tasks per subject. These tasks should be flexible incorporating a number of strategies that assess learning outcomes or competencies in an integrative manner.

Assessment strategies that can be used include: case studies, essay, group assessment, group discussions, integrated activities, journals, multiple choice, observations, role play, simulations, oral presentations, portfolios, practical displays, reports etc.

Learning Needs Analysis

It is imperative that the learning needs of trainees be assessed at the start of any training session. In this way the trainer can pitch the training at a level that is suitable to the trainees and avoid either wasting time on concepts/practices that are understood or omitting information that is not needed.

This assessment may be both formal and informal and involve any of the techniques listed below.

Assessment Techniques

Learning outcomes/competency units may be assessed separately or in an integrative manner. Assessment may include any of the following strategies:

- Oral presentation
- Simulations
- Role-play
- Written presentation
- Individual/group assessments
- Projects
- Formal exams
- Short answers
- Multiple choice
- Long answers
- Calculations
- Practical exercises
- Case studies
- Journals
- Observations
- Portfolios
- Practical display
- On-line assessment
- Excursion reports

Trainers must adopt a range of strategies that are suitable for the subject matter and the learning objectives as per the syllabus documents.

Learning Outcomes/Competency Units

By the conclusion of the training session assessment strategies must have covered all of the listed learning outcomes/competency units.

Assessment - Results/Grades

Students in general are assessed in Vocational Education Training (VET) sector for each element of competency addressed as:

C = Competent

NYC = Not Yet Competent

Student assessments, projects, exams, and other assessable materials will be kept until the appeals (if any) and reassessment process is completed i.e. three weeks after the completion of a term. After this time they may be collected from the Head of Studies (exam papers cannot be returned to students).

All students will be given feedback on their results by their respective trainers. Final results will be posted on the college student notice board. Results will be show the following information:

- C (Competent) & NYC (Not yet Competent)

A student is unable to repeat a failed subject more than once.

When an international student does not meet satisfactory academic performance he/she will be reported to DIAC as per our *DIIS RTE/DIAC Course Progress Policy*.

Students who have received an "NYC"(not yet competent) in any subject should contact the Head of Studies to organise for another assessment as soon as possible.

Furthermore, students are not allowed to extend their course to complete subjects for which they have received an "NYC". All Subjects for which students have received NYC should be attempted and passed before the course end date. To apply to be reassessed for a subject for which a student has received "NYC", relevant form is available from Student Services and handed to the Head of Studies. For second reassessment, a charge of \$100.00 may be applicable.

Reassessment/Appeal for Subject grade

Students are able to appeal the recording of an 'NYC' for any competency unit or learning outcome provided they had good attendance for that subject and had reasonable participation in all assessments. Students are responsible to follow up their failing grades.

Criteria for Appeal against Assessment Grades

Students may appeal against an Assessment grade shown on their Assessment Notice under special criteria.

Criterion 1: Subject requirements and assessment procedures were not published /told or were changed without notification in the beginning of subject.

Criterion 2: You claim that a mistake has been made in calculating the mark/grade for this subject. An appeal under this criterion does NOT normally mean that a complete re-mark of a candidate's paper will be made. It is a detailed check to ensure that no part of a student's performance has been overlooked.

Criterion 3: You have verifiable information regarding relevant and unavoidable circumstances, which directly and significantly affected your performance in a subject. As a consequence, you believe that the result does not fairly reflect your academic competence. Note: A student can repeat failed subject only once. Subsequent failure will result in breach of your VISA Condition (ESOS act 2000).

Criterion 4: Non-submission due to Illness or misadventure

When an overseas student is required to take extra units to complete a course of study, and the remaining units do not constitute a full-time load, this Code does not require the provider to enrol the student in full-time study. This paragraph applies to overseas student who are required to repeat units of study, however, the provider must not allow them to repeat any unit more than once.

Procedure for Making an Appeal

Students are required to follow the TWO STAGE procedure below:

STAGE 1

Step 1: If you believe that the result awarded for a subject, as displayed on your end of Term Notice of Assessment, does not fairly reflect your competence in that subject then you should consider which Criterion may be used as a basis for an appeal. If a Criterion applies to your case, then you should complete the Appeal against Assessment Grade form as to:

The facts, as you see them, related to your appeal. Ensure you clearly demonstrate how your case conforms to the Criterion on which it is based. You may only make a Criterion 3 appeal if you can demonstrate that you satisfy the conditions as set out above. Attach any relevant documents that support your case.

Step 2: Take your completed form to the student coordinator /Lecturer as soon as possible and discuss the reasons for your result. If you can reach an agreement with student coordinator / Assessor, i.e. the student coordinator /Assessor agrees to change your mark/grade or to set an alternative piece of assessment or you are satisfied with the outcome of the discussion then YOUR APPEAL IS COMPLETE. If not, you must complete Stage 2 in order to lodge an Appeal.

STAGE 2

Where the student coordinator/Assessor declines to take any action then you may formally lodge a STAGE 2 Appeal. 1 Step Only: Photocopy the entire Application for your records and LODGE THE ORIGINAL BY THE DUE DATE. Applications may be lodged at Head of studies office who would then contact you for your progress of your appeal.

DUE DATE: Appeal against Term Results - lodge 2 weeks after the date of results displayed on Notice board.

Notes for students

All Re assessment /appeals against assessment grades MUST be made on the prescribed appeal FORM.

The appeal must be based on one or more of the criterion for appeal listed overleaf. Tick the appropriate criterion on the appeal form.

The procedure must be followed. Most appeals will be resolved at STAGE 1 by visiting the student coordinator. If you are unable to contact the coordinating examiner, then contact Head of studies that may be able to help you.

Only where the student coordinator or nominee declines to take any action, or was not contactable, a formal STAGE 2 appeal may be lodged with Head of studies.

Notes for student coordinator or Nominee

If it appears that an error has been made in assessing a student's result (i.e. clerical errors, omission of marks, misapplication of criteria, etc) it is not necessary for stage 2 appeals to proceed in order to change the result. Results can be amended by informing student service officer.

The student's appeal cannot be upheld (even though supported by a student coordinator or Nominee) if it does not clearly conform to one of the prescribed criteria.

The appeal form should be completed by the student presenting all the reason on which the appeal is being based

Standard Policy for Assessment

It is important that the standard of work and presentations be maintained at Queensford College. To this end, all assessment tasks must be submitted on time.

All assessment tasks must be submitted in accordance to your trainer's instructions.

All assessment tasks must include a standard Queensford College cover page.

All assessment tasks must be submitted on A4 paper in hardcopy only?

Trainers have the prerogative to refuse acceptance of any assessment task that does not conform to standard Queensford College policy.

Students will have one week to resubmit an assessment task that has been refused due to substandard presentation.

If refused assessment tasks are not resubmitted within the week an 'NYC' will be recorded.

Assessment Results Recording

Students will be assessed in terms of their competence with the assessment criteria used for each learning outcome/competency unit

Assessment results must be recorded as either a 'C' - competent or 'NYC' - not yet competent for that learning outcome/ competency unit. Each performance criteria will be checked against whether the student has demonstrated a “satisfactory” response or “Not satisfactory” response.

Assessment recording is done on the standard Queensford College Assessment Recording Sheet. Assessment results must be recorded for each learning outcome/competency unit even if integrative assessment tasks are adopted.

Competency in Subject

Students must achieve a 'C' (competent) result for each learning outcome/competency unit to receive a 'C' for the subject.

Assessment Monitoring

All assessment techniques applied by lecturers must be monitored by the HEAD OF STUDIES for validity (is the assessment technique assessing what the trainer thinks is being assessed) and reliability (if the technique is applied to another similar group of students will similar results be obtained)

This monitoring should be carried out at the start of each subject before the lecturer outlines the assessment strategy to the students or in trainers meetings

Missed Assessment Tasks

If a student misses an assessment task for any reason they must provide the college with an explanation. If the reason is 'sick' a medical certificate must be provided. For any other circumstances it remains the responsibility of the student to provide an explanation that the college finds acceptable.

If the student provides a sick certificate or an acceptable explanation alternative assessment arrangements will be made at the time the explanation is provided.

If the student does not provide an acceptable explanation an 'NYC' will be recorded. The student does however maintain the right to appeal the 'NYC' at the conclusion of the subject. Fees may apply for the re- assessment.

Re-assessment of Assessment

The appeals process does not allow for the resubmission or late submission of assessment. Assessment may be re-marked by another assessor if the result is disputed and an agreement has

not been reached by negotiation between the student and the lecturer/student coordinator or teacher who originally assessed the assessment. Fees may apply for the re- assessment.

Learning Strategies and Modes of Study

A range of teaching /learning strategies is used to cater for the difference in learning styles, learning interests and needs of the students.

The trainer ensures that learning is learner centred, using the skills and experience of individuals to focus issues relevant to their own experiences.

Cross industry, cross organisational and cross cultural comparisons should also be encouraged with an emphasis on recent or current examples is drawn from the learner's experience, case studies, journals, newspaper and media articles.

Experimental activities that integrate theory with practice are used.

Learning through Involvement

Learning is best achieved when the student is involved with the task at hand in a communicative and supportive environment. The importance of involvement and dialogue in the learning process is further increased when the student body is international with English as a second language.

Learner Focused

The delivery is learner focused and learners are encouraged to provide scenarios from their own experiences where appropriate

Learning through Communication

Learning involves a significant component of dialogue and communication activities supplemented by board work, handouts and written exercises. Discussion through questions and answers with feedback time is provided for in lectures.

Group Work

Group work as a learning strategy is very important. It will develop students' ability to properly communicate in the workplace. The trainer's role is to provide assistance and guidance to groups

Learning Strategies per Subject

Trainers refer to the relevant syllabus document for the learning strategies as recommended for each subject/competency

Our trainers use following teaching strategies

- Modified lecturers
- Student- presentations
- Involvement in simulations and case studies
- Role-play activities
- Discussions through debates
- Discussions through questions and answers
- Student involvement in practical exercises, demonstrations and calculations
- On-line learning activities
- Excursions
- Games
- Audio-visual presentations
- Videos
- Guest Presenters
- Group activities
- Workshops
- Technical workshops
- Multimedia
- Pair work
- Journals
- Books and magazines

International Student courses are delivered by face to face and online/distance learning as per the Course Information provided.

Assess and Equity principle on assessments

Queensford College may adjust in assessment process and assessment tools to suit the people with disabilities if needed. While doing such adjustment, assessor will change the assessment process or context of the assessment or type of assessment tools to meet the need of person with disability. However, Queensford College will not change the competency outcomes and competency requirement that is needed to be competent in the unit will not change.

Assessors are also encouraged to apply good practical assessment methods while assessing people with disability.

The Australian Skills Quality Authority (ASQA)

The key objective of the Australian Skills Quality Authority is to provide the basis for a nationally consistent, high quality vocational education and training (VET) system.

The ASQA seeks to ensure nationally consistent and quality provision of vocational education and training by registered training organisations. It comprises nationally agreed quality arrangements, which all States and Territories use when registering training organisations.

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) * for international students only

The Commonwealth Register of Institutions for Overseas Students (CRICOS) lists all providers registered to offer courses to people studying in Australia on student visas and the courses offered. If a course is not listed on CRICOS, it must not be offered or provided to overseas students.

Facilities

Queensford College will ensure that all facilities, equipment and premises comply with all the relevant government regulations. Queensford College is located in a modern, ergonomic building close to public transport, entertainment and restaurants. The college is air-conditioned and students have free Internet facility. Comprehensive facilities to facilitate and enhance teaching and learning experience include student resource rooms, kitchen 5 lecture room, staff rooms, administration area, records room and other offices.

Software packages available include Windows XP, Microsoft Office. Other equipment include laptops, printers, scanners, photocopier (available to staff and students), overhead projectors, digital projector, video and television. All students have free access to internet facilities for research work. Brisbane City Council Library is located within few minutes' walk to the College and can be accessed by all students.

Students who wish to use their own laptops for the study purpose will be provided with free wireless access connection to be used inside the college premises.

Commented [O1]: How do students get course info prior to enrolment?

Commented [R2]: We can remove whole course info from Student handbook

Discipline

Underlying Principles

- Queensford College encourages positive behaviour management strategies with a foundation of mutual respect for teachers and students through consultation.
- The Queensford College Grievance Procedures outline the appropriate staff and steps to follow to solve problems.
- Queensford College staff must provide clear/fair boundaries and guidelines to be adhered to which will provide a safe learning environment.
- In all matters, a win-win situation is to be sought by all parties involved unless it involves a compliance issue. Then, legislative compliance and its consequences will be adhered to.

Classroom Management

- Queensford College policies set must be implemented in a manner that facilitates positive classroom management and establishes a positive study environment.
- Teachers are expected to provide worthwhile, relevant tasks set at the appropriate level and delivered at an appropriate pace so that the students identify the value of each lesson.
- When behavioural problems arise, teachers are expected to try and distinguish between categorical behavioural problems and avoidance of failure symptoms.
- Teachers must share these difficulties with the Coordinator/Head of Studies or Academic Director/Principal to find a solution.
- Teachers must set fair, meaningful and consistent boundaries
- Students are encouraged to own their own behaviour. If students continue to ignore the Queensford College Policies, appropriate action will be taken.

Providing Support

- While the boundaries for positive behaviour are set by various Queensford College policies, recognition of the fact that Queensford College students are overseas students, a special understanding must be undertaken.
- Teachers are expected to try and understand the “whole person” and realize that these students may be having life management difficulties such as homesickness that directly affect their approach to learning.

- Students must learn that the culture in Australia is both transparent and fair. Therefore, the Queensford College Grievance Procedure outlines the steps to be taken in this environment to solve problems they may be experiencing.
- In all situations where difficulties arise, the role of the Principal is to provide support for the student, teacher and guardians/parents.

Corporal Punishment

- Queensford College expressly prohibits the use of corporal punishment as a means of discipline.
- Any Queensford College staff member that utilizes corporal punishment as a means of discipline will be automatically released of their duties.
- If any Queensford College staff member becomes aware that a student under 18 years old is being subject to corporal punishment by a guardian/parent/etc. the matter must be reported to the Academic Director/Principal who will contact relevant authorities.

Harassment, Victimization and Bullying

- Queensford College provides a safe learning and working environment and expressly prohibits harassment, victimisation and bullying of any student or staff member.
- All staff and students can refer to the Queensford College policies on harassment, victimisation and bullying.
- All allegations regarding harassment, victimisation and bullying can be dealt with in consultation with the appropriate senior management staff member who is obligated to ensure confidentiality and protection.
- Any student found not complying with the appropriate codes of conduct and engaged in harassment, victimisation or bullying will face expulsion
- Any Queensford College staff member found not complying with the appropriate codes of conduct and engaged in harassment; victimisation or bullying will face termination of employment.
- In all cases, conditions of the Queensland Anti-discrimination Act will be followed and adhered to by both staff members and students at Queensford College.

Access and Equity

Queensford College staff will show no discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy

- Race
- Colour
- Nationality
- Ethnic
- Ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Queensford College staffs have the responsibility to:

- Work to the best of his/her ability and provide quality service to customers and colleagues
- Recognize and respect the skills and talents of other staff members
- Act to prevent harassment, discrimination and bullying against others in our workplace
- Respect cultural and social differences among your colleagues and customers
- Treat people fairly (Don't discriminate against, harass or bully them)

Service to Students

Queensford College will provide service, which is free of charge in terms of:

- Assisting students in creating and developing a resume or CV.
- Preparing the students for how to handle interviews.
- Giving assistance on how students should present themselves and other preparation needed so that they will be confident to get their own job placement
- Giving tips on how to find jobs from the internet or other media.
- Students requiring this help can make an appointment with the Student Services Coordinator or consult their lecturers

Disclosure of Information

Information about students will not be provided to any other third party without the prior written/signed/acknowledged consent of the student with the exceptions of government departments such as DIAC, when the information will be provided with or without the consent of the student.

In all cases, conditions of the Privacy & Personal Protection Act 1998 will be followed and adhered to by both staff members and students at Queensford College.

Government Agencies

Personal information regarding Queensford College students must be made available to Commonwealth and State agencies without the student's permission

Information about a student from the student

- Students will be given access to all information kept on their file based upon written or verbal (interview) request
- Email requests from students for documents cannot be processed. Students must write a formal letter with their signature on it and then the information/documents will be processed

Information about a student from a third party

- Information requests about students from a third party will be denied unless there is written consent from the student.
- If a student is under 18 years old and the written request comes from their parent(s) with a signature that matches the parent(s) signature on the student file, the information will be processed.
- If a student is under 18 years old and the written request comes from their guardian(s) with a signature that matches the guardian(s) signature on the student file, the information will be processed.

In all cases, conditions of the Privacy & Personal Protection Act 1998 will be followed and adhered to by both staff members and students at Queensford College.

Information collected in regard to international students.

'Information is collected during your enrolment and on various forms in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of your visa and your obligations under Australian immigration laws generally.

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

Information collected about you on forms and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service Administrator.

In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law'.

Occupational Health and Safety

- All students and staff will be informed of the appropriate Occupational Health and Safety procedures in case of emergency (e.g. Fire, bomb scare, earthquake, etc.)
- Students will be informed verbally during the induction session and in writing on a fact sheet that references emergency exit points, fire-extinguisher locations etc.
- Queensford College agrees to abide by the Workplace Safety Act 1995 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment
- Students are entitled to safe and functional training equipment and lighting

Language, Literacy and Numeracy Skills

In everyday workplace tasks it is common for a person to use and respond to spoken and written language and use numeracy skills at the same time. These skills are applied within a cultural context that needs to be interpreted and responded to appropriately.

At Queensford College:

- The level of language, literacy and Numeracy involved in delivery will be appropriate for the level required in the workplace
- As the entry requirements stipulate that students are required to have:
 - Year 12 or above
 - IELTS 5.5 or above TOEFL PBT score of 530 or TOEFL CBT score of 197 or TOEFL IBT overall score 71 (No band less than 70) or equivalent internationally recognized exam result in line with Department of Immigration and Citizenship (DIAC) regulations

The academic and English language entry requirements are appropriate for adequate communication at the level of delivery and assessment expectations

Students enrolled in any Queensford College certificate/diploma courses that experience any language, literacy or numeracy problems with their studies:

- Language, literacy or numeracy issues are first detected by the lecturers who report them to the Head of Studies.
- The lecturer, student and Coordinator meet to assess the situation
- After the test results are finalised, a decision is made in consultation between the Coordinator, lecturer and student whether private tuition or short term language is required before returning to their principle studies,
- All interview details; tests and results are kept on the student's file.
- Should a student require private tuition, they can choose to use a Queensford College teaching staff member or an external tutor.

Student Records

In accordance with current regulations, all Queensford College student records are maintained for a period of 30 years. In the event of reissue of a qualification or a statement of attainment or a closure, these records will be transferred to ASQA

Legislation

Anti-Discrimination Act 1977

This Act applies to students in prohibiting harassment, victimisation, and bullying, racial vilification and disability discrimination by and against students.

Students are to be advised that victims of the preceding may pursue legal remedy and that perpetrators of the preceding may be subject to criminal and civil action.

Education Services for Overseas Students Act 2000 (ESOS Act)

This Act applies to students in that it mandates certain policies, procedures and actions by the College. For example, the Act requires the College has to report those students who have not met student visa conditions relating to attendance and academic performance to Department of Immigration and Citizenship (DIAC).

Students are to be advised that such policies and procedures are not subject to the discretion of the College and are required by law.

Migration Act 1958

Section 137J of this Act applies to students in that it allows the Department of Immigration to automatically cancel a student visa 28 days after a notice is sent to the student under Section 20 of the ESOS Act if the student has not visited DIAC.

Students are to be advised that they must visit DIMA within 28 days of a Section 20 notice if they wish to remain on their student visa.

Occupational Health and Safety Act 2000

This Act applies to students in that it mandates certain policies, procedures and actions by the College. For example, the Act requires the College to ensure that students are adequately protectively clothed while on campus. Students that enter the College bare-footed, in thongs, or stilettos will be asked to leave; as such footwear does not adequately protect the student. Students are to be advised that such policies and procedures are not subject to the discretion of the College and are required by law.

National Educational and Training Act 2005

This Act applies to registered training organisation (RTO) comply with the requirements set out in Vocational Educational & Training Quality Framework (VQF).

Privacy Act 1988

This Act requires the College to follow the ten national privacy principles in the handling of personal information of students / employees and other confidential information obtained.

Collection - We will collect only the information necessary and individuals will be told the purposes for which the information is collected.

Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

Data quality – We will take all reasonable steps to make sure that the personal information the College collects uses or discloses is accurate, complete and up to date.

Data Security – We will take all reasonable steps to protect the personal information the College holds from misuse and loss and from unauthorised access, modification or disclosure.

Openness – We will document how the College manages personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.

Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. Information errors described by individuals will be corrected and updated where appropriate.

Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where necessary to carry out their functions efficiently.

Anonymity - Wherever possible, the organisation will provide the opportunity for individuals to interact with them without identifying themselves.

Transborder Data Flows - The individual's privacy protection applies to the transfer of personal information out of Australia.

Sensitive Information – We will seek the consent of an individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Disability Discrimination Act 1992

This Act applies to the College and the Students in regard to working with disabled people whether they are students, trainers/assessors or staff. The College act to:

- prohibit discrimination, including indirect discrimination and harassment, on the basis of disability
- enable complaints to be lodged by or on behalf of a person who believes there has been discrimination on the basis of having a disability or of being an associate of a person with a disability

Student acknowledgment / declaration

I _____ hereby acknowledge that I have received the student handbook for new students and that I have read and understand the rules and information contained within the Student handbook applicable to me. *domestic students do not adhere to 'Policies and Procedures for International Students'.

Additional Requirements to be completed for International Students

- ☐ I am aware of my responsibility to advise of any change to my address, phone or email.
- ☐ I am aware of my obligation to advise the college of any change to my visa status within 7 days of application.
- ☐ I am aware of visa obligations to remain enrolled in a registered CRICOS course, maintain satisfactory attendance and progress in my course each study period.
- ☐ I am aware of my visa obligation to only work 40 hours per fortnight during class time.
- ☐ I am aware I cannot undertake work until you have commenced your course in Australia.
- ☐ I am aware I **must** maintain adequate arrangements for health insurance during my stay in Australia.

By signing this declaration, I agree that Queensford College, its officers, teachers, employees, representatives and agents shall not be held responsible and/or be under any liability as far as permitted by the laws of Australia and/or will not make any claim against them for the student's death, bodily injury, disability, loss, damages and/or property damage which may be sustained by the student.

This includes claims, which may be caused by the student in connection with or during the period of the student's attendance at any premises operated by Queensford College, the student attending activities and/or excursions and/or in any accommodation arranged for the student.

Furthermore, I agree to pay any direct and/or indirect costs incurred by Queensford College in relation to these activities and/or excursions organised by or on behalf of or with the assistance of Queensford College or which the College has knowledge.

Student ID#	
Student Name and Signature	
Date	

****End****