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International Student Handbook COVID 19 Addendum

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1. Scope

In lieu of the COVID-19 pandemic, this student handbook addendum has been created to inform the temporary changes of Queensford College's operations and training. To ensure the safety of our students and staff, Queensford College has adopted to virtual classes for training and delivery of its courses for a temporary period until social distancing restrictions are no longer in place.

This addendum is to be read in conjunction with the International Student Handbook and is available on the Queensford College website: <https://queensford.edu.au/downloads/>

A copy of this addendum is also available on the Queensford College website.

2. Definitions

Pandemic: is defined as an epidemic occurring worldwide, or over a very wide area, crossing international boundaries and usually affecting a large number of people.

Onshore Student: is a student currently residing in Australia.

Offshore Student: is a student currently residing outside of Australia in a different country.

Virtual Classes: is education that takes place over the Internet. Virtual classes is a form learning that takes place across distance and not in a traditional classroom through internet technology.

3. Temporary Changes to Delivery of Courses

As a part of our response to the COVID-19 pandemic, Queensford College has moved its training and delivery from classroom (face-to-face) to virtual classroom for a temporary period until social distancing restrictions are no longer in place.

All campuses in Brisbane, Adelaide and Parramatta are currently closed, including classrooms and computer labs facilities. This may change in the near future and the college will update students and staff as the situation develops.

The college's staff are working from home. Consequently, face-to-face services are not available on campus and this includes classes, meetings with Student Support, Accounts, and other departments.

Orientation sessions will be run virtually.

Classes will be run virtually via Microsoft Teams.

Students will be emailed communication information on how to access virtual classes.

Course timetables have been restructured to move Practical Classes and Vocational Placement towards the end of the course.

Courses that comprises units of practical classes and vocational placement are not offered virtually. Students will be required to wait until face-to-face classes are resumed on campus. These measures have been put into place in anticipation that the college will re-open the classes in the coming months.

3.1. Course Delivery Mode Changes

Courses that have changed in delivery mode.

CRICOS Course Code	Course Code and Name	Delivery Mode
098755B	BSB51918 Diploma of Leadership Management	Virtual Classroom
088532M	BSB61015 Advanced Diploma of Leadership Management	Virtual Classroom
0101580	ICT50118 Diploma of Information Technology	Virtual Classroom
096219J	ICT60215 Advanced Diploma of Network Security	Virtual Classroom
092893G	10118NAT Diploma of Social Media Marketing	Virtual Classroom
089225C	CHC43015 Certificate IV in Ageing Support	Theory Classes: Virtual Classroom Practical Class and Vocational Placement: Face-to-Face
084087D	CHC50113 Diploma of Early Childhood Education and Care	Theory Classes: Virtual Classroom Practical Class and Vocational Placement: Face-to-Face
092402J	SIT40516 Certificate IV in Commercial Cookery	Theory Classes: Virtual Classroom Practical Class and Vocational Placement: Face-to-Face
091045M	SIT50416 Diploma of Hospitality Management	Theory Classes: Virtual Classroom Practical Class and Vocational Placement: Face-to-Face

4. Updated Policies, Change of Holidays and Timetables

4.1. Attendance and course progression

Even though classes are being delivered through virtually, all students must meet the requirements to attend all virtual classes and make course progression, as per the following policies:

- Attendance Policy and Procedure: [Click here to view](#)

- Course Progression Monitoring: [Click here to view](#)

Queensford College will be monitoring attendance virtually along with course progress. The college is required to report any students not meeting the attendance requirements to the Department of Home Affairs if any student falls below the required level of attendance. The college will advise students to maintain required minimum attendance virtually and keep submitting assessments to keep up with course progress.

4.2. Student payments

Current students who are facing difficulty in paying their tuition fee can email the Accounts Department at accounts@queensford.edu.au to explain their situation in detail in order to make changes to any payment plans. The accounts department will review this as a case by case basis.

4.3. Change of holidays and timetables

Course timetables have been restructured during this time. The autumn break from 20 April to 26 April 2020 has been postponed until further notice from the college. This measure has been put into place in the college will re-open the classes in the coming months and to coincide with when practical classes and vocational placement are able resume.

5. Virtual Classes

Virtual classes will be conducted from the location of the student's residence. Students are required to have appropriate study desk and chair and meet the computer requirements listed in 7.1 of this document.

6. Student Support

Queensford College has in place support for students at various levels. As the course is currently delivered by virtual classroom, the students first point of contact will be their trainer. Please contact the respective trainer for any assistance.

If students are experiencing technical issues, please contact IT team by email: helpdesk@queensford.edu.au

The student support team at all campuses are working from home and are available to assist students with their enquiries during this tough time.

To seek information and assistance on the status of your enrolment, course progress, vocational placement, completion of their course, certificate collection and other related issues, please contact our Student Services by email at: studentservices@queensford.edu.au

7. Marketing and Student Recruitment Changes

Queensford College is required to inform all current and prospective students to changes in delivery modes of its advertised courses to ensure information is current and accurate.

Queensford College works with international agents to assist in recruitment of students onshore and offshore. As such, the college is required to inform all approved representative international education agents of course delivery changes to ensure marketing and advertising is current and accurate by conducting a webinar.

All current students will be reminded of their rights and provided details to any applicable refunds if the college has ceased to deliver any part of the training product in which the student is enrolled in.

Record of all changes made to advertising and marketing material to support temporary changes to delivery modes will be stored internally.

Australia has imposed its highest-level travel warning- level 4 travel ban for an indefinite period and from April 15, 2020 only Australian citizens, permanent residents, and their immediate family members can enter Australia. As a result, offshore students cannot enter into Australia until it has been lifted.

7.1. Computer requirements

Due to the COVID-19 pandemic, all current and any prospective students enrolling to study at Queensford College will need to ensure they are able to connect to the internet and have the capability to use our online learning system that meets the minimum technical requirements, which are:

- Access to a laptop/computer is preferred
- An operating system supporting the following browsers (current version and up to three most recent versions): Chrome, Firefox, Safari (excluding Safari on Windows), and Microsoft Edge
 - For Windows: Windows 10, 4 Gb RAM installed (minimum)
 - FOR MAC: Mac OS X 10.13 or above
- Access to Word processing software, such as Microsoft Word
- Reliable internet connection
- Webcam
- Video editing software

7.2. Students studying onshore

Students who onshore (residing in Australia) are required to commence and/or continue studying virtually with us.

7.3. Students studying offshore

Students who are offshore (residing outside of Australia) and do and/or do not hold a student visa can commence course by participating in virtual classes; if they are enrolled in specific courses mentioned in the International Students Studying Offshore Virtually Policy document.

Students who are offshore (residing outside of Australia), have a valid visa, enrolled in courses where there is a portion of the course which must be completed in Australia (cannot be completed online), and cannot travel to Australia, can elect to suspend/defer their course to a future intake. By electing students will not be able commence/continue to study their course in virtual classes.

Please contact our Student Services Team at studentservices@queensford.edu.au or an authorized representative agent for more information on offshore students studying virtually or to check to see if you are eligible.

7.4. Refusal of student visas

In a case where the student is a prospective student and their visa is refused, student will be refunded as per Queensford College Refund Policy, available on our website:

www.queensford.edu.au/downloads.

In case where a student who is onshore and has commenced studying at Queensford College and their student visa is refused, then refund is to subject to the student planning to decide to withdraw from the course and not planning to appeal the visa refusal decision with the Department of Home Affairs. In such a case, the student's remaining fee will be refunded in accordance with Queensford College Refund Policy, available on our website:

www.queensford.edu.au/downloads.

If a student wishes to appeal the student visa refusal decision by the Department of Home Affairs with Appeals Administrative Tribunal (AAT), he/she should continue studies and meet the obligations of their student visa.

8. FAQs

1. How do I access the online platform?

You will be able to access learning and assessment materials through Moodle and classes will be held virtually using Microsoft Teams. Student Services will be emailing you documentation on How to Login to Moodle and How to use Teams for Virtual Classes.

2. What days are my classes?

Please contact your trainer or our student support team to assist you.

3. What happens if I cannot make the virtual classes?

Please inform your trainer and the student support team about not being able to attend along with reasons for not attending.

4. I do not have money to buy food. What should I do?

Foodbank is Australia's largest food relief organisation. For individual support, Foodbank offers Foodbank Food Hubs, Foodbank Pop-Ups and Foodbank Hamper Program, but to access these services you must get a referral from one of Foodbank's charity partners – you can find state-by-state lists on their website: <https://www.foodbank.org.au/>

The Salvation Army is located across Australia and can provide emergency relief to those in need, including financial assistance for food. Contact the Salvos Assessment Line on 1300 371 288 (9am-5pm, Monday to Friday) to speak to a support worker who will assess your situation and refer you to a local 'Salvos Connect' site to receive assistance. Or visit their website: <https://www.salvationarmy.org.au/>

Additional food support services are listed on the following websites:

- [Study NSW](#)
- [Study Brisbane](#)
- [Study Adelaide](#)

For more services, please visit askizzy.org.au for a list of local charities and services.

5. I am lonely and need to talk with someone.

You can contact our student support team to talk to or call the following call mental well-being helplines:

- Lifeline Australia – 13 11 14
- Youth Beyond Blue – 1300 224 636
- headspace – 1800 650 890
- Kids Helpline – 1800 55 1800