



Queensford College

Pre-Enrolment Guide

www.queensford.edu.au

RTO: 31736 CRICOS: 03010G

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Pre-Enrolment Guide

This Pre-enrolment Guide will support you through the enrolment process. This guide aligns to the International Student Handbook which sets out the policies and procedures for Queensford College, providing a comprehensive guide for all international students.

As a condition of enrolment, all international students and prospective international students are required to read this information carefully to fully understand how the College operates and where they can find information to assist them throughout their enrolment with Queensford College.

This guide is to be read in conjunction with specific course brochure and letter of offer.

Contact Queensford College

International Enquiries

Phone: +61 7 3221 1626

Email: info@queensford.edu.au

Visit: www.queensford.edu.au

Mailing Address

Queensford College

Level 2, 359 Queen Street

Brisbane QLD 4000 Australia



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About Queensford College

Queensford College is a Registered Training Organisation (RTO) that is focused on providing quality education and training in fully-accredited courses. We are present in three key cities in Australia – Parramatta, Brisbane and Adelaide. From these campuses, we cater to local and international students, providing nationally recognised qualifications in a range of fields and areas of study.

We specialise in delivering courses in Accounting, Hospitality and Commercial Cookery, Aged Care, Early Childhood Education and Care, Information Technology and Nursing.

Queensford College is registered under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), Provider No. 03010G. This authorises the college to offer, accept and teach overseas students who are in Australia on a student visa.

The vocational education courses that we offer have all been designed and developed following the needs and requirements of various industries. This is to ensure that we equip our students with the right skills and competencies to be able to immediately contribute to their chosen fields.

Queensford College offers quality academic support to its students through the latest facilities that we have on campus along with the help and support of highly qualified staff and trainers.

Policy and Procedures

Students are able to access all relevant policies and procedures on the Queensford College website: <https://queensford.edu.au/downloads/>

Policies include:

- Refund Policy
- Critical Incident Policy/Procedure
- Transfer between Providers Policy and Procedure
- Complaints and Appeals Policy
- Monitoring Course Progress Policy and Procedure
- Deferral, Suspension and Cancellation Policy and Procedure
- Student Academic and General Code of Conduct Policy
- Credit Transfer and Recognition of Prior Learning Policy
- Student Payments Policy
- Privacy Policy
- Under 18 Students Policy (if applicable)

Other Information on Living in Australia.

Information on living and studying in Australia can be found at Study in Australia <https://www.studyinaustralia.gov.au>. The website provides general information on studying and living in Australia, along with events and things to do.

Entry Requirements

Entry Requirements have been set 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.

Some courses may have higher entry requirements, please check specific course brochures for more information.

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

Note: All documents that are submitted upon application for enrolment at the College must be translated into English and be certified a true copy of the original.

International Students Entry Requirements

Certificate III Level:

Academic Requirements

- have completed at least an Australian year 11 or equivalent.
- must pass Queensford College's internal LLN/ English Placement test.

English language proficiency level:

- students must provide evidence of attaining an overall IELTS score of 5.0 or equivalent scores on a similar test (such as TOEFL, PTE etc.); or
- attained at least Intermediate Level of English and must provide evidence of the same; or
- student must pass Queensford College's relevant Internal English Placement Test

Certificate IV, Diploma and Advanced Diploma Level

Academic Requirements

- depending on upon the nationality of the student year 11 (Australian equivalent year 11) may be sufficient - please check with Queensford College prior to enrolment
- have completed at least an Australian year 12 equivalent
- must pass Queensford College's internal LLN/ English Placement test

English language proficiency level:

- student must provide evidence of attaining an overall IELTS score of 5.5 bands or equivalent scores on a similar test (such as TOEFL, PTE etc.); or

- student must have attained at least Upper Intermediate Level of English and must provide evidence of the same; or
- student must pass Queensford College's relevant Internal English Placement Test

Mature Age Students who do not have any qualifications, must pass the Queensford College internal LLN/ English Placement test.

Diploma of Nursing:

Academic Requirements

- Applicants must have completed at least an Australian year 12 or equivalent.

English language proficiency level:

Applicants not having evidence of completing five (5) years full time equivalent education taught and assessed in English in any of the recognised countries listed in the Australian Health Practitioners Registration Agency (AHPRA) registered standard, must provide evidence of having undertaken one of the following:

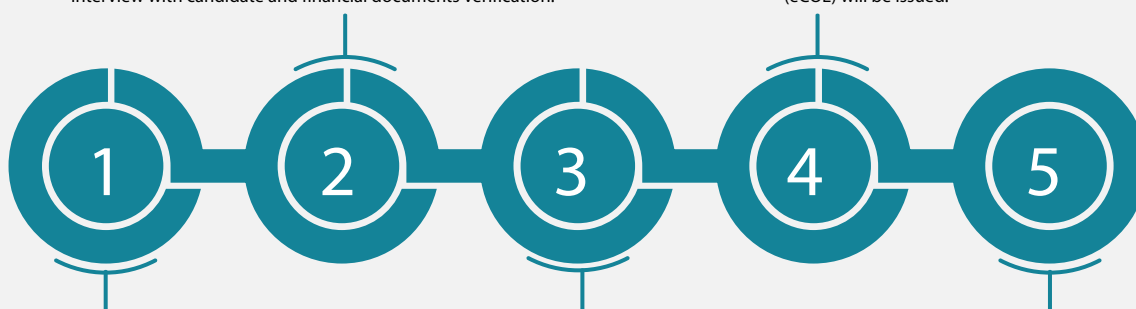
- International English Language Testing System (IELTS) examination (academic) with a minimum score of 7.0 in listening, reading, writing and speaking; or
- Occupational English Test (OET) with an overall pass and with grades of A or B in listening, reading, writing and speaking; or
- PTE (Pearson Test of English) Academic with a minimum overall score of 50 and a minimum score of 50 in listening, reading, writing and speaking; or
- TOEFL (the Test of English as a Foreign Language) iBT with a minimum total score of 60 and the following minimum score in each section of the test:
 - o 12 for listening
 - o 13 for reading
 - o 21 for writing
 - o 18 for speaking

Mature Age Students who do not have any qualifications, must pass the Queensford College internal LLN/ English Placement test.

Application Process

College Assesses and Verifies Applications: Once we receive your application we will assess your application against the requirements of the course and issue a conditional offer letter, which is followed by an interview with candidate and financial documents verification.

College Issues eCOE: Electronic confirmation of enrolment (eCOE) will be issued.



Student to Apply for Chosen Course: Select from our range of courses in the International Prospectus or on our website and return a completed application form along with the required documents to us. Download the International Student Application Form here: queensford.edu.au/downloads

Student to Review, Process and Accept: Review your letter of offer to ensure course fees, duration, payment plan etc. are stated correctly. Required payment of tuition fee. Return signed acceptance of offer.

Student to Apply for Australian Student Visa: Apply for an Australian student visa at your nearest Australian Mission overseas.

Students Under 18 Years of Age

Prior to Queensford College accepting a student under the age of 18, the student and their parent/legal guardian must complete and sign the International Student Application form and lodge this together with proof of relationship documentation.

If the student will be under 18 when he/she is in Australia, the parents must do one of the following:

1. Nominate themselves/legal guardian or a relative over 21 years as a student guardian. This person must have a visa to remain in Australia for the duration of student visa or until the student turns

18 and provide evidence that the nominated person/s will accompany the student.

2. Nominate Queensford College to coordinate student welfare arrangements with an approved carer.

Please refer to Queensford College's U18 Policy and Procedures for more detailed information regarding the application process and enrolment of students under the age of 18 <https://queensford.edu.au/downloads/>

Credit Transfer/Recognition of Prior Learning

To receive a Credit Transfer, you are required to produce evidence of units of competency/qualifications previously undertaken and successfully completed. Applications for Credit Transfer must include units of competencies completed, duration of the course and evidence of completion (certificate and transcript or statements of attainment).

RPL is an assessment-only process, determining the competence of an individual acquired through formal and non-formal and experience gained through work-related, volunteer or life experience, to determine if they meet the requirements for a unit of study.

Applications for Credit Transfer and RPL will be considered on a case-by-case basis.

Applicants should check the box on their enrolment form to indicate their intent to apply for Credit Transfer and/or RPL on. Post-enrolment, applicants should request an application form for Credit Transfer/RPL from Student Services at their respective campus.

More information can be found at on our website at: <http://queensford.edu.au/recognition-of-prior-learning-rpl>

Campus Locations and Facilities Available

Strategically located at the heart of CBD, public transport is easily accessible to travel to campus by bus networks and train lines, ferries (Brisbane), and trams (Adelaide). Taxis operate Australia-wide, bicycle facilities and car parking can be found.

Creating a comfortable, accessible and resourceful environment for all students is one of our top priorities.

Each campus has its own kitchen and lounge facilities, which includes a fridge, microwave, watercooler, instant coffee, and dining table and chairs.

Queensford College is proud of its excellent teaching facilities across all three campuses. Classrooms are fully furnished with projectors in an air conditioned environment.

All computer labs on campuses are equipped with desktop PC's that are connected to high speed internet and to a printer. Power points are also available to recharge electric devices. Course material can be accessed online through a learning platform.

Please see campus reception to connect to free wifi.

Specialised Training Facilities for Hospitality, Nursing, Aged Care, and Child Care

Enhancing the student's learning experience, our campuses are continually being upgraded with specialised training facilities.

Level 1 of the Brisbane campus now has its very own complete commercial training kitchen with fully functional state-of-the-art facilities.

Paramatta and Adelaide campuses both offer access to commercial kitchens off-campus, but in close proximity to the campus.

Level 5 of the Brisbane campus and Level 3 of the Parramatta campus both offer nursing facilities fully equipped with a simulated hospital ward environment, along with providing simulated and appropriately furnished rooms for Aged Care and Child Care.

Brisbane Campus, Queensland

Address: Level 2, 359 Queen Street, Brisbane, Queensland 4000 Australia

Phone: +61 7 3221 1626

Email: info@queensford.edu.au

Website: www.queensford.edu.au

Adelaide Campus, South Australia

Address: Level 11, 90 King William Street, Adelaide, South Australia 5000 Australia

Phone: +61 8 8410 4605

Email: sa@queensford.edu.au

Website: www.queensford.edu.au

Parramatta Campuses, New South Wales

Fitzwilliam Street Campus, Parramatta

Address: Level 3, 1 Fitzwilliam Street, Parramatta, New South Wales 2150 Australia

Phone: +61 2 8660 0040

Email: info@queensford.edu.au

Website: www.queensford.edu.au

Wentworth Street Campus, Parramatta

Address: Level 5, 9 Wentworth Street, Parramatta, New South Wales 2150 Australia

Phone: +61 2 8660 0040

Email: info@queensford.edu.au

Website: www.queensford.edu.au



Class Schedule, Mode of Study and Assessment

Class Schedule

The classes may be scheduled on any days of the week between Monday to Saturday over a maximum of 5 days a week. The lectures may be scheduled any time between 8.30am and 5.00pm, in addition to evening classes being held for some qualifications between 4.00pm to 9.30pm.

Session timetables will be provided to students at orientation. Timetables may change without notice. Holiday breaks and intake dates are nine week per term with breaks inbetween. Please refer to the website to view the academic calendar:

<https://queensford.edu.au/intake-dates/>

Mode of Study and Assessment

On campus students may experience a combination of lecturers, group discussions, case studies, class excursions, research projects, practical demonstrations and if applicable, vocational placement.

Students will be assessed through the following methods of assessment, which may vary depending on the course of study. Each unit of study may include several assessment methods, with all assessment methods being required to be completed and deemed satisfactory to achieve competency for an individual unit.

- Written Activities Assessment/Knowledge Questions – A set of written tasks provided to the student required to be completed including, true/false, multiple choice, short answers or of the type where a 'sequence of order' list is required.
- Assignment - This Assessment Tool will require written document(s) to be submitted and may take the form of short answer questions,

completion of templates, or questions requiring research and more in-depth responses than the type of questions that would be included in Knowledge questions.

- Practical Project - This type of Assessment Tool requires the student to complete a combination of tasks such as some type of practical task and some written work. Examples include (but are not limited to):
 - A roleplay - student to complete some written answers/sections of a document and the assessor recording their observation and /or comments about practical skill(s) being demonstrated while asking the student questions
 - A portfolio of research
 - A vocational logbook- Record of tasks undertaken in the workplace by the student
 - A verbal report
 - A journal, diary or reflection by a student
 - A presentation (where there are preparatory notes, slides and the presentation itself)

Additional Information

Additional information about courses can be found by on our websites: <http://www.queensford.edu.au>

Indicative Course Related Fees

In addition to the enrolment and tuition fees, other course related fees include:

Fees for Overseas Student Health Cover (OSHC), toolkits, uniforms, text books where applicable.

Student Visa holders are required to obtain Overseas Student Health Cover (OSHC) to cover their stay in Australia for the duration of their studies. You must be covered by an authorised OSHC provider

during your stay in Australia. You can find further information about OSHC by going to the following web site: <http://www.health.gov.au/internet/main/Publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1#insurersofferoshc>

Additional Administrative Fees

The following administrative fees and charges apply:

Description	Form Type/Contact Office	Amount \$AUD
Application fee (Non-refundable)	Application Form/Online	\$200
Interim Transcript	Online Request Form	1st copy no charge, thereafter \$50
Student ID Card	Reception	1st copy no charge, thereafter \$20
Change of Commencement Date/Deferral of the Course	Enrolment Variation Form	\$250 or; Free to the applicants due to delayed visa processing, and caused by serious medical illness
Change of Course	Enrolment Variation Form	\$250
RPL Application and Information Collection	RPL/Credit transfer application form	\$250 administration fee
Credit Transfer	RPL/Credit transfer application form	\$250 administration fee
RPL Qualification Review Fee	Written Application	60% of course fee
Early Termination Request	Enrolment Variation Form	No charges
Qualification and Final Transcript	Online Request Form	1st copy no charge, thereafter \$50
Statement of Attainment	Online Request Form	1st copy no charge, thereafter \$50
Express Service for Certificates	Reception	\$20 for the next day, \$50 same day Extra \$10 for the express post
Refund Attraction Fee	Tuition Fee Refund Application	\$250
Re-assessment (Theory)	Reception	\$150 per unit (up to 3 attempts)
Re-sit Practical Assessment	Reception	\$150 per day required
Missed Vocational Placement	Vocational Placement	\$150 per day
Late Assessment Fee	Reception	\$150 per unit
Appeal of Assessment / Re-assessment	Reception	No charges
Printing and Photocopy	Reception	Free for 300 pages per course. Thereafter \$20 per 100 pages
Leave Request	Enrolment Variation Form	No charges
Late Payment of Fees	Accounts Department	\$50 per week
Replacement of Textbook and/or Learning Materials	Written Application	As applicable

*Fees and charges are subject to change

Other Information on Living in Australia

Adelaide, South Australia

Adelaide is a coastal city and is the capital of the state of South Australia (SA). Adelaide is a major destination hub for over 35,000 international students.

South Australian Government provides transport concessions for international students on presentation of their formal student identification card. There are also two free services that serve the city and North Adelaide, which are Free City Connector and Free Tram.

For more information:

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

Brisbane, Queensland

Brisbane is the third largest city in Australia. Brisbane has a subtropical climate which makes it the perfect place for many outdoor activities like kayaking up the Brisbane River, camping and hiking in one of the national parks, snorkelling around one of the Moreton Bay islands, and a whole lot more.

Over 75,000 international students are calling Brisbane their second home. Students studying at Queensland education institutions are eligible, upon application, for concessions on public transport. Modes of transport include buses, trains and ferries. A free City Loop and Spring Hill Loop bus services are available within the Brisbane CBD.

For more information: <http://translink.com.au>

Parramatta, New South Wales

Parramatta is a suburb in Sydney, in New South Wales (NSW) and the state's second largest commercial business district. Established in 1788 by the British, Parramatta is a historic area teeming with many historic places to visit like the Old Government House, the Hambleton Cottage, the Elizabeth Farm House, the Experiment Farm, and the Parramatta Park. Aside from the rich history, Parramatta is undeniably lively and exciting and offers a range of recreational and cultural activities and events.

SModes of transport include trains, buses and ferries. For information in relation to student public transport concessions, please visit <https://www.transport.nsw.gov.au/>

Living Costs

Knowing the average living costs in Australia is an important part of your preparation for living and studying in Australia. The costs below are an approximate guide only, and you should be aware that these costs may vary depending on your study location in Australia.

Accommodation

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$85 to \$215 per week
- On campus - \$90 to \$280 per week
- Homestay - \$235 to \$325 per week
- Rental - \$165 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

Other living expenses

- Groceries and eating out - \$80 to \$280 per week
- Gas, electricity - \$35 to \$140 per week
- Phone and Internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living in Australia: www.insiderguides.com.au/cost-of-living-calculator/

School Aged Dependents

Any school aged dependents accompanying overseas students to Australia are required to pay full fees if they are enrolled in either a government or non- government school.

Accommodation

Queensford College does not provide accommodation facilities however, college representatives can guide students to accommodation providers (including Homestay and student accommodation facilities). The accommodation placement fee is AUD\$200.

Please provide the college with at least 14 days' notice if you require our staff to arrange accommodation for you.

Legislation, Regulations and Codes

In Australia, only Registered Training Organisations (RTOs) can issue nationally recognised qualifications. Our RTO provider code is 31736. Queensford College also provides training to overseas students and is registered with the Commonwealth Register of Institutions and Courses for Overseas Students. Our CRICOS Code is 03010G.

As an RTO and a provider of training to overseas students, Queensford College is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. Students need to be aware that all actions required under the applicable legislation, regulations and codes are not subject to the discretion of the College and are required by law. You can find our more information about the legislation and Regulations that underpin Queensford College practices at the following websites:

Education Services for Overseas Students Act (ESOS Act) 2000

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code)

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

FOR MORE INFORMATION VISIT:

www.queensford.edu.au

Alternatively, you can call on +61 7 3221 1626 or email info@queensford.edu.au

The Tuition Protection Service (TPS)

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

The Australian Skills Quality Authority (ASQA)

<https://www.asqa.gov.au/>

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)

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

National Vocational Education and Training Regulator Act 2011

<https://www.legislation.gov.au/Details/C2011A00012>

The Australian Government is committed to ensuring international students have an excellent education experience in Australia. Please view the fact sheet below containing important information about their rights and responsibilities while studying in Australia

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

