



Queensford College is the trading name of Malekhu Investments Pty Ltd  
ABN 17 129 064 437 | RTO 31736 | CRICOS 03010G  
[www.queensford.edu.au](http://www.queensford.edu.au)

# Domestic Student Handbook

## Table of Contents

Handbook Disclaimer.....	3
Welcome from the Principal Executive Officer.....	4
1. Relevant Legislation and Authorities.....	5
2. About Queensford College.....	6
2.1. Campus Information.....	6
2.2. Important Contacts.....	6
3. Fees and Charges.....	7
3.1. Fee Information.....	7
3.2. Funded Programs (Queensland and South Australia).....	8
3.3. Making Payments.....	8
3.4. Failure to Make Payment.....	8
4. Refund Policy.....	9
4.1. Exceptions to Refund Policy.....	9
5. Enrolment.....	11
5.1. Enrolment Dates.....	11
5.2. Entry Requirements.....	11
5.3. Unique Student Identifier (USI).....	12
6. Course Attendance.....	12
6.1. Classroom.....	12
6.2. Online Learning.....	12
6.3. Workplace-Based Learning.....	13
6.4. Vocational Placement.....	13
7. Course Assessment.....	13
7.1. Competency-Based Training and Assessment.....	13
7.2. Assessment Methods.....	13
7.3. Vocational Placement.....	14
7.4. Appeals.....	14
8. Recognition of Prior Learning (RPL).....	15
9. Credit Transfer.....	16
10. Privacy and Records.....	17
10.1. Privacy.....	17
10.2. Access to Your Records.....	17
11. Equity, Discrimination and Harassment.....	18
11.1. Access and Equity.....	18
11.2. Harassment, Victimisation and Bullying.....	18
12. Complaints and Appeals.....	19

13.	Student Rights and Responsibilities .....	20
14.	Student Code of Conduct.....	21
14.1.	Campus Rules.....	21
14.2.	Classroom Policy .....	21
14.3.	Dress Code.....	22
14.4.	Academic Misconduct.....	22
14.5.	Children on Campus.....	23
14.6.	Emergency Evacuation Procedures .....	23
15.	Student Services .....	24
15.1.	Student Identification Card.....	24
15.2.	Travel Concessions.....	24
15.3.	Updating your Details .....	24
15.4.	Name Change .....	24
15.5.	Surveys.....	24
15.6.	External Support Services .....	25
16.	Version Control.....	26

## Handbook Disclaimer

This Domestic Student Handbook contains information that is accurate at the time of printing. Changes to legislation and/or Queensford College policy may impact on the currency of information included. Queensford College reserves the right to vary and update information without notice. Students are advised to seek any changed information and/or updates from their trainer, or by contacting Queensford College.

This handbook has been prepared as a resource to assist students to understand their obligations and those of Queensford College. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this handbook. Any queries can be directed to Queensford College.

## Welcome from the Principal Executive Officer

### Welcome to Queensford College

*Our Mission: To be a provider of quality education and training to students of all cultures.*

Welcome to Queensford College. We trust you will find the time learning with us challenging and rewarding.

Our aim is to equip you with the knowledge, skills, and confidence you need to enter the workforce or to undertake further studies. This Handbook is designed to introduce you to Queensford College and provide essential information about our College.

Queensford College has responsibilities related to the standards of courses, their delivery and assessment. In addition, Queensford College has responsibilities regarding the welfare of students and their educational interests.

As a student, you also have responsibilities towards the College, your colleagues, and the College staff to ensure everyone has the opportunity to achieve their goals and perform to the best of their abilities.

It is your responsibility as a student to ensure that you have read and understood all policies and procedures and to seek clarification from your trainers and/or administrative staff when necessary. All policies will be covered during induction. If you have questions at any time, please ask your trainer for assistance.

The quality of your experience with Queensford College depends largely on your motivation and commitment.

We look forward to assisting you in achieving your goals.

Bikash Bhandari  
**Principal Executive Officer**  
Queensford College

# 1. Relevant Legislation and Regulatory Standards

In Australia, only Registered Training Organisations (RTOs) can issue nationally recognised qualifications. Our RTO provider code is **31736**.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector. As a registered training provider to students, Queensford College is required to adhere to legislation and standards designed to uphold the integrity of nationally recognised qualifications. Students are to be advised 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. This includes:

- **The Australian Skills Quality Authority (ASQA)**  
<https://www.asqa.gov.au/>
- **National Vocational Education and Training Regulator Act 2011**  
<https://www.legislation.gov.au/Details/C2020C00270>
- **Standards for Registered Training Organisations (RTOs) 2015**  
<https://www.legislation.gov.au/Details/F2019C00503>
- **The Tuition Protection Service (TPS)**  
<https://tps.gov.au/Home>
- **Workplace Safety Act 2011 (Cth)**  
<https://www.legislation.gov.au/Details/C2018C00293>
- **Anti-Discrimination Act 1991 (Qld)**  
<https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085>
- **Privacy Act 1988 (Cth)**  
<https://www.legislation.gov.au/Details/C2021C00024>
- **Disability Discrimination Act 1992 (Cth)**  
<https://www.legislation.gov.au/Details/C2018C00125>
- **Further Education and Training Act 2014 (Qld)**  
<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2014-025>

## 2. About Queensford College

Queensford College is a Registered Training Organisation (RTO) that is focused on providing quality education and training in fully-accredited courses.

Queensford College are present in three (3) key cities in Australia – Adelaide, Brisbane, and Parramatta. From these campuses, we have been providing quality training and assessment services to domestic and international students and have been providing nationally-recognised qualifications in a wide variety of fields and areas of studies – Accounting and Business, Community and Health, Hospitality, Commercial Cookery, Information Technology, and Management.

All courses are all accredited with the Australian Skills Quality Authority (ASQA), which means that these courses meet stringent national quality assurance requirements in terms of both competency outcomes and assessment validity. We has state-of-the-art facilities and infrastructure that supports learning and performance of practical tasks.

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

### 2.1. Campus Information

Queensford College has four (4) campuses across Australia, as listed below. All of these campuses are equipped with state-of-the-art computer labs connected to high-speed internet and printers. Queensford College is not obligated to provide laptops to students in the event of them failing to bring their own to class. Students can also access free wireless internet connectivity. Classrooms are fitted with projectors and students have access to lounge and kitchenette facilities. Selected campuses have specialised training facilities for commercial cookery and nursing courses.

<b>Brisbane Campus (Head Office)</b> Level 2 / 359 Queen Street BRISBANE QLD 4000 +61 7 3221 1626 <a href="mailto:info@queensford.edu.au">info@queensford.edu.au</a>	<b>Adelaide Campus</b> Level 11 / 90 King William Street ADELAIDE SA 5000 +61 8 8410 4605 <a href="mailto:sa@queensford.edu.au">sa@queensford.edu.au</a>
<b>Wentworth Street Campus, Parramatta</b> Level 5 / 9 Wentworth Street PARRAMATTA NSW 2150 +61 2 8640 0040 <a href="mailto:info@queensford.edu.au">info@queensford.edu.au</a>	<b>Fitzwilliam Street Campus, Parramatta</b> Level 3 / 1 Fitzwilliam Street PARRAMATTA QLD 2150 +61 2 8640 0040 <a href="mailto:info@queensford.edu.au">info@queensford.edu.au</a>
<b>Hobart Campus</b> Unit 1, 86 Collins St  Hobart, Tasmania 7000  Ph: 03 6169 9595  <a href="mailto:info@queensford.edu.au">info@queensford.edu.au</a>	

### 2.2. Important Contacts

Department	Email	Telephone
General Enquiries	<a href="mailto:info@queensford.edu.au">info@queensford.edu.au</a>	1300 120 457 +61 7 3221 1626
IT Support	<a href="mailto:helpdesk@queensford.edu.au">helpdesk@queensford.edu.au</a>	+61 7 3088 6235

Department	Email	Telephone
Accounts	<a href="mailto:accounts@queensford.edu.au">accounts@queensford.edu.au</a>	+61 7 3221 1626
Student Services	<a href="mailto:studentservices@queensford.edu.au">studentservices@queensford.edu.au</a>	+61 7 3221 1626
Vocational Placement	<a href="mailto:placement@queensford.edu.au">placement@queensford.edu.au</a>	+61 7 3221 1626

### 3. Fees and Charges

#### 3.1. Fee Information

Information about fees and charges is documented clearly on our website or can be obtained by contacting Queensford College. A number of factors will determine how much your course will cost. This includes factors such as:

- Which course you will study.
- Course duration.
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency.
- Your eligibility for funding subsidies or concessions.

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of 01 January 2021 and may be subject to change. Please contact one of our course advisors at Queensford College if you have any questions related to fees.

**The below information applies to domestic fee-for-service students only:**

Description	Form Type/Department	Amount \$AUD
Enrolment/Application Fee	Application Form/Online	\$250 (non-refundable)
Student ID Card	Reception	1 <sup>st</sup> copy free, thereafter \$20
RPL Application and Information Collection	RPL/Credit Transfer Application Form	\$250 administration fee
Credit Transfer	RPL/Credit Transfer Application Form	\$250 administration fee
Qualification / Final Transcript	Online Request Form	1 <sup>st</sup> copy free, thereafter \$50
Statement of Attainment	Online Request Form	1 <sup>st</sup> copy free, thereafter \$50
Express Service for Certificates	Reception	\$20 for next day \$50 for same day Extra \$10 for express post
Refund Application Fee	Refund Application	\$250
Re-Assessment (Theory)	Reception	\$150 per unit (up to 3 attempts)
Re-Assessment (Practical)	Reception	\$150 per day required
Missed Vocational Placement	Vocational Placement	\$150 per day
Appeal of Assessment	Reception	Nil charge
Printing and Photocopying	Reception	Free for 300 pages per course Thereafter, \$20 per 100 pages
Leave Request	Enrolment Variation Form	Nil charge
Late Payment of Fees	Accounts	\$50 per week
Replacement of Learning Materials and/or Textbook	Written Application	As applicable

### 3.2. Funded Programs (Queensland and South Australia)

Specific fees apply to eligible participants of government funded programs. The fee information for each funded program is available under each qualification information area on the Queensford College Website. The fee for specific funded qualifications is outlined at the unit of competency level and provides a full break-up of the fee structure.

#### Fees for Queensland Funded Programs

Queensland User Choice Fees for trainees/apprentices are determined at a rate set by the Queensland Department of Employment, Small Business and Training (DESBT). Currently, the rate is set at \$1.60 per nominal hour for each unit of competency. This rate may be subject to change by DESBT and is monitored on a yearly basis.

Students accessing training through VET Investment funded programs such as Higher-Level Skills and Certificate 3 Guarantee will need to pay a co-contribution fee. All current information regarding qualification specific fees and charges is available on the Queensford College Website.

Additionally, some students may be eligible for concessional fees based on their demonstrated ability to provide current and valid evidence supporting the concessional status. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact the Department of Human Services (Centrelink) to determine your eligibility - <https://www.servicesaustralia.gov.au>.

#### Fees for South Australian Funded Programs

South Australia VET for School Students (VFSS) enrolments are required to follow very specific processes for the upfront assessment of needs, eligibility and entitlements as stipulated by the Department of Innovation and Skills (DIS).

All VFSS students accessing funded training are required to payment a co-contribution fee as outlined on the Queensford College Website.

### 3.3. Making Payments

Fees can be paid by EFTPOS, credit card or bank transfer. Debit card transactions do not attract any charges. MasterCard, Visa, and Bank Card transactions are subject to a payment processing fee of 2.5%. Queensford College does not accept American Express Cards.

Please refer to your Letter of Offer for the payment instalment plans and make a payment on time with your STUDENT ID or FULL NAME as reference.

<p><b>Bank Name:</b> Commonwealth Bank of Australia <b>Account Name:</b> Queensford College <b>Branch Number:</b> 064183 <b>Account Number:</b> 1027 4291 <b>SWIFT Code:</b> CTBAAU2S <b>Bank Address:</b> 66 Eagle Street, Brisbane QLD 4000, Australia</p>
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### 3.4. Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, Queensford College may find it necessary to suspend training until payment is received. Failure of the student and/or their third party



to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact us as early as possible to discuss options.

## 4. 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. A copy of this policy is also available on the Queensford College website. This Refund Policy applies to all course monies paid to the College as per the Letter of Offer. This policy applies to both commencing and extending students and covers full and partial refunds, refunds in the event of student default and in the case of provider default.

The following web links provide fee information on the Queensford College website:

- Course Information - <https://queensford.edu.au/domestic-programs>
- Fees and Refunds Policy - <https://queensford.edu.au/resources>

The below information applies to domestic fee-for-service students only:

Refund Item/Reason	Refund Amount
Enrolment/Application Fee	No refund
Withdrawal at least 10 weeks prior to agreed starting date	Full refund
Withdrawal at least 4 weeks prior to agreed starting date	75% refund
Withdrawal less than 4 weeks prior to agreed starting date	60% refund
Withdrawal after the agreed starting date	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 the agreed start date	Partial or full refund based on management decision

Queensford College reserves the right to withhold granting of the award attained by the student if the student has outstanding fees. The only exception to this would be Queensland User Choice funded trainees/apprentices where granting of the award cannot be withheld due to outstanding fees.

Queensford College does not provide refunds for:

- Application fees.
- Withdrawal from course after the course has commenced.
- Inconvenience of travel to class.
- Moving interstate or overseas.
- Job change or retrenchment.
- Students who leave before completing the course and/or qualification.

All bank charges incurred by Queensford College in issuing a refund will be met by the student. Please refer to the Complaints & Appeals Policy and procedure on the Queensford website for more information if you wish to appeal the Refund Policy.

### 4.1. Exceptions to Refund Policy

Queensford College's Refund Policy under the Queensland User Choice funding program for trainees/apprentices requires:

- The provision for full refunds to students for contribution fees charged and collected in relation to training delivery that has not commenced at the time of the cancellation of enrolment.
- The provision of proportionate refunds where the student has withdrawn from a unit of competency or module.
- The provision of refunds to employers/industry for additional charges paid beyond the participant and government contributions.

## 5. Enrolment

The enrolment process may vary depending on the type of qualification you intend to study.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and all relevant information provided by your course advisor. Note that enrolment is not confirmed until fees have been paid as agreed.

### 5.1. Enrolment Dates

Queensford College has various enrolment options available including operating on a system of rolling start dates, which means for some qualifications you can enrol and start studying straight away. More information including our academic calendar is also available via our website - <https://queensford.edu.au/intake-dates>.

Note: This is a generic timetable and may vary from class to class. Queensford College reserves the right to change the holidays as time tabled if required and students will be notified accordingly.

### 5.2. Course Entry and Eligibility Requirements

Please contact Queensford College to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to generic things such as:

- Previous workplace experience or completion of another qualification that is specified as a pre-requisite for a course as outlined by the relevant Training Package.
- Levels of language, literacy, and numeracy skills appropriate for successful completion of the coursework and, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced.
- Access to a computer that has appropriate software and capacity to access learning and assessment materials.
- Access to an internet connection with sufficient capacity to download course materials (e.g., broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

Specific requirements for entry and eligibility may pertain to courses funded by the state government department. You will be provided full information about the eligibility criteria for accessing a funded course by a Queensford College staff representative.

#### Queensland Funded Programs

The following guidelines apply to students undertaking government subsidised funding programs in South Australia:

[Certificate 3 Guarantee Student Factsheet](#)

[User Choice Funding for Trainees/Apprentices](#)

[Higher Level Skills Student Fact Sheet](#)

## South Australia Funded Programs

The following guidelines apply to students undertaking government subsidised funding programs in South Australia:

[VET for School Students Information](#)

[Job Trainer Information](#)

[Apprenticeships Information](#)

[Trainee and Apprenticeships in SA Booklet](#)

<https://providers.skills.sa.gov.au/Deliver/Upfront-Assessment-of-Need>

<https://providers.skills.sa.gov.au/Deliver/Learner-support-services>

<https://providers.skills.sa.gov.au/Deliver/Student-eligibility-for-subsidised-training>

[Process Map for Upfront Assessment of Need](#)

### 5.3. Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Queensford College cannot issue Certificates or Statements of Attainment without a USI.

**Therefore, it is mandatory that all students supply their USI upon enrolment.**

If you do not have a USI, please visit <https://www.usi.gov.au/students/get-a-usi> for more information, and instructions on how to apply.

## 6. Course Attendance

### 6.1. Classroom

For students enrolled in face-to-face training, class attendance is compulsory. Class timetables will be provided to students at enrolment. Trainers mark attendance in every class, including recording late arrivals and early departures. Students are expected to contact Queensford College if they are absent from class for any reason. Attendance records are maintained by Queensford College in accordance with Standards for RTOs 2015 and specific funded programs records retention requirements.

All students are expected to be on time for classes. Latecomers disturb and interrupt teaching staff and other students. This impacts negatively on the learning experience of fellow students. It is the responsibility of each student to attend all time-tabled classes.

### 6.2. Online Structured Learning

Students enrolled in online learning courses or undertaking online structured learning activities will demonstrate attendance through active engagement in their online learning activities. While there is no

attendance sheet to capture evidence of participation in learning, evidence will be covered through log-on and log-off reports including the student's unique sign-on identifier to indicate student signature.

### 6.3. Workplace-Based Learning

Traineeships and apprenticeships are an employment-based pathway and hence most learning occurs in the workplace through on-the-job learning under the supervision of a qualified workplace supervisor and off-the-job learning provided by a trainer/assessor. Attendance is documented and monitored during workplace visits by the trainer/assessor. Similarly, on-the-job training is evidence through the Training Record Book which contains a log of daily attendance and the range of tasks and activities completed in the workplace relevant to each unit of competency.

### 6.4. Vocational Placement

Qualifications mandating a Vocational placement component require students to complete specified number of hours in an industry workplace that allows them to apply the theory and skills they learned. Attendance at Vocational Placement is captured through the logbook and must demonstrate the specified number of hours have been completed by the student.

## 7. Course Assessment

### 7.1. Competency-Based Training and Assessment

The assessment model used in the Vocational Education and Training Sector is Competency Based Assessment. This is a method of training and assessment where an overall judgement of Competent or Not Competent is determined based on the candidate achieving 100% satisfactory results in each assessment task set for each unit of competency. You will be allowed three (3) attempts before a final judgement of competency is determined. If you have not achieved competency after the third attempt, you may be advised to undertake further learning and practice before attempting a re-assessment. If you are unsuccessful after three (3) attempts, re-enrolment in the unit may be required.

### 7.2. Assessment Methods

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.

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

- Roleplay
- Simulations
- Written tasks
- Group assessments
- Projects
- Formal exams
- Practical display
- Oral presentation
- Practical exercises
- Multiple choice
- Case studies
- Journals
- Observations
- Portfolios
- Online assessment
- Excursion reports

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

### 7.3. Vocational Placement

Vocational placement is where a student is placed in a workplace to receive practical training and experience that is required under, and is an assessable part of, a student's course, leading to the issuing of a qualification or statement of attainment.

Vocational Placement entry requirements may vary depending on the course you are undertaking. Given below are general entry requirements which have to be met prior to commencing your course or placement with the placement provider:

#### **Early Childhood Education and Care Qualifications:**

- First Aid Certificate (Statement of Attainment – HLTAID012)
- Working with Children Check
- Certificate of COVID 19 Vaccination (2 jabs)
- Other requirements as requested by the Centre providing placement

#### **Individual Support/Aged Care/Disability Qualifications:**

- First Aid Certificate (Statement of Attainment – HLTAID011)
- National Police Check Clearance
- Certificate of COVID 19 Vaccinations (2 jabs)
- Flu Vaccination
- Other requirements as requested by the Centre providing placement
- NDIS Worker Check (For Disability Qualifications only)

### 7.4. Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Queensford College's procedure for lodging an appeal located at - <https://queensford.edu.au/resources>

## 8. Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment only pathway and does not include training delivery. It is applied where a student already possesses the necessary skills and knowledge gained through avenues such as work experience, life experience, informal training, and formal training.

RPL assesses the skills and knowledge students may possess by gathering a wide range of evidence including qualifications/statements of attainment, resume, portfolios, or sample of previous work, third party reports, third party verification, competency conversations and challenge tests relevant to the requirements of a unit of competency/qualification.

An RPL process involves the following:

1. Completion of an RPL application form with supporting documentary evidence comprising a resume, third party reports, testimonials, statements of attainment, and other relevant evidence.
2. Once the application is reviewed by the Trainer and enrolment/intake staff, the student will receive a letter of offer including important information pertaining to the qualification.
3. The student will also be required to complete required documents contained in Stage 1 of the RPL Tool Kit. Stage 1 mainly comprises candidate self-evaluation, submission of third-party testimonials, portfolio of evidence and resume.
4. An analysis of evidence gathered in Stage 1 will inform the assessor about the units that can be considered for an RPL pathway.
5. Stage 2 of the RPL Tool Kit will involve a competency conversation with the student assessing their knowledge through key questions from a question bank available in the RPL Tool Kit. The assessor will conduct a similar competency conversation with at least one nominated workplace supervisor or employer provided by the student. All responses will be documented against benchmark responses.
6. Skills will also be tested through challenge tests/practical observation tasks that may be conducted in the student's workplace or at Queensford College/simulated work environments.
7. The final judgement of assessment requires the assessor to critically analyse the full range of evidence (both direct and indirect forms of evidence) against each unit of competency's assessment requirements. RPL will be granted based on the outcome of this analysis and the other factors including sufficiency, validity, reliability, and currency of evidence gathered.

## 9. Credit Transfer

Queensford College recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past.

To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). You will also be required to complete a USI authorisation with Queensford College to enable a USI Transcript check for verification of previous completed qualifications/units of competency. For full details on the requirements for credit transfer applications, please contact our Student Support Officers.

Credit Transfer will only be granted after Queensford College completes an authenticity check by verifying the USI Transcript on the USI portal. If this portal does not show the qualifications/units of competency then the next level of verification will be conducted by contacting your previous RTO that issued the qualifications by email. Once that RTO verifies your completion of the relevant qualification/units of competency, the units will be assessed to determine how they fit into the current qualification you are enrolling in and whether Credit Transfer can be granted based on the National Training Package/qualification rules.

Once your Credit Transfer application has been assessed, you will be notified of the outcome including which units have been granted as Credit Transfer, adjusted course fees (no fees apply to Credit Transfer Units) and adjusted duration of the course.

**Note:** For domestic fee for service students, Credit Transfer applications received after commencement of your course will not result in fees refund or changes to the course fees.



## 10. Privacy and Records

### 10.1. Privacy

Queensford College strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988. Certain general, non-specific information such as location, sex, age, and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

The Privacy Policy sets out how Queensford College (ACN 129 064 437) protect the privacy of personal information that is collected through the website available via the download page of the website [queensford.edu.au](https://queensford.edu.au), from industry partners, contractors of Queensford College or directly from you. We are committed to ensuring that your privacy is protected.

Please read this Privacy Policy carefully - <https://queensford.edu.au/privacy-policy>

### 10.2. Access to Your Records

You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information which we hold about you, please email us.

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

## 11. Equity, Discrimination and Harassment

### 11.1. 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 or 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), and age (in relation to compulsory retirement).

Queensford College staff have the responsibility to:

- Work to the best of their ability to provide quality service to customers and colleagues.
- Recognise 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 colleagues and customers.
- Treat people fairly (don't discriminate against, harass or bully them).

### 11.2. Harassment, Victimization and Bullying

Queensford College is committed to the delivery of training in a non-discriminatory and equitable learning environment. Queensford College will not tolerate any form of unlawful discrimination, harassment or bullying by any staff member or student.

Students wishing to lodge a complaint regarding discrimination or harassment should contact the Director of Operations immediately and it will be investigated promptly, impartially, confidentially, and thoroughly.

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 student's conduct.

Queensford College agrees to abide by the Anti-Discrimination Act 1977 (Cth) to protect all Queensford College staff and students from any form of discrimination, harassment or bullying.

## 12. Complaints and Appeals

Queensford College's Complaints and Appeals Policy is located on our website under Resources in the section Policies & Procedures - <https://queensford.edu.au/resources>.

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

The College undertakes to ensure that:

- All disputes, complaints and appeals will be handled professionally, equitably, confidentially and in a timely manner, with a view to achieving satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the Complaints and Appeals procedure, prior to and during the carrying out of the procedure.
- Prospective students are provided with a copy of the Complaints and Appeals Policy and Procedure document before making a contract to enrol, and again at course commencement.
- There is no cost for a student to lodge an internal complaint or an appeal.
- Queensford College is a member of the Resolution Institute's Student Mediation Scheme (Member No. 42713). Resolution Institute is an Australasian, not for profit membership organization that promotes and facilitates the use of alternative dispute resolution <https://www.resolution.institute>

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Queensford College teaching and administrative staff are available to assist students to resolve their issues at this level.

At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant/appellant.

Decisions will be made based on but not limited to current Government legislation, Standards for RTOs 2015, Queensford College policies and procedures and, where applicable, the rules of evidence and the principles of assessment, providing a written report to the complainant/appellant within twenty (20) working days, on the steps that will be taken to address the issue, clearly stating the reasons for the decision.

## 13. Student Rights and Responsibilities

When you sign and date your Enrolment Form/Letter of Offer, 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 victimised.

As a student you also have a responsibility to:

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

## 14. Student Code of Conduct

Queensford College's Student Academic and General Code of Conduct Policy can be located on our website under Resources in the section Policies & Procedures - <https://queensford.edu.au/resources>.

Queensford College encourages positive behaviour management strategies with a foundation of mutual respect for teachers and students through consultation.

### 14.1. Campus Rules

The following are not permitted on campus:

- Alcohol.
- Drugs/intoxicants.
- Firearms and knives.
- Do not smoke in the campus premises (including the lifts, stairwells, student lounge and foyer).

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:

- Respect others.
- Be aware of other cultures.
- Be respectful of other people's personal space.
- Do not leave valuables unattended.

### 14.2. Classroom Policy

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

- Be punctual and arrive on time for class.
- If you are going to be late due to genuine reasons, let your trainer or student support know beforehand when possible.
- During class, turn your mobile phones on silent.
- Do not write on the classroom desks.
- Do not consume food or drink in the classrooms.
- Do not chew gum in the classroom.

In order to maximise learning 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.

### 14.3. Dress Code

All students are to comply with the general guidelines for dress code across all campuses. Students are expected to dress suitably at all times, in a manner that will not cause offence to trainers/assessors, mentors, colleagues or any other individual on campus.

Queensford College provides training in its facilities and expects all students to dress according to the professional standard required in the workplace. That is, clothing must be presentable, clean, neat and in good condition. Where training occurs in clinical or kitchen settings, it is a student's responsibility to be dressed according to the workplace requirements (e.g., uniforms, personal protective clothing and equipment, regulation footwear). Any breaches of dress code will result in dismissal from the training environment and be recorded as an absence.

#### General Guidelines for Student Dress Code

Clothing MUST NOT be:

- Large ripped, torn or contain noticeable holes.
- Soiled, stained, odorous or wet.
- Excessively short, tight, or revealing.

Blouses/shirts requirements:

- No tubes, halter tops, spaghetti straps and shoulder straps should be at least 2 inches wide.
- No low-cut blouses.
- No t-shirts/shirts with offensive words, terms, logos, pictures, cartoons, or slogans.
- Navel, midriff and back should not be exposed.

Pants, shorts, slacks, and skirts requirements:

- No micro-mini/mini-skirts.
- Skirts and dress length should not be shorter than 3 inches above the knees.
- No torn attire.
- Pants/jeans should be ankle length.
- All bottoms must be worn at the waist.

Footwear requirements:

- Shoes must be worn.
- No bare feet.
- No slippers or house slippers.

### 14.4. Academic Misconduct

Collusion, plagiarism or cheating in assessments, class assessments or examinations will not be tolerated. Students who are proven to be involved in such activities will face consequences by Queensford College.

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 "Not Competent" (NC).

Students involved in any of the above may be set a new examination/assessment, suspended, or be expelled from the course by the Director of Operations. A fee may be charged to the student for reassessment and must be paid prior to the reassessment. Academic misconduct will be recorded on the student's file and suspension/dismissal will be at the discretion of the Director of Operations.

#### 14.5. Children on Campus

Queensford College does not allow students to bring children into any classroom, computer lab or any other teaching facility on campus. This is both for the safety of the child and to minimise distractions to ensure a favourable learning environment is maintained for other students.

#### 14.6. Emergency Evacuation Procedures

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

After evacuation, students should meet at the designated evacuation point to check class rolls. 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.

Queensford College agrees to abide by the Workplace Health and Safety Act 2011 (Cth) to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency procedures:

- When alarm is raised, get ready to evacuate.
- Wait for the signal by the floor warden (with red or yellow hardhats) to evacuate.
- When signal is given, follow your trainer to assembly area using the fire stairs.
- Wait in the assembly area for further instructions.
- Do NOT leave the assembly area until told to do so.
- A roll call will be done to account for everyone.

## 15. Student Services

### 15.1. Student Identification Card

All enrolled students are eligible for a student identification card. Please check that your personal details are correct prior to your card being issued. There is a fee to replace lost or damaged cards. If your card is lost or damaged, please contact us to buy a replacement card.

### 15.2. Travel Concessions

Depending on the state that you live in, you may be able to apply for travel concessions. Each state may have differing criteria, so please check with your state's relevant transport department. Please note that if you are an online student, depending on the criteria for your state, you might not be eligible for travel concession. Queensford College does not set the criteria for travel concessions.

### 15.3. Updating your Details

In order to maintain communication with our students, Queensford College will require you to provide us with your current mobile number and a valid email address. As the vast majority of communication will be via email, please ensure you check your email account on a daily basis so you do not miss any important information or updates regarding your studies. You must also advise us immediately should you change your mobile number or email address. If your details are incorrect, you may miss out on important information relating to your course.

### 15.4. Name Change

You must provide documentary evidence (e.g., marriage certificate, change of name certificate, etc.) if any of your official documents (e.g., birth certificate, driver licence, etc.) show a name which is different from the one that you have used upon enrolment. You must also update the details registered on your USI.

### 15.5. Surveys

At different points throughout your course, you may be requested to provide feedback through different student surveys. Queensford College encourages you to complete all surveys that you receive, as surveys are a vital part of improving the student experience. The surveys may be conducted by Queensford College, or a government department. All surveys conducted are confidential.

Below are some of the surveys that you may be requested to complete as part of your course:

#### **Student Training and Employment Survey**

- Who: Students receiving funding under Certificate 3 Guarantee and Higher Level Skills.
- When: Quarterly, during March, June, September, and December.

#### **Quality Indicator Survey**

- Who: All students who have participated in activity during the specified calendar year.
- When: January.

#### **NCVER Student Outcomes Survey**

- Who: Selected students issued with an award in the previous year.
- When: Annually, around May and June.



## 15.6. External Support Services

Queensford College is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

- **Lifeline** – Crisis Support and Suicide Prevention  
13 11 14 or [lifeline.org.au](http://lifeline.org.au)
- **Kids Helpline** – Counselling Service for Ages 5 – 25  
1800 551 800 or [kidshelpline.com.au](http://kidshelpline.com.au)
- **Headspace** – Youth Mental Health  
1800 650 890 or [headspace.org.au](http://headspace.org.au)
- **Beyond Blue** – Mental Health and Wellbeing Support  
1300 224 636 or [beyondblue.org.au](http://beyondblue.org.au)
- **1800Respect** – National Sexual Assault and Domestic Family Violence  
1800 737 732 or [1800respect.org.au](http://1800respect.org.au)
- **QLife** – National LGBTI Telephone Counselling and Information Line  
1800 184 527 or [qlife.org.au](http://qlife.org.au)
- **MensLine Australia** – Counselling Service for Men  
1300 789 978 or [mensline.org.au](http://mensline.org.au)

## 16. Version Control

Below is a modification history table that details the changes within versions as they are released. The Queensford College Quality & Compliance Team will be responsible for these functions.

Date	Version	Changes Made	Author
28/02/2021	V3.0_LD	Contents reviewed and updated accordingly. Document updated to new style template.	Loraine D'Silva