



Queensford College

**Pre-Enrolment Guide**

# 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.

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# About Queensford College



Queensford College is a Registered Training Organisation (RTO 31736) that is focused on providing quality education and training in fully-accredited courses for over 10 years. Registered under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS Provider No. 03010G), the college is authorised to offer, accept, and teach overseas students who are in Australia on a student visa.

Our campuses are present in four key states in Australia; Queensland (Brisbane), New South Wales (Parramatta), South Australia (Adelaide) & Tasmania (Hobart). These campuses are home to International students from over 40 nationalities and have been providing nationally-recognised qualifications that are all accredited with the Australian Skills Quality Authority (ASQA).

We specialise in delivering courses in Aged Care, Early Childhood Education and Care, Hospitality and Kitchen Management, Nursing, Leadership and Management, Information Technology, and Accounting. Our programs open up possible pathways for Queensford College students to take part in internships, find employment opportunities or to go on to further studies with higher education providers.

## 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.studyaustralia.gov.au/>. The website provides general information on studying and living in Australia, along with events and things to do.

## Connect on Social Media

Facebook

/queensfordcollege

Instagram

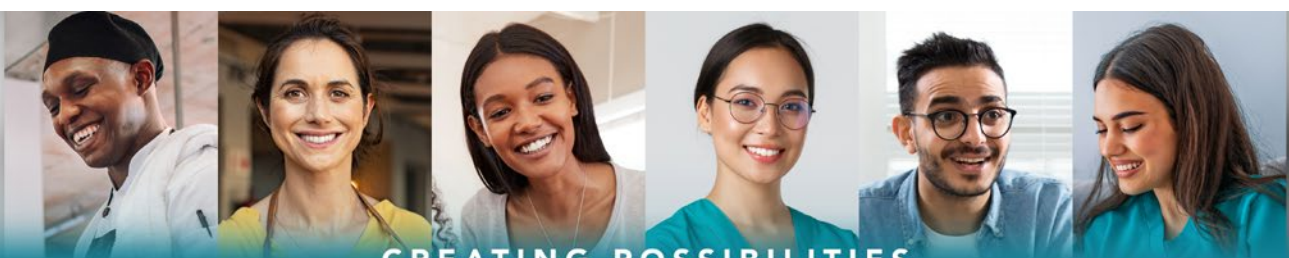
@queensfordcollege

LinkedIn

/queensford-college

TikTok

queensfordcollege



CREATING POSSIBILITIES

[queensford.edu.au](https://queensford.edu.au)

RTO: 31736 CRICOS Provider No: 03010G

# Campus Locations & Facilities

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, water-cooler, 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.

## **Campus Details**

### **BRISBANE CAMPUS (HEAD OFFICE)**

Level 2, 359 Queen Street  
Brisbane, Queensland 4000, Australia  
**P:** 1300 236 364  
**P:** +61 7 3221 1626  
**E:** [info@queensford.edu.au](mailto:info@queensford.edu.au)

### **PARRAMATTA CAMPUSES**

*Wentworth Street Campus, Parramatta*  
Level 4, 16 - 18 Wentworth Street  
Parramatta, New South Wales 2150, Australia

*Fitzwilliam Street Campus, Parramatta*  
Level 3, 1 Fitzwilliam Street  
Parramatta, New South Wales 2150, Australia  
**P:** +61 2 8660 0040  
**E:** [syd@queensford.edu.au](mailto:syd@queensford.edu.au)

### **ADELAIDE CAMPUS**

Level 11, 90 King William Street  
Adelaide, South Australia 5000, Australia  
**P:** +61 8 8410 4605  
**E:** [sa@queensford.edu.au](mailto:sa@queensford.edu.au)

### **HOBART CAMPUS**

Unit 1, 86 Collins St,  
Hobart, Tasmania 7000, Australia  
**P:** +61 3 6169 9595  
**E:** [tas@queensford.edu.au](mailto:tas@queensford.edu.au)



# Requirements

## 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.

Please note that there are specific Entry Requirements for the HLT54121 (CRICOS Course Code: 114217B) Diploma of Nursing, for more information, please view the prerequisites here: <https://queensford.edu.au/study/nursing/hlt54121-diploma-of-nursing/>

Students must be 18 years or over at the time of course commencement.

### Academic and English Language Requirements for any Certificate III qualification or Higher:

Academic Requirements	English Language Requirements
<ul style="list-style-type: none"> <li>• Students must have completed at least an Australian year 12. <b>OR</b></li> <li>• Depending on the nationality of the student, completion of Australian equivalent year 11 may be sufficient*. <b>OR</b></li> <li>• Mature Age Students who do not have any qualification – they must pass the Queensford College’s Internal LLN/ English Placement test*</li> </ul>	<ul style="list-style-type: none"> <li>• All students must undertake Queensford College’s Language, Literacy, Numeracy and Digital (LLND) skills assessment via online LLN Robot System.</li> <li>• Student must provide evidence of attaining an overall IELTS score of 6 bands or equivalent scores on a similar test (such as PTE etc) to commence a Certificate III Qualification or higher. <b>OR</b></li> <li>• Student must have attained at least Advanced Level of English and must provide evidence of the same before commencing a Certificate III Qualification or higher. <b>OR</b></li> <li>• Student must pass Queensford College’s relevant Internal English Placement Test.</li> </ul>

### English Language Requirements Exempted if

<ul style="list-style-type: none"> <li>• The student is enrolled in full-time school studies as a principal course including in a secondary exchange programme, a postgraduate research course, a standalone English Language Intensive Course for Overseas Students (ELICOS), and Foreign Affairs or Defence sponsored students. <b>OR</b></li> <li>• The student has completed at least five years’ study in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland. <b>OR</b></li> <li>• If the student is a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland. <b>OR</b></li> <li>• If student has in the last two years before applying for the student visa, had completed in Australia and in English Language, either Senior Secondary Certificate of Education or substantial component of a course leading to a qualification from the Australian Qualifications Framework at Certificate IV or higher level, while they held a student visa.</li> </ul>
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\*Applicable for students who fall under the SSVF Matrix (Based on the risk rating of Queensford College and Student Nationality).

For more information on Entry requirements, please visit: <https://queensford.edu.au/international-admissions/>.

## Credit Transfer / Recognition of Prior Learning (RPL)

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 pathway, 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: [queensford.edu.au/recognition-of-prior-learning](https://queensford.edu.au/recognition-of-prior-learning)

# Application Process

There are two ways to apply to study at Queensford College. You can either apply directly by filling out our application form or submitting it to our International Department through one of our approved international education agents. Our approved agents can guide you through the enrolment process and assist you with your visa application.

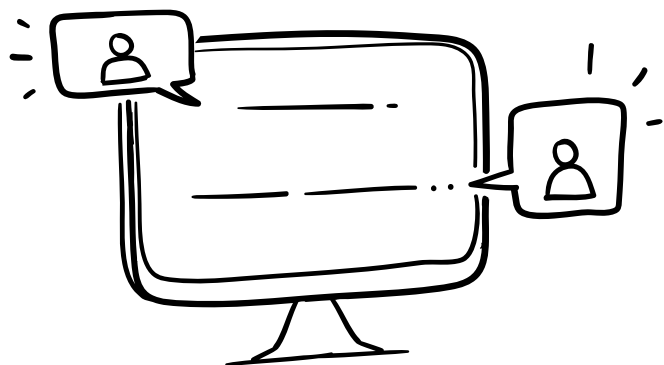
- 1 Student to Apply for Chosen Course
- 2 College Assesses and Verifies Applications
- 3 Student to Review, Process and Accept
- 4 College Issues eCOE
- 5 Student to Apply for Australian Student Visa
- 6 Student to Plan their Departure and Arrival to Australia
- 7 Student to Attend Orientation

## Computer Requirements

Students studying 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
- All students are required to bring a fully charged laptop to College on Class days.
- 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, 4Gb RAM installed (minimum)
- **For MAC:** Mac OS X 10.13 or above
- Access to Word processing software, such as Microsoft Word
- Reliable Internet connection

Contact us for more information: [info@queensford.edu.au](mailto:info@queensford.edu.au)



# Class Schedule, Mode of Study & Assessment

## Class Schedule

The classes may be scheduled on-campus on any days of the week between Monday to Friday over a maximum of five days a week. The lectures may be scheduled any time between 8.30am and 9:30pm. Session timetables will be provided to students at orientation. Timetables may change without notice. Please refer the academic calendar on the website to view holiday breaks and intake dates:

<https://queensford.edu.au>

## 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 role play - 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: <https://www.health.gov.au/resources/collections/overseas-student-health-cover-oshc-resources>

## Additional Administrative Fees

On addition to the enrolment and tuition fees, the following administrative fees and charges apply:

Description	Form Type/Contact Office	Amount \$AUD
Enrolment Fee (Non-refundable)	Enrolment Application form/Online	\$350
Interim transcript	Student Services Team	1st copy free, thereafter \$50
Student ID card	Student Services Team	1st copy free, 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
Early Termination request	Enrolment Variation form	No additional fees
Qualification and final transcript	Student Services Team	1st copy free, Thereafter: \$50
Statement of attainment	Student Services Team	1st copy free, Thereafter: \$50
Express service for certificates	Student Services Team	\$20 for the next day, \$50 same day Extra \$20 for the express post
Refund Attraction Fee	Tuition fee refund application	\$250
Late Assessment Fee (Theory) due to non-submission on due date (with no evidence of medical or other compelling reasons)	Student Services Team	\$150 per unit
Re-sit Practical Assessment due to missed Practical Assessment (with no evidence of medical or other compelling reasons)	Student Services Team	\$150 per day  \$600 per day (for Commercial Cookery/ Kitchen Management, Aged Care and Nursing)  <i>Note: Special charges apply to Commercial Cookery/ Kitchen Management, Aged Care and Nursing courses due to the increased cost of materials, equipment and venue.</i>
Appeal of assessment / Re-assessment	Complaints and Appeals Form/ Reception	No charges
Printing and photocopy	Student Services Team	Free for 300 pages per course. Thereafter: \$20
Leave request	Enrolment Variation form	No fee
Late payment of fees	Accounts Department	\$50 per week
Replacement of textbook and/or learning materials	Written application	As applicable
Accommodation Placement Fee	Admissions Team	\$250
Airport Pickup fee	Admissions Team	\$250

Note: All administrative charges are subject to change and review.

Material fees will vary according to the course being undertaken and covers the cost of materials and other incidentals.



# Other Information on Living in Australia

## Information on living in Australia

### Australian Culture

Language - *English is the official language spoken in Australia and all the education in Australia is in English.*

Climate - *Being such a large country, Australia experiences varied climatic conditions across the country.*

Culture - *Australia's indigenous heritage plays a defining role in the cultural landscape – creating and maintaining continuous links with the people and the land.*

Transportation - *Australia has reliable and affordable modes of public transportation: bus networks and train lines, ferries, trams, taxis and bicycles.*

Food - *Australia offers different varieties of food from Australian, Italian, Mexican, Asian, and Middle Eastern.*

Student Housing - *International Students studying in Australia have various housing options, they can choose to stay in Home stay Accommodation, Renting, Shared Accommodation.*

### Living Costs

Knowing the average living costs in Australia is an important part of your preparation for living and studying in Australia. As a guide, the recommended 12-month living cost for a single student is AUD \$29,710. There are financial requirements you must meet to receive a student visa for Australia and you may need to provide evidence of your ability to cover living costs.

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.

Cost of Living Calculator is also a useful tool to help estimate your cost of living in Australia: <https://costofliving.studyaustralia.gov.au/>

### 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

### Accommodation

One of the first things international students will have to determine when preparing to study in Australia is where to live. The majority of Australian students live off-campus, through home stay programs, hostels, or rental properties.

Queensford College does not provide accommodation facilities however, college representatives can guide students to accommodation providers (including Home stay and student accommodation facilities). The

accommodation placement fee is AUD \$250. Please provide the college with at least 14 days' notice if you require our staff to arrange accommodation for you.

### Websites for Finding Accommodation

[www.realestate.com.au](http://www.realestate.com.au)  
[www.flatmates.com.au](http://www.flatmates.com.au)  
[www.yha.com.au](http://www.yha.com.au)  
[www.domain.com.au](http://www.domain.com.au)  
[www.airbnb.com.au](http://www.airbnb.com.au)

### Accommodation Types

#### Hostels and Guesthouses

- Cost: \$90 to \$150 per week
- Type: Hotels and discounted hotels
- Location: Usually in the city centre
- Recommended stay: Short

#### Home stay

- Cost: \$235 to \$325 per week
- Type: House
- Location: Usually in the city centre
- Recommended stay: Short

#### Rentals

- Cost: \$85 to \$440 per week
- Type: Apartments, Units or Houses
- Location: Mostly not in the city center
- Recommended stay: Long

#### On Campus

- Cost: : \$90 to \$280 per week
- Type: Apartment or bedroom units
- Location: Usually in the university campus
- Recommended stay: Medium

### Other Information on Living in Australia

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



# Legislation, Regulations & 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>

The Tuition Protection Service (TPS)

<https://www.dese.gov.au/tps>

The Australian Skills Quality Authority (ASQA)

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

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

<https://www.studyaustralia.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>





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### BRISBANE CAMPUS (HEAD OFFICE)

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

**P:** 1300 236 364

**P:** +61 7 3221 1626

**E:** [info@queensford.edu.au](mailto:info@queensford.edu.au)

### PARRAMATTA CAMPUSES

*Wentworth Street Campus, Parramatta*  
Level 4, 16 - 18 Wentworth Street  
Parramatta, New South Wales 2150, Australia

*Fitzwilliam Street Campus, Parramatta*  
Level 3, 1 Fitzwilliam Street  
Parramatta, New South Wales 2150, Australia

**P:** +61 2 8660 0040

**E:** [syd@queensford.edu.au](mailto:syd@queensford.edu.au)

### ADELAIDE CAMPUS

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

**P:** +61 8 8410 4605

**E:** [sa@queensford.edu.au](mailto:sa@queensford.edu.au)

### HOBART CAMPUS

Unit 1, 86 Collins St,  
Hobart, Tasmania 7000, Australia

**P:** +61 3 6169 9595

**E:** [tas@queensford.edu.au](mailto:tas@queensford.edu.au)

## Enquire Today

Queensford College is the trading name of Malekhu Investments Pty Ltd  
**ABN:** 17 129 064 437 | **RTO:** 31736 | **CRICOS Provider No:** 03010G

All information in this document was correct at the time of publication but is subject to change.  
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