



International Student Handbook

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HANDBOOK DISCLAIMER

This Student Handbook contains information that is correct 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. You are advised to seek any changed information and/or updates from your trainer or by contacting Queensford College.

This Handbook has been produced as a resource to assist students to understand their obligations and those of Queensford College. Please carefully read 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.

IMPORTANT CONTACTS

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IT Support	helpdesk@queensford.edu.au	+61 7 3088 6235
Accounts	accounts@queensford.edu.au	
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Queensford College

- RTO Code: 31736
- CRICOS Code: 03010G
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WELCOME FROM THE DIRECTOR

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

Principle Executive Officer

Queensford College

1. RELEVANT LEGISLATION AND AUTHORITIES

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 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:

Education Services for Overseas Students Act (ESOS Act) 2000

<https://www.legislation.gov.au/Details/C2017C00292>.

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

https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026943

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/>

Workplace Safety Act 2011

<https://www.legislation.gov.au/Details/C2011A00137>

Anti-Discrimination Act 1991

<https://www.legislation.qld.gov.au/view/pdf/2017-06-05/act-1991-085>

Migration Act 1958

<https://www.legislation.gov.au/Details/C2017C00384>

National Vocational Education and Training Regulator Act 2011

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

Privacy Act 1988

<https://www.legislation.gov.au/Details/C2017C00283>

Disability Discrimination Act 1992

<https://www.legislation.gov.au/Details/C2017C00339>

2. WHAT YOU NEED TO KNOW

2.1 Living Costs in Australia

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/

2.2 Health and Safety in Australia

Australia is generally a very safe and welcoming place to live and study, but it is still important to understand your new environment to ensure you have a safe and happy stay. The following website; <http://www.australiatravelsearch.com.au/trc/health.html>; provides you with information regarding Health insurance, medicinal products, safety on the roads, safety at the beach and personal safety tips.

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

Element	Location	Phone Number
On Campus Resources		
Queensford College	Brisbane	(+61) 7 3221 1626
	Sydney	(+61) 8 8660 0040
	Adelaide	(+61) 8 8410 4605
Off Campus Resources		
Emergency (Police, fire, Ambulance)		000
Non-Emergency Contact		
Queensland- Police link		131 444
New South Wales- Police Force		131 444
South Australia- Police		131 444

Telephone Interpreter Service (TIS)	1800 131 450
Department of Home Affairs https://www.homeaffairs.gov.au/trav/stud	131 881
Overseas Student Health Cover http://www.health.gov.au/internet/main/Publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1#insurersofferohc	
About Australia: http://australia.gov.au/about-australia	
Transportation Brisbane: www.translink.com.au Sydney: https://transportnsw.info/ Adelaide: http://www.adelaidemetro.com.au/	
Mental Health Beyondblue	1300 22 4636
24 hour Counselling Hotlines	Lifeline 131 114 Suicide Helpline 131 114
Public holidays in Australia: http://australia.gov.au/topics/australian-facts-and-figures/public-holidays	
Australia's banking system (major banks) Commonwealth Bank: www.commbank.com.au Westpac Banking Corporation: www.westpac.com.au Australia and New Zealand Banking Group: www.anz.com.au National Australia Bank: www.nab.com.au	
Australian Taxation Office (ATO): www.ato.gov.au	
Job search: SEEK: www.seek.com.au MyCareer: http://mycareer.com.au	
Fair Work Ombudsman https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students	
National Sexual Assault, Domestic Family Violence Counselling Service	1800 737 732
Alcohol & Drug Information	Bris: 1800 177 833 Adel : 1300 13 1340 Sydney Metro: (02) 9361 8000 Regional & Rural NSW

	1800 422 599
Community Legal Centres	Sydney – (02) 9212 7333 Adelaide – (08) 8324 1800 Brisbane – (07) 3392 0092
Children’s Services	Brisbane: 1300 682 254 Sydney: 132 111 Adelaide: (08) 8124 4185
Kids Helpline	1800 55 1800
Poison Information Centre	131126
Hospitals- Queensland	
Mater Hospital	3840 8111
Prince Charles Hospital	3350 8111
Princes Alexandra Hospital	3240 2111
Royal Brisbane Hospital	3253 8111
QE II Hospital	3275 6111
Wesley Hospital	3232 7000
Logan Hospital	3299 8899
Gold Coast Hospital	5519 8211
Hospitals- New South Wales	
Royal North Shore Hospital	02 9926 7111
Prince of Wales Hospital	02 9382 2222
Manly Hospital	(02 9976 9611
Nepean Hospital	02 4734 2000
Macquarie University Hospital	02 9812 3000
Blacktown Hospital	02 9881 8000
Hospitals- South Australia	
Flinders Medical Centre	08 8204 5511
Royal Adelaide Hospital	08 7074 0000
The Queen Elizabeth Hospital	08 8222 6000
Women's and Children's Hospital	08 8161 7000

2.3 Orientation/Induction

Before your course starts, you will receive information about your on-campus orientation day, together with a link to complete an online orientation. At your orientation, Queensford College staff will help you to become familiar with our facilities and our policies and procedures.

Orientation – must be done before your course commencement.

- a) PART 1: Online -
- b) PART 2: Campus tour and Student ID cards issue
- c) Submit OSHC and USI

2.4 Overseas Student Health Cover (OSHC)

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>

If you have any questions, please call Student Services on 1300 230 623.

2.5 Unique Student Identifier (USI)

If you are a new or continuing student undertaking nationally recognised training, you need a USI to receive your qualification or statement of attainment. If you don't have a USI we cannot issue your qualification or statement of attainment.

Follow this link to create your own USI <https://www.usi.gov.au/students/create-your-usi>.

Student Services staff at your campus will also be able to assist you to create a USI.

2.6 Student ID Cards

You will be issued with a student ID card at your campus. Student ID cards are issued per course, and expires at the end of your course finish date. Please go to the reception at your campus to obtain your ID card and also when due for renewal.

2.7 Translink Go Card

As a full-time student, you are eligible to apply for a concession fare on TransLink public transport services. Registering your Go Card for Concession will make your travel fares cheaper than regular fares (up to 50%). When travelling on tertiary concession fares, you must carry your student ID and show it as proof of concession eligibility when asked by a TransLink driver or authorised person. If you choose to travel on concession fares without your student ID, or you do not meet the eligibility criteria, you could be fined \$243. Find out more at Translink – www.translink.com.au

2.8 Communication

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.

2.9 Academic Calendar

Please refer to the Queensford College website: <https://queensford.edu.au/intake-dates/>, for academic calendar with semester terms, break and public holiday information. This is a generic timetable and it may vary from class to class. Please visit reception for more information or contact the Queensford College Student Support Team on 1300 230 623.

Note: Queensford College reserves the right to change the holidays as time tabled if required and students will be notified accordingly.

3. PAYMENTS

3.1 Fee table

Administrative service fee charges

Description	Form type/Contact office	Amount \$AUD
Application fee (Non-refundable)	Application form/Online	\$250
Interim transcript	Online request form	1 st copy free, thereafter \$50
Student ID card	Reception	1 st copy free, thereafter \$20
Change of commencement date/deferral of the course	Enrolment Variation form	\$250 or; Free to applicants due to delayed visa processing, or 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	1 st copy free, Thereafter: \$50
Statement of attainment	Online request form	1 st Copy free. 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
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
Accommodation Placement Fee	Admissions Team	\$200
Airport Pickup fee	Admissions Team	\$200

Note: All administrative charges are subject to change and reviewed annually.

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

3.2 Making payments

Payment instalment plan

Tuition 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. Credit cards which are issued overseas will incur an additional \$30 for the transaction fee on top of the tuition fees and surcharge.

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

Bank Name: Commonwealth Bank of Australia
 Account Name: Queensford College
 Branch Number: 064183
 Account Number: 1027
 4291 SWIFT Code:
 CTBAAU2S

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 and includes any course monies paid to an education agent to be remitted to the College as per the Letter of Offer. This policy applies to both commencing and extending students and covers full and partial refunds, refunds in the event of student default and in the case of provider default.

Refund Table

Enrolment / Application \$250	Non - refundable
Tuition Fees	
Visa refused prior to course commencement (evidence required)	Full 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
Visa cancelled due to actions of the students	No refund

Course withdrawn by Queensford College (provider default)	Full refund
Student is unable to start the course on serious medical grounds and evidence is provided from a registered doctor at least 2 weeks prior to agreed start date	Partial / Full refund
Student fails to achieve an acceptable English Language Proficiency (required for commencing the Vocational Course/s the student is enrolled in) as required by Queensford	No refund
All tuition fee refunds will attract \$250.00 administration fee	

- **Queensford College reserves the right to withhold granting of the award attained by the student, if the student has outstanding fees.**

Queensford College does not provide refunds for:

- Application fees, accommodation assistance fees & airport reception fees
- Withdrawal from course after the course has commenced
- Change in student's work hours
- 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.

Refer to the student Complaints & Appeals policy and procedure on the Queensford website for more information if you wish to appeal the Refund Policy.

5. COURSE PROGRESSION AND MONITORING POLICY

Queensford College's Course Progress and Monitoring Policy and Procedure can be located on our website. Queensford College monitors, records and assesses students' course progress. Queensford College proactively notifies students identified as being at risk of failing to meet their course progress requirements, implementing appropriate intervention strategies in order to support students to meet course progress requirements and complete their course within the expected duration specified on the overseas student's CoE.

5.1 Unsatisfactory Course Progress

Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in one compulsory study period.

Queensford College assesses each student's course progress at the end-point of each compulsory study period. A 'study period' is determined for each qualification individually and is dependent upon the duration of the course. The number and length of each study period per qualification, will be laid out in a student's course timetable and provided to the student upon completion of the enrolment process. During the orientation process, students are again informed of their course progress requirements and progress review dates.

At the end of each compulsory study period, students will be assessed to determine satisfactory course progress. If a student is identified for the first time as not achieving satisfactory course progress, an Intervention Strategy Agreement will be created and implemented.

Queensford College may choose to intervene at any point before the end of a study period should a student be deemed at risk of not achieving satisfactory course progress. Reasons may include, but are not limited to, the student's attendance has declined, does not respond to Queensford College's attempts to assist the student in achieving satisfactory course progress, identified LLN support requirements.

Students identified as not making satisfactory course progress in a second consecutive study period, will be notified in writing (Notice of Intent to Report) as soon as practicable of the College's intention to report the student to the Department of Home Affairs for unsatisfactory progress.

Within the Notice of Intent to Report, students are informed of the reason the College intends to report them to the Department of Home Affairs, along with advising of their right to access the College's complaints and appeals process in accordance with Standard 10 of the National Code (Complaints and Appeals) and that they have 20 working days in which to do so. The student will also be notified that the College will maintain the student's enrolment and cancellation will not take effect, until the appeals process has been completed.

The outcome of all internal overseas student appeals, will be determined by members of Queensford College's academic team, leadership team or other suitable delegated officers.

5.2 Intervention Strategy

Queensford College will implement an intervention strategy to provide support for students who have been identified at risk of achieving satisfactory course progress.

The strategies offered to help students meet course progress requirements may include, but are not limited to:

- a. implementation of strict attendance requirements
- b. requirement to submit all subsequent assessments by the identified submission due date
- c. discuss opportunities for makeup classes designed for intervention
- d. counselling sessions with the applicable Department Coordinators
- e. individual case management
- f. opportunity for re-assessment
- g. assigning a trainer mentor for ongoing monitoring
- h. additional English language support
- i. invitation for inclusion in support study groups or tutoring
- j. a combination of the above with a reduction in course load
- k. re-affirming with students that unsatisfactory course progress in two consecutive study periods may result in student being reported to the Department of Home Affairs, which may result in cancellation of their student visa (pending appeals process)

5.3 Notice of Intent to Report

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The outcome of all internal overseas student appeals, will be determined by members of Queensford College's academic team, leadership team or other suitable delegated officers.

6. COURSE ATTENDANCE

Under Section 19.1(c) of the Education Services for Overseas Students (ESOS) Act 2000, Queensford College is required to inform the Department of Home Affairs within 31 days (14 days for students under 18 years of age), of any student who do not commence their course when scheduled to do so.

Students who do not attend any scheduled classes within 31 days will be sent an Intention to Cancel Due to Non-Commencement notification via email. This may result in the cancellation of the student's visa. Students will be advised they may lodge an appeal in which they will have 20 working days to respond to the notification. The appeal must be lodged together with supporting evidence of compassionate or compelling reasons.

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.

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.

7. COURSE ASSESSMENT

7.1 Assessment Guidelines

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

7.2 Assessment Procedures

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.

7.3 Assessment Techniques

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

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

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

7.4 Assessment Results

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

C = Competent

NYC = Not Yet Competent

A student is unable to repeat a failed subject more than once. When an international student does not meet satisfactory academic performance, he/she will be engaged by Queensford College in the procedures outlined in the Course Progress Monitoring Policy (see College website for full Policy).

Students who have received a result of "NYC"(not yet competent) in any subject should contact the trainers within 2 weeks of the results for the 2nd attempt.

Furthermore, students are not allowed to extend their course to complete subjects for which they have received an "NYC". All units for which students have received NYC should be attempted and passed before the course end date. Contact your trainer or Student Services for more information.

7.5 Reassessment/Appeal for Subject Grade

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

7.6 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.

8. RECOGNITION OF PRIOR LEARNING (RPL) / CREDIT TRANSFER

Queensford College's Recognition of Prior Learning (RPL) and Credit Transfer Policy can be located on our website. Students seeking to apply for credit transfers/RPL, are encouraged to do so prior to commencement of their course enrolment.

Credit for previous studies is **not** recognition of prior learning. Credit is producing evidence of units of competency/qualifications previously undertaken and successfully completed.

RPL is an assessment-only process, determining the competence of an individual acquired through formal, non-formal and informal learning, 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 and in a timely manner to ensure that all applicants are able to make well-informed choices about study options by taking into account the recognition to which they are entitled.

A written application for Credit Transfer and/or RPL should be submitted to the Director of Operations at enrolment and prior to commencement of the enrolled course. Applications may be obtained from Student Services

All written evidence must be submitted in English. It is the applicant's responsibility to have the documents translated into English by a recognised authority, e.g. National Accreditation Authority for Translators and Interpreters (NAATI).

Note: As an RTO, Queensford College is not obliged to issue a qualification or statement of attainment, that has been achieved wholly through recognition of prior learning of units and/or modules completed at another RTO.

Credit Transfer/RPL entitlements may have an impact on the structure and duration of a learner's qualification. If granting of RPL/Credit Transfer results in the shortening of the actual duration of the course of an international student, the student will be issued with a new CoE and the Department of Home Affairs will be notified via PRISMS.

9. TRANSFER BETWEEN REGISTERED PROVIDERS

Queensford College's Transfer between Providers Policy can be located on our website. Please read the policy prior to considering a request to transfer.

This Policy outlines the circumstances in which Queensford College will allow both the enrolment of transferring students and the release of students from the College to another provider. The restriction applies to any prerequisite courses in a package of courses as well as the first six months of the principal course. This Policy has been created in line with the ESOS Act 2000 and Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

10. DEFERMENT, SUSPENSION AND CANCELLATION POLICY

Queensford College's Deferment, Suspension and Cancellation Policy can be located on our website.

This policy applies to all overseas students enrolled with Queensford College's courses of study and outlines the process for assessing and documenting requests for deferral, suspension or cancellation of studies, in line with obligations under Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

12. NON-COMMENCEMENT OF STUDIES POLICY AND PROCEDURE

Queensford College's Non-Commencement of Studies Policy and Procedure can be located on our website.

This policy applies to all International Students enrolled at Queensford College and all Queensford College staff who deal with all matters concerning International Students.

Non- Commencement of studies can be due to various reasons:

- Delay in Student Visa being granted (where student is outside Australia)
- On-shore student electing to return permanently to their home country and not commencing the course.
- Student does not commence the course and no reason is provided

11. 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)

12. HARASSMENT, VICTIMISATION 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 to protect all Queensford College staff and students from any form of discrimination, harassment or bullying.

13. COMPLAINTS AND APPEALS

Queensford College's Complaints and Appeals Policy and Procedure can be located on our website.

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

1. All disputes, complaints and appeals will be handled professionally, equitably, confidentially and in a timely manner, with a view to achieving satisfactory resolution.
2. All parties will have a clear understanding of the steps involved in the Complaints and Appeals procedure, prior to and during the carrying out of the procedure.
3. 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.
4. There is no cost for a student to lodge an internal complaint or an appeal.
5. 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 2017, 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 20 working days, on the steps that will be taken to address the issue, clearly stating the reasons for the decision.

14. STUDENTS' RIGHTS AND RESPONSIBILITIES

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

As a student, you have a right to:

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

15. STUDENT BEHAVIOUR

Queensford College's Student Academic and General Code of Conduct Policy can be located on our website.

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

15.1 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.

15.2 Classroom Policy

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

- Turn off your mobile phones.
- Do not write on the classroom desks.
- Do not consume food or drink in the classrooms.
- Do not chew gum in the classroom.

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.

15.3 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 severe consequences by Queensford College.

The Principal Executive Officer (PEO) of Queensford College will deal with students involved in dishonest assessments/examinations. Dishonest assessments/examinations include:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as their own.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments. Two verbal warnings will be given before cancelling the assessment and the student will be marked “Not Yet Competent” (NYC).

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.

16. STUDENT SUPPORT SERVICES

Queensford College ensures that staff members who interact directly with overseas students are aware of the provider’s obligations under the ESOS Framework. Queensford College’s Student Support Officers are available to provide relevant and up-to-date information concerning all students.

Students can be provided with contact details for any matters that require further follow up with relevant professionals. Such referrals are provided by Queensford College at no cost to the student, but fees and charges may apply where an external service is used by the student (as clarified with the student prior to using the service).

Students are able to gain advice and support in ensuring they maintain appropriate academic levels within their studies, in addition to support for personal and welfare issues. Students can access information regarding all support services by speaking with their trainer, student services or Director of Operations.

17. COLLEGE POLICY/OTHER INFORMATION

17.1 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.

17.2 Name Change

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

17.3 Change of Address or Contact Details

New students are required to provide their Australian address on Orientation Day. Students must notify Queensford College of ANY change to their contact details within 7 days. This is a Department of Home Affairs and College requirement.

17.4 Extending duration of studies

Allowable circumstances for application to extend course duration include:

- there are compassionate or compelling circumstances, as assessed by the Queensford College on the basis of demonstrable evidence, or
- Queensford College has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- Queensford College has approved an overseas student's application for deferral or suspension of their enrolment has occurred

17.5 Visa Expiry/Extending your Student Visa

Please consult the Department of Home Affairs in relation to any visa queries <https://www.homeaffairs.gov.au/trav/stud>. You must advise Queensford College of any changes to your student visa status, including change of visa subclass (evidence must be attached).

17.6 Holidays

Please refer to the academic calendar for your semester breaks. Students are not permitted to have additional leave unless it is for compassionate/compelling reasons and PRE-APPROVED by Queensford College. The request must be submitted 2 weeks prior to the leave start day, otherwise it may not be granted.

17.7 Sick Leave

A student absent from class due to medical reasons must provide a copy of a medical certificate to Queensford College from a registered medical practitioner. The student must keep the original medical certificate(s) to provide to Department of Home Affairs if required. Queensford College must be informed of extended periods of sick leave to reduce the likelihood that absences will be notified to Department of Home Affairs.

International Students will be granted additional leave for compassionate or compelling reasons only (i.e. serious illness or urgent family matters involving the immediate family). Supporting documents attached to a completed Leave Application Form must be submitted to Student Services.

Three working days must be allowed for processing and if the application is NOT approved, you will be marked absent if you take leave. Refer to QC's Policy on Deferring, Suspending or Cancelling Student's Enrolment Policy and Procedure as well as your Student Visa Obligations.

17.8 Termination of Studies

Students wishing to terminate their course earlier than the date stated in their Confirmation of Enrolment MUST discuss this with Queensford College.

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

Refer to our Deferment, Suspension and Cancellation Policy and Procedure, Refund Policy and/or Transfer Between Providers Policy and Procedure.

17.9 Copyright

Queensford College is committed to compliance with the Copyright Act 1968 and discourage practices breaching the Act. Please see the following 2 links for more information on copyright within Australia. [Introduction to Copyright](#) & [Copyright for Study](#)

17.10 Emergency Evacuation Procedures Policy

During the event of an emergency that requires the evacuation of the campus, all students should follow the instruction of their trainer and the fire safety warden. 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 Queen Street 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 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency procedures

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

17.11 Surveys and Feedback

Students participating in training with Queensford College will from time to time be invited to provide feedback on aspects of their experience throughout training and after the completion of their training. Queensford College assures students that all feedback provided is treated confidentially.