



# Student Handbook International Students VET



Jasmine Education Group Pty Ltd t/a Queen Anne English College - Queen Anne Business College

ABN: 551320089025 | National Provider Code: 40458 | CRICOS Provider Code: 03240D

Bankstown Campus: Level 1, 49 Raymond Street, Bankstown NSW 2200 | Phone: (02) 97074840 | (02) 97933744

Sydney City Campus: Level 4, 225 Clarence Street, Sydney, NSW 2000 | Phone: (02) 89370969

Email: [admin@qaec.nsw.edu.au](mailto:admin@qaec.nsw.edu.au) | Website: [www.qaec.nsw.edu.au](http://www.qaec.nsw.edu.au)

*This page is intentionally blank.*

## Table of Contents

|  |    |
|--|----|
| Welcome .....  | 5  |
| Purpose of Student Handbook.....   | 6  |
| Studying Through Queen Anne English College - Queen Anne Business College.....         | 7  |
| Admissions and Enrolment .....   | 12 |
| Unique Student Identifier (USI) .....  | 13 |
| Visas .....  | 13 |
| Visa Conditions.....   | 14 |
| Arranging Travel and Documents to Bring .....  | 17 |
| Entry into Australia.....  | 17 |
| Arriving in Australia.....   | 18 |
| Accommodation .....  | 19 |
| Rental.....  | 20 |
| Bringing your Family with You.....   | 21 |
| Health .....   | 22 |
| Working in Australia .....   | 23 |
| Living Costs in Australia.....   | 23 |
| Budgeting.....   | 24 |
| Shopping.....  | 24 |
| Clothing .....   | 24 |
| Fees and Charges .....   | 25 |
| Refunds:.....  | 27 |
| Course Credit.....   | 31 |
| Recognition of Qualifications and Statements of Attainment Issued by Another RTO ..... | 31 |
| Credit Transfer .....  | 31 |
| Recognition of Prior Learning.....   | 32 |
| Assessment.....  | 32 |
| Reasonable Adjustment in Assessment.....   | 32 |
| Submitting Your Assessments .....  | 33 |
| Appealing Assessment Decisions.....  | 33 |
| Student Plagiarism, Cheating and Collusion .....                                       | 33 |
| Student Orientation and Support Services .....   | 33 |
| External Support Services .....  | 35 |
| Maintaining Your Enrolment.....  | 36 |
| Attendance .....   | 36 |
| Course Progress and Intervention .....   | 36 |
| Appeals.....   | 37 |
| Deferral, Suspension and Cancellation.....   | 38 |
| Change in Visa Status.....   | 40 |
| Your Feedback.....   | 40 |

|   |    |
|---|----|
| Student Code of Conduct .....   | 41 |
| Legislation and You .....   | 42 |
| Education Services for Overseas Students .....  | 42 |
| Workplace Health and Safety .....   | 43 |
| Harassment, Victimization or Bullying .....   | 43 |
| Equal Opportunity .....   | 44 |
| National VET Regulator Act 2011 .....   | 44 |
| Unique Student Identifier (USI) .....   | 44 |
| Privacy Policy .....  | 44 |
| Access to Your Records .....  | 45 |
| Complaints and Appeals Policy .....   | 46 |
| Making a Complaint .....  | 48 |
| Internal Non-academic Appeals .....   | 49 |
| Making an Appeal of an Assessment Decision .....  | 50 |
| External Appeals .....  | 50 |
| Enrolment Status during Complaints and Appeals Process .....  | 51 |
| Issuing of Qualifications and Statements Issuing of Qualifications and Statements of Attainment ..... | 51 |
| Student Forms .....   | 52 |

WELCOME

It is with pleasure that I welcome you to Queen Anne English College - Queen Anne Business College. I am thrilled with your decision to join us at the College and hope that the time you spend with us will be enjoyable.

You are about to embark on an incredible journey that is sure to change your life in many positive ways. To commit to studying overseas is to make a commitment to secure a brighter future for yourself and your family and I admire your ability to do so.

As CEO of Jasmine Education Group Pty Ltd (trading as Queen Anne English College - Queen Anne Business College), it is my intention for the College to be known locally, nationally and internationally as a leading example of an institution providing outstanding. Queen Anne English College - Queen Anne Business College provides a friendly community with the focus on the student as the heart of its education philosophy. We are here to help you, so please ask as many questions as you like.

On behalf of everyone at Queen Anne English College - Queen Anne Business College, I wish you good luck in your course and I look forward to seeing you around the College.

Yasser Ibrahim

CEO

## **PURPOSE OF STUDENT HANDBOOK**

This handbook was developed to help guide you through the duration of your study. It contains a series of relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with most of the information that you may need to know about studying with Queen Anne English College - Queen Anne Business College

The first part of this handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

Please take some time to read this handbook and familiarise yourself with its content.

## About Queen Anne English College - Queen Anne Business College

Queen Anne English College - Queen Anne Business College is located in the heart of Sydney CBD and Bankstown; both our campuses are easily reached by public transport or by car. There are plenty of parking spaces close to the College.

We strive to provide the best possible equipment, highly educated and experienced staff with recent industry experience and curriculum to ensure that you get a qualification that is highly regarded by industry.

## STUDYING THROUGH QUEEN ANNE ENGLISH COLLEGE - QUEEN ANNE BUSINESS COLLEGE

Queen Anne English College - Queen Anne Business College is committed to providing quality educational programs for students to achieve both educational and personal goals as well as embrace lifelong learning. Queen Anne English College - Queen Anne Business College fosters a personalized environment allowing students to develop skills and values to enable them to participate effectively in their chosen career field and the wider community.

### Our Purpose

Our purpose is to create an innovative educational institution in the heart of Bankstown-Sydney with the best possible opportunities offered to students to excel academically and maximise their potential.

### Our Vision

Our vision is to provide every student with the opportunity to practice skills attained by undertaking real life learning based on global needs and values. Our dedicated staff provides a student-focused approach to ensure a supportive, individualized and innovative learning experience. Queen Anne English College - Queen Anne Business College is committed to the achievement of excellence in education. A student's success is Queen Anne English College - Queen Anne Business College's success.

### Our Values

#### *Team Work*

We work together to achieve our vision, mission and objectives.

#### *Passion*

Our team is passionately committed to delivering quality educational experiences and expanding all learners' horizons.

#### *Excellence*

We strive for the highest quality in every area of our organization.

#### *Respect*

We respect all of our clients and stakeholders by providing a caring Queen Anne English College - Queen Anne Business College community based on openness, fairness and friendship. At Queen Anne English College - Queen Anne Business College, we recognise that with rights come responsibilities to ourselves, our clients and our stakeholders.

### Integrity

We act responsibly and honestly in everything we do.

### Diversity

We promote intercultural awareness and understanding through authentic experiences both within the Queen Anne English College - Queen Anne Business College community and the broader Australian and global community.

### Study Location

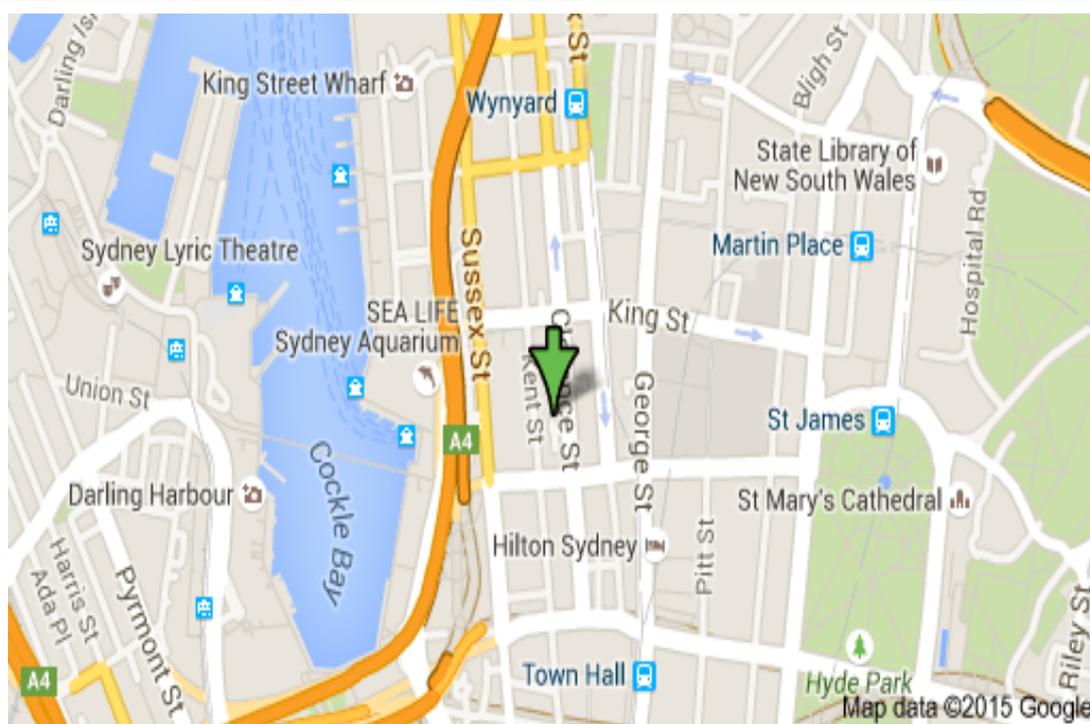
Queen Anne English College - Queen Anne Business College

Level 4,225 Clarence Street, Sydney, NSW 2000

Phone: 0289370969 Fax: 02 9475 1067

Email: [admin@qaec.nsw.edu.au](mailto:admin@qaec.nsw.edu.au) Website: [www.qaec.nsw.edu.au](http://www.qaec.nsw.edu.au)

Sydney CBD Campus

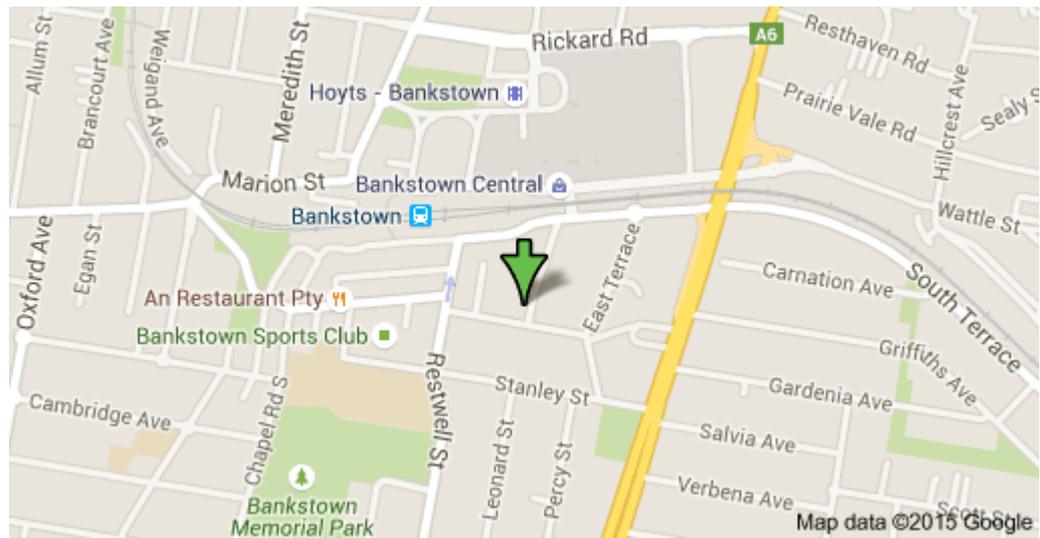


Bankstown Campus

Level 1, 49 Raymond Street, Bankstown NSW 2200

Phone: (02) 97074840 | (02) 97933744 Fax: 02 9475 1067

Email: admin@qaec.nsw.edu.au Website: www.qaec.nsw.edu.au



### Contact Information and Emergency Contacts

Queen Anne English College - Queen Anne Business College Student Support Officer

If you require support or assistance with your course or aspects of your stay in Australia, please contact Anne Taher, Principal Administrator who will assist or direct you to the appropriate support during the business hours. After hours emergency, please contact 0405908908.

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Immigration and Border Protection (DIBP)

Dial 131 881

Office locations:

26 Lee Street Sydney NSW 2000

9 Wentworth Street Parramatta NSW 2150

<http://www.border.gov.au/Lega/Lega/Help/Location/australia>

### Local Medical Centres:

|                           |                             |
|---------------------------|-----------------------------|
| Sydney CBD                | Bankstown                   |
| Sydney CBD Medical Centre | Rickard Road Medical Centre |

|  |  |
|--|--|
| <p>309 Pitt Street Sydney NSW 2000<br/>Phone: 8964 8677<br/>Opening Hours: Monday to Friday – 8 am to 6 pm</p>   | <p>41 Rickard Road Bankstown NSW 2200<br/>Ph. 02 9708 3611<br/>Opening Hours: Monday to Sunday – 8.30 am to 11.00 pm 7 days a week and on public holidays.</p>   |
| <p>George Street Medical Centre<br/>308 George Street, Sydney NSW 2000<br/>Phone : (02) 9231 3211<br/>Opening Hours: Monday to Friday – 7.30 am to 5.30 pm</p> | <p>Primary Health Care and Dental Care<br/>67-69 Rickard Road Bankstown NSW 2200<br/>Ph. 02 97932022<br/>Opening Hours: Monday to Sunday – 7.00 am to 10.00 pm 7 days a week and on public holidays.</p> |
| <p>Benchmark Medical<br/>Level 2, No. 2 Martin Place Sydney<br/>Phone: +61 2 8222 5900<br/>Opening Hours: Monday to Friday – 7.30 am to 6 pm</p>               | <p>Bankstown Medical<br/>Centro Bankstown Shopping Centre Bankstown NSW 2200<br/>Ph. 02 97900024<br/>Opening Hours: Monday to Sunday – 9.00 am to 5.00 pm 7 days a week and on public holidays.</p>      |

**Transport:**

Sydney has an extensive train and bus network.

Visit NSW Transport at <http://www.transportnsw.info> for more information. Here you can also find a Free iPhone and Android apps that let you view service times, use the journey planner and set your favourite stops. The app gives you real-time departures and arrivals for all tram stops. It stores timetables locally on your phone, so it doesn't use your data pack / cap when using offline departures.

**Local taxi companies**

[www.taxiscombined.com.au](http://www.taxiscombined.com.au) 133300

**Public Facilities:**

Post Office

Sydney CBD

Bankstown

|  |   |
|--|---|
| 44 Market Street Sydney NSW 2000<br>Phone 13 13 18<br>Mon – Fri 8.30 am to 5 pm Saturday 9:30am - 1:00pm | 4 Chapel Road Bankstown<br>Phone 13 13 18<br>Mon – Fri 9 am to 5 pm<br>Saturday and Sunday - Closed |
|--|---|

|  |   |
|--|---|
| ATM  |   |
| Sydney CBD   | Bankstown   |
| rediATM<br>Address: 230 Clarence Street, Sydney NSW 2000     | rediATM<br>Address: Bankstown Central, North Terrace,<br>Bankstown NSW 2200                           |
| CBA ATM<br>Address: 167-175 Clarence Street, Sydney NSW 2000 | CBA ATM<br>Address: 16/18 Bankstown City Plaza, Bankstown<br>NSW 2200                                 |
| WESTPAC ATM<br>Cnr Market St & Clarence St Sydney NSW 2000   | WESTPAC ATM<br>Address: The Grand Entrance, 12-41 North Tce,<br>Bankstown Central, Bankstown NSW 2200 |
| NAB ATM<br>Address: 64 Clarence Street, Sydney NSW 2000      | NAB ATM<br>Address: Bankstown Central, 23 Bankstown City Plaza,<br>Bankstown NSW 2200                 |

### Courses Provided by Queen Anne English College - Queen Anne Business College

Queen Anne English College - Queen Anne Business College offers the following courses:

| Vocational Courses   |  |                   |
|--|--|-------------------|
| Course Code  | Course Name                                      | Duration in weeks |
| BSB41315   | Certificate IV in Marketing                      | 52                |
| BSB51215   | Diploma of Marketing                             | 52                |
| BSB60515   | Advanced Diploma of Marketing                    | 49                |
| BSB41015   | Certificate IV in Human Resources                | 52                |
| BSB50615   | Diploma of Human Resources Management            | 49                |
| BSB60915   | Advanced Diploma of Management (Human Resources) | 49                |
| FNS40215   | Certificate IV in Bookkeeping                    | 52                |
| English Courses  |  |                   |
| Course Name  | Duration in Weeks                                |                   |
| English for Academic Purposes (EAP) Level 1 and 2 (Intermediate to Advanced) | 20   |                   |
| English for General Purposes (Beginner to Advanced)                          | 4-72   |                   |

For more information please visit our website [www.qaec.nsw.edu.au](http://www.qaec.nsw.edu.au)

### Living and Studying in Australia

You can find lots of useful information about living and studying in Australia at <http://www.studyinaustralia.gov.au/> The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Sydney CBD and Bankstown.

This first section of the Handbook provides you with information about the courses we offer, how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

#### ADMISSIONS AND ENROLMENT

Queen Anne English College - Queen Anne Business College accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Application for Enrolment Form that you can download from our web site and send us by email, fax or post as per the details on the application form. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English language level (within the last 2 years) such as IELTS or TOEFL.

English language competence can also be demonstrated through documented evidence of any of the following:

- You were educated for 5 years in an English speaking country.
- You have completed at least 6 months of a Certificate IV level course in an Australian RTO.
- You have completed the College English Placement Test.
- You have successfully completed your High School in the English Language.

If you cannot provide evidence of English language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course.

You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Handbook on Course Credit.

Once you have completed your Application for Enrolment form and gathered all the necessary documentary evidence, send it to [admin@qaec.nsw.edu.au](mailto:admin@qaec.nsw.edu.au), along with a non-refundable application fee of \$200.

In some instances in order to confirm the suitability of your enrolment into the course, you may be required to participate in an interview with our Academic Manager Muhammad Khan who will determine the suitability of your enrolment into the course. This interview will occur via an online meeting.

On approval of your application, you will be sent a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, as well as evidence of Overseas Student

### **UNIQUE STUDENT IDENTIFIER (USI)**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that create a secure online record of the nationally recognized training completed by an individual. From 2015, all students participating in nationally recognized training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

As part of your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing the authority, you must also provide a suitable form of identification – as listed on the relevant section of the Enrolment Form.

If you would like to create your own USI, please visit: <https://www.usi.gov.au/students>

### **VISAS**

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at: <https://www.border.gov.au/Trav/Visa/Appl/Student>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application, or Queen Anne English College - Queen Anne Business College has a range of education agents who can assist you with the process of applying for a course to arrival at Queen Anne English College - Queen Anne Business College and including assistance with visas. Contact us for details of the education agents that we use. A list of the education agents can also be found on our web site.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid excluding application fee and refund processing fee.

## VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

THIS TABLE DESCRIBES THE MANDATORY CONDITIONS THAT ARE ATTACHED TO ALL PRIMARY STUDENT VISAS IN THE FOLLOWING SUBCLASSES.

| No.  | Subclasses   | Description  |
|------|--|--|
| 8105 | <p>All</p> <p>Mandatory only where Student visa granted on or after 26 April 2008</p> <p>Discretionary where Student visa granted before 26 April 2008</p> | <p>You <b>cannot</b> work more than 40 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course).</p> <p><b>Note:</b> No work limits apply during recognised periods of vacation offered by your education provider.</p> <p>You <b>cannot</b> undertake work until you have commenced your course in Australia.</p> <p>*A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.</p> <p>If you have a subclass 574 visa, you have no work limits applying once you have commenced your Masters by research or Doctorate course in Australia.</p> |
| 8202 | All  | <p>You <b>must</b> remain enrolled in a registered course (unless you are a Foreign Affairs or Defense sponsored student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training).</p> <p><b>Note:</b> A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).</p> <p><b>See:</b> <a href="#">CRICOS</a></p>   |

|      |                  |  |
|------|------------------|--|
|      |                  | You <b>must</b> maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.  |
| 8501 | All              | You <b>must</b> maintain adequate arrangements for health insurance during your stay in Australia.<br><b>Note:</b> Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).   |
| 8516 | All              | You <b>must</b> continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia. For further information on the implications of changing courses:<br><b>See:</b> <a href="#">Information on changing courses</a>  |
| 8517 | All              | You <b>must</b> maintain adequate schooling arrangements for your school-age dependents who join you in Australia on a student dependent visa for more than 3 months.  |
| 8532 | All (except 576) | If you have not turned 18, you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia.<br><br>To maintain adequate arrangements for welfare you must stay in Australia with: <ul style="list-style-type: none"> <li>• your parent or legal custodian<br/>or</li> <li>• a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character<br/>or</li> <li>• accommodation, support and general welfare arrangements that have been approved by your education provider.</li> </ul> |

|      |  |   |
|------|--|---|
|      |  | <p><b>Note:</b> You <b>must</b> not change those arrangements without the written approval of your education provider. If your welfare arrangements are approved by your education provider, you must not travel to Australia until your welfare arrangements are due to commence.</p>  |
| 8533 | All  | <p>You <b>must</b> notify your education provider of your residential address in Australia within 7 days of arriving in Australia. You <b>must</b> notify your education provider of any change in your residential address within 7 days of the change. You <b>must</b> notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.</p>   |
| 8534 | <p>Assessment Level 3 and 4 applicants only, where the course duration is 10 months or less, in the following subclasses:</p> <ul style="list-style-type: none"> <li>• 570</li> <li>• 572</li> <li>• 573</li> <li>• 574</li> <li>• 575</li> </ul> <p>Assessment Level 3 and 4 applicants only, where the course duration is 10 months or less.</p> | <p>You are <b>not</b> entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> <li>• a Student visa with Permission to Work</li> </ul> <p><b>Note:</b> if you apply for and are granted Permission to Work, this will change only the work conditions on your Student visa, all other conditions will remain the same including 8534</p> <ul style="list-style-type: none"> <li>• a further Student Guardian visa</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees.</li> </ul> |
| 8535 | 576  | <p>You are <b>not</b> entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> <li>• a Student visa with permission to work</li> </ul> <p><b>Note:</b> if you apply for and are granted permission to work, this will change only the work conditions on your Student visa, all other conditions will remain the same including 8535</p> <ul style="list-style-type: none"> <li>• a Student visa that is supported by the</li> </ul>   |

|  |  |   |
|--|--|---|
|  |  | <p>sponsoring government agency</p> <p>or</p> <ul style="list-style-type: none"> <li>• a visa to engage Australia's obligations under the 1951 United Nations convention relating to the status of refugees.</li> </ul> <p><b>Note:</b> The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.</p> |
|--|--|---|

FOR MORE INFORMATION PLEASE GO TO [HTTPS://WWW.BORDER.GOV.AU/TRAV/STUD/MORE/VISA-CONDITIONS/VISA-CONDITIONS-STUDENTS#](https://www.border.gov.au/Trav/Stud/More/Visa-Conditions/Visa-Conditions-Students#)

#### ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Sydney at least 2 weeks before your course orientation to give you time to settle in.

The nearest international Airport is Sydney Airport.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (eCoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Queen Anne English College - Queen Anne Business College at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

For more information please visit <http://www.studyinaustralia.gov.au/global/live-in-australia/plan-your-departure>

#### ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage, you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at [www.aqis.gov.au](http://www.aqis.gov.au)

For more information please visit <http://www.studyinaustralia.gov.au/global/live-in-australia/arrival>

#### ARRIVING IN AUSTRALIA

##### Getting from Location airport to your accommodation

There is an Airport Link Train Service that services both the international and domestic terminals. The service operates between 5 am and midnight and connects to all Sydney train stations. Visit <http://www.sydneytrains.info/> for more information.

Taxis are also readily available at the taxi rank, and signs in the airport will show you how to get to the taxi rank. Taxi fares to both the Sydney and Bankstown from Sydney International Airport cost approximately AUD\$40 depending on the time of day and amount of traffic.

Additional charges may apply for taxis waiting at the airport taxi rank, or those that commute to their destination via toll ways.

[www.taxicombined.com.au](http://www.taxicombined.com.au)

[www.silverservice.com.au](http://www.silverservice.com.au)

[www.premiercabs.com.au](http://www.premiercabs.com.au)

[www.legioncabs.com.au](http://www.legioncabs.com.au)

##### Buses

There are many bus services that operate to and from Sydney Airport – most of which require pre-booking. See the options shown at the following web site to determine which service best suits your needs.

<http://www.sydneyairport.com.au/go/buses-limousines-and-shuttles.aspx>

For more information please visit <http://www.studyinaustralia.gov.au/global/live-in-australia/transport>

### Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

### Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive. But if you haven't, you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Sydney, you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

For more information please visit <http://www.studyinaustralia.gov.au/>

### ACCOMMODATION

Once you have confirmed your enrolment with Queen Anne English College - Queen Anne Business College, you can look for accommodation that suits your needs and budget. Some tips when searching for accommodation include:

- The costs will vary depending on your chosen state, city, and type of accommodation.
- Always confirm the total cost and any other expenses you may be required to pay, such as a bond and utility fees.
- Consider how far it is from your campus and whether it is easily accessible by public transport, such as bus or train.
- Find out what shopping centres, hospitals and emergency service facilities, and other amenities are nearby.

### Short-term accommodation

Short-term accommodation options you might want to consider when you first arrive in Australia include:

- Hostels and discounted rates on hotels.

- Temporary housing which may be offered through your institution while you get settled. Talk to your institution's international support staff or check their website for details.

## RENTAL

You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately. When renting a property, you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (also usually four weeks). The bond is held to repair any damage that you, your house mates or house guests cause to the property while renting. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated.

For more information on your rights and obligations when renting in Australia you should visit the relevant government Fair Trading agency in your state/territory.

## Homestay

With homestay, you will live with a family in their home. Homestay can be a good option for younger students as you will have all the comforts of an established home, often with meals and cleaning included. Families offering homestay accommodation to international students are thoroughly screened to ensure they can provide a suitable living environment for students.

You may contact the following organisation to find you a suitable accommodation

- ◆ Australian Homestay Network : [www.homestaynetwork.org](http://www.homestaynetwork.org)
- ◆ Global Experience: <http://www.globalexperience.com.au/>
- ◆ Sydney Homestay : <https://www.sydneyhomestay.org>
- ◆ Family stay Australia : [www.familystayaustralia.com](http://www.familystayaustralia.com)
- ◆ Homestay Direct Services : [www.homestaydirect.com.au](http://www.homestaydirect.com.au)

Disclaimer: The agencies listed above are independent agencies and are listed for further information purposes only.

## Legal protection

You have certain responsibilities to meet when it comes to paying accommodation expenses on time, cleaning and maintenance. You also have the right by law to feel secure in your property, maintained with working facilities. If there are any problems with your accommodation, talk to your agent or landlord (if renting), your international student support staff for on-campus living or the service where you found your homestay.

There are also organisations such as tenants unions and consumer advocates that can provide assistance. To find out more visit the relevant government Fair Trading agency in your state/territory.

You can find further information here

<http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation>

## BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit <https://www.border.gov.au/Trav/Stud/Brin>

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Sydney are as follows

| Type of child care                | Price Range  |
|-----------------------------------|--|
| Nanny                             | \$15-\$25 per hour live in \$15-\$35 per hour live out (+agency fee)   |
| Nanny sharing                     | \$12+ per hour per family (+agency fee)                                |
| Au pair                           | \$170-\$200 pocket money per week (+agency fee)                        |
| Mother's help                     | \$12 per hour live in \$16 per hour live out (+agency fee)             |
| Long day care (child care centre) | \$70-\$185 per day   |
| Pre-school                        | \$45-\$80 per day  |
| Family day care                   | \$5.50-\$16.80 per hour dependent on geographical location and service |
| In-home care                      | \$20-\$25 per hour   |
| Babysitter                        | \$15-\$35 per hour (+agency fee)                                       |
| Outside of School Hours Care      | \$15-\$30 per day  |

Find out more at:

<http://www.careforkids.com.au/articlesv2/article.asp?ID=77>

For school children, current costs range from \$10,000 for Kindergarten to Year 6, \$12,000 for Junior Secondary (Years 7 – 10) and \$13,000 for Senior Secondary (Years 11 - 12).

To find out more about application processes and costs, go to:

<http://www.decinternational.nsw.edu.au/study/schools/international-students>

You should also be aware that the above costs for childcare and schooling are in addition to living costs which currently estimated as:

- \$18,610 a year for the main student;
- \$6,515 a year for the student's partner;
- \$3,720 a year for the student's first child; and
- \$2,790 a year for every other child and where required.

For more information please visit <https://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

## HEALTH

### Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

### Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

### Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

### Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centers. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

### Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC Worldcare [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC <https://www.nib.com.au/overseas-students>

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia; it will contribute towards the cost of most prescription medicines and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA)

<http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment covers with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

#### WORKING IN AUSTRALIA

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. You can phone the Department of Immigration and Border Protection (DIBP).

Visit the following website to find out more about working in Australia, including how to find a job.

<http://www.studyinaustralia.gov.au/global/live-in-australia/working>

#### LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

From 1 July 2012, the basic rate of living costs under the Migration regulations increased. Under these regulations, prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- A\$18,610 a year for the main student;
- A\$6,515 a year for the student's partner;
- A\$3,720 a year for the student's first child; and
- A\$2,790 a year for every other child and where required.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Immigration and Border Protection website.

## BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

## SHOPPING

All Australian major town centers and capital cities shopping facilities operate with opening hours generally from 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Below is a list of average costs for everyday grocery products in Australia:

- Loaf of bread – A\$2.50 to A\$3.00;
- Two litres of milk – A\$2.20 to A\$2.90;
- Newspaper – A\$1.50 to A\$3.00;
- Box of breakfast cereal – A\$3.00 to A\$4.00;
- Jar of instant coffee – A\$3.00 to A\$4.00;
- Bottle of soft drink – A\$1.50 to A\$3.00;
- Bottle of shampoo – A\$2.50 to A\$4.50;
- Bar of soap – A\$1.50 to A\$2.50;
- One apple – 50 cents to 80 cents;
- One banana – 60 cents to 90 cents;
- Beef (500 grams) – A\$7.00 to A\$8.00; and
- Chicken (600 grams) – A\$7.00 to A\$8.00

## CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and speciality stores such as Myer and David Jones carry more expensive higher end clothing labels.

## FEES AND CHARGES

A non-refundable application fee of \$200AUD applies to all of our courses. This must be paid at the time of submitting your Application Form.

You can find up to date fees and charges information in the course outline for your course.

These fees and charges will be shown in your Written Agreement and in the tax invoice that you receive on enrolment. You can pay your fees by credit card, direct debit and direct bank transfer.

These fees and charges will be shown in a written agreement that will we send to you with a letter of offer once your application has been accepted. You will receive a tax invoice the amount you are required to pay and details of how to pay. You can pay your fees by cash/EFTPOS/bank transfer. All prepaid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia and with the ESOS Framework that regulates the standards for provision of Education to International students

Course fees include all administration, materials and tuition fees. Any text books or materials that may be recommended but are not required for completion of the course are not included in the course fees. Course fees also include up to 1 attempt at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee.

Queen Anne English College - Queen Anne Business College has the following of additional charges

### Summary of Non – Tuition fees that student may incur for additional services

| Fee Name   | Description   | Refundable  |
|--|---|---|
| The Application Processing Fee (sometimes referred to also as the Enrolment Fee) | The Application Processing Fee of \$200 (AUD) is non-refundable and payable upon acceptance of an offer of enrolment along with your course fees. It can be paid on application as well | Refundable  |
| Airport Pickup   | When Student arrives –Optional fees. Charge is \$300  | Yes, If cancelled 4 Weeks before arrival. JEG will charge \$50 refund |

|   |  |  |
|---|--|--|
|   |  | processing fees  |
| Accommodation Placement Fee   | \$300  | Non Refundable   |
| The Home Stay Deposit   | The deposit of four (4) weeks Home stay @ \$350 (AUD) per week (total \$1400)  | Refer to home stay provider Refund policy. JEG will charge \$50 refund processing fees |
| The Home Stay Fees  | Home stay fees needs to be paid a minimum of 2 weeks in advance before course commencement or date of student arrival. | Refer to home stay provider Refund policy. JEG will charge \$50 refund processing fees |
| OSHC (Overseas Student Health Cover) Fee  | Payment of Overseas Health Cover Fees is payable upon acceptance of offer of enrolment and signing of contract.        | Refer to OSHC provider Refund policy. JEG will charge \$50 refund processing fees      |
| Interim Academic Transcript   | \$150  | Non refundable   |
| Attendance Letter   | \$150  | Non refundable   |
| Overdue Tuition Fee. 1-5 working Days   | \$200  | Non refundable   |
| Overdue Tuition Fee. More than 5 working days   | \$200 ( another \$200 on top of the above )  | Non refundable   |
| Re-Assessment of unit   | \$500 ( first re-assessment is free) charge apply for 2nd and 3rd attempts separately.                                 | Non refundable   |
| Re-enrolment Fee  | \$250  | Non refundable   |
| Refund Processing Fee   | \$250  | Non refundable   |
| Re-Issue of Photo Id Card   | \$25   | Non refundable   |
| Release Letter  | No charge  | Non refundable   |
| Re-Sit Single Whole Subject   | \$1000   | Non refundable   |
| Re-submission or late submission of unit ( within 1 weeks of unit completion)                       | No charge  |  |
| Re-submission or late submission of unit (after 1 week and more than 2 weeks after unit completion) | \$150  | Non refundable   |
| RPL fee per unit  | \$1000   | Non refundable   |
| Replacement Certificate   | \$100  | Non refundable   |
| Student Letter by Request   | \$150  | Non refundable   |
| Course Deferment Fee  | \$100  | Non refundable   |
| Contract Cancellation Fee   | \$1500   | Non refundable   |

**Payment of Fees:** Please use Student Application Reference number/Student ID number as your payment reference.

Details are found in the written agreement that you signed at the commencement of your course.

### Protection of fees

All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.

JEG or its agents are not allowed to collect more than 50% of each course's Tuition Fees (or the full amount if the course is under 25 teaching weeks in duration) prior to the course commencing. Unless the student consents to pay more than 50% of the tuition fees and that was explained to the student on the application.

Queen Anne English College - Queen Anne Business College pays into the Tuition Protection Scheme (TPS) provided by the Australian Government.

### REFUNDS:

Jasmine Education Group Pty Ltd ("JEG")'s refund policy observes the principles outlined in the Education Services for Overseas Students (ESOS) Act 2000. JEG will monitor and review pricing as part of the continuous quality improvement strategies in order to ensure JEG offers quality training for a fair and reasonable price. All relevant course, fees and refund information will be made available to clients prior to enrolment via the JEG website [ww.qaec.nsw.edu.au](http://ww.qaec.nsw.edu.au)

*Note: Special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling), following a written application to the PEO/CEO.*

- No refund is available where students leave prior to completing the course.
- We will not issue refunds under other circumstances including but not limited to:
  - Changes occur in student work hours, student changes/ leaves work
  - It becomes inconvenient for a student to travel to class
  - A student moves to a different location.
  - A student enrolment is cancelled for misbehaviour / breach of the College *Code of behaviour* or *student visa conditions*.
  - JEG will notify students of the outcome of the application for refund within 28 working days

of receipt of a completed and signed application for refund and applicable evidence.

- Refunds requests, if approved, will be paid within 2 weeks from the approval date.
- Refunds will be paid directly to the person who entered into the contract with JEG unless we receive written direction to pay someone else from the applicant.
- Refunds will be paid in Australia dollars.
- All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.
- Students are not permitted to transfer course fees to another student unless the college approves that.
- Students are obligated to pay outstanding course fees and understand JEG will not issue a Letter of Release if fees are owed for the current study period. For further details refer *Transfer between registered providers Policy. Policy available on our website [www.qaec.nsw.edu.au](http://www.qaec.nsw.edu.au).*
- JEG's refund policy applies to both commencing and re-enrolling students. It applies to students who wish to withdraw from the course that they have enrolled and paid for.
- All refund requests must be submitted in writing on the appropriate form and must be accompanied by official documentary evidence of the grounds for the request. Refund request form is available at [www.qaec.nsw.edu.au](http://www.qaec.nsw.edu.au)
- The Application processing/enrolment fee of \$200 to JEG is non-refundable.
- Deposits for CoEs (where less than the first term fees are paid) are not refundable.
- Applications for Refunds MUST be processed completely within 4 weeks from the date of receipt of a completed application, except for visa refusal OR provider default, in which case students will be refunded in 2 weeks.

#### Full Refund

A full refund (minus refund processing fee of \$250 and non-refundable application processing/enrolment fees of \$200) will only be granted under the following circumstances:

- JEG is unable to provide the course for which an offer has been made. Alternative to refund, you may choose to accept the college's offer of a place in another suitable course at the college's expense instead of a refund if this is offered to you.

- Provider Default under the ESOS Act. The default date is the date the College stopped providing the course.
- An offer of a place is withdrawn by JEG (unless the offer was made on the basis of incorrect or incomplete information provided by the applicant, or a representative of the applicant)
- The applicant is offshore and is unable to obtain a visa from an Australian Diplomatic Office. (Note: Refund will be full fees paid minus AUD\$250 refund processing fee). If student is onshore, student must inform the college 28 days before the course start date.
- Compassionate and or compelling circumstances which are deemed out of the control of the student. This will be subject to JEG discretion.
- Prisms system is asking for release letter when trying to issue CoE. Full refund will be granted and no refund processing fees or application fees to be deducted.
- JEG policy is a full refund of unused tuition fees will be provided to students who are unable to obtain a visa to enter Australia to undertake their study. Written evidence of the visa refusal from the relevant authority is required. Refunds for OSHC, equipment, books etc purchased from other agencies will need to be applied for directly with the supplier.
- Students are to be notified in writing of the outcome of their refund request within 4 weeks of receipt. Any money or refund not claimed for 45 days will not be paid.

#### No or Partial Refund

If a student wishes to apply for a refund under certain circumstances, which are not covered under full refund, he/she may be eligible for a partial refund. The amount of partial refund is determined by the date of receipt of notice of withdrawal. Partial refunds (minus refund processing fee of \$250 and non-refundable application fees of \$200) will be given as follows:

- If a request for a refund is given to JEG 28 days or more before the commencement date of the course, students will receive full refund minus refund processing fee of \$250 and non-refundable application fees of \$200. This is not applicable if the student first defers the course and then applies for refund within the stipulated timeframe. If that occurs, then the students is only eligible for a 50% refund of the tuition fee provided that he/she applies for refund 28 days or more before the course commencement date.
- If a request for a refund is given less than 28 days before the commencement date or on the commencement date of the course, student will not be eligible for a refund of any of the tuition fee paid.
- Students who withdraw from a course after commencement date will not be eligible for refund and will

be liable for the rest of the course fees as they have entered into financially binding agreement. They will be liable as well for \$500 cancellation fees for any other E-CoE issued.

- Students who didn't commence will not be eligible for any refund and will remain liable for the rest of the course fees as they have entered into financially binding agreement. They will be liable as well for \$1,500 cancellation fees for any other E-CoE issued.
- Students who fail to meet the course entry requirements or the offer letter conditions will be only eligible for refund of all fees paid less than \$1,500 contract cancellation fees.
- False or misleading information in your application ;or during your course of study automatically disqualifies you from any refunds
- If the student applies for deferral first and then reapplies for refund of course fee, No refund will be paid under any circumstances.

#### Student Default

JEG will refuse to provide a refund or continue to provide a course to a student due to:

- Failure to pay an amount student was liable to pay to JEG directly or indirectly in order to undertake a course;
- The student breached a condition of his or her student visa;
- Misbehaviour by the student or under serious disciplinary action.

#### Provider Default

Under Section 46 of ESOS Act, JEG has obligations to overseas students in case of a provider default.

A registered provider is deemed to have defaulted, as per ESOS Act if:

- either of the following occurs:
  - The provider fails to start to provide the course to the student at the location on the agreed starting day;
  - The course ceases to be provided to the student at the location at any time after it starts but before it is completed; and
  - The student has not withdrawn before the default day.

- A registered provider defaults if the provider is prevented from providing a course at a location because a sanction has been imposed on the provider under Part 6 of ESOS Act.
- In case of a default, JEG has following obligations to the students:
  - Arrange for the student to be offered a place in an alternative course at the provider's expense, and the student accepts the offer in writing; or
  - The provider provides a full refund (minus processing and non-refundable fee)
  - Students will be advised of a default situation in advance (where possible), and will have a letter explaining how any refunds would be calculated. Such situations are covered by the provision of the Commonwealth government ESOS Act 2000 and the ESOS Regulations 2001.

#### Variations

JEG reserves the right to vary, replace or terminate this policy from time to time.

#### Unclaimed Refunds

JEG will pursue to contact students who have not requested a refund within 4 weeks of making decision regarding their refund requests. JEG will keep trying to contact them from another 4 weeks.

#### COURSE CREDIT

Course credit is where you are awarded advanced standing in a course because of existing qualifications, skills and experience that you have. This means that you are not required to participate in a particular part of the course you have enrolled in, saving you time and money.

Course credit can be awarded in three ways - through recognition of qualifications and statements of attainment issued by another RTO, through credit transfer and through Recognition of Prior Learning (RPL). An explanation of each of these ways of gaining course credit is included below, as well as how to apply and the costs involved.

#### Recognition of qualifications and statements of attainment issued by another RTO

Under recognition arrangements, any AQF qualifications or VET statements of attainment that you have from another RTO and that directly match the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. Fees apply for this service.

#### Credit transfer

You can also receive course credit for credit transfer which will be awarded for qualifications or statements of attainment that include unit/s that are not a direct match but align with the content from the units within the course that you are applying for. For example, some qualifications or statements of attainment may contain units that are from an older version of a Training Package but the content is considered equivalent. Students

should indicate on the enrolment form that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. Fees apply for this service.

### Recognition of Prior Learning

Recognition of Prior Learning (RPL) means that you can get credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

Queen Anne English College - Queen Anne Business College has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option.

If you choose to apply for RPL to prove entry requirements, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about submitting an application for RPL, contact the student services at the college.

## ASSESSMENT

### Your Course and Assessment

The training and assessment offered by Queen Anne English College - Queen Anne Business College focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety or qualification specific skills.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

### Re-assessment

You have three attempts per assessment task. Where a task is marked as Not Satisfactory after the first attempt, you will be provided with feedback and given the opportunity to resubmit/re-attempt the task. If after this further attempt, the result is still Not Satisfactory, if you wish to re-do the unit, you will need to pay the re-assessment fee.

### Reasonable adjustment in assessment

Some students may need modifications to assessments. This is called reasonable adjustment.

Reasonable adjustment can involve:

- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

#### Submitting your assessments

Students must submit written assessment tasks along with a completed and signed Assessment Task Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or provided to our office staff who will record your submission. We recommend you take a photocopy of all your submitted tasks as we will not be able to provide a copy back since we must keep your work as evidence of your assessment in your file.

#### Appealing assessment decisions

You make an appeal against an assessment decision. Please refer to the complaints and appeals section in this handbook for information about making a Complaint or Appeal.

#### STUDENT PLAGIARISM, CHEATING AND COLLUSION

Queen Anne English College - Queen Anne Business College has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or colluding, Queen Anne English College - Queen Anne Business College will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

#### STUDENT ORIENTATION AND SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- Details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- Legal, emergency and health services
- Facilities and resources
- Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- Any student visa conditions relating to course progress and attendance.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified trainers including their phone and email contact details.
- Receiving English language support.
- Review of learning materials with the student and providing information in a context they can understand.
- Providing extra time to complete tasks.
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Tutorial support assistance.
- Job placement assistance for those participating in courses that require practical placement.
- Computer and technology support.
- Referral to external support services.

Contact us at any time on 02 97074840 to discuss your support needs.

#### Support services

We can also offer you a range of support and welfare services, such as the mental, physical, social and spiritual well-being. These services may include, through referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study progress.

Services will be provided at no additional cost to the student.

Contact us at 02 97074840 for details about support services we can offer and /or visit in person to meet

Anne Taher, Principal Administrator; or  
Zahurul Quazi, RTO Manager; or  
Muhammad Khan, Academic Manager.

#### EXTERNAL SUPPORT SERVICES

##### *Reading and Writing Hotline*

*Telephone:* 1300 655 506      *Website:* <http://www.readingwritinghotline.edu.au>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

##### *NSW Anti-Discrimination Board*

*Telephone:* (02) 9268 5555 *Website:* <http://www.lawlink.nsw.gov.au/adb>

The Board provides an enquiry service for people who want to know about their rights or responsibilities under anti-discrimination law. The Board also accepts complaints of discrimination investigate complaints and conciliate complaints when appropriate.

The Board also informs the people of New South Wales about their rights and responsibilities under anti-discrimination laws and explain how they can prevent and deal with discrimination. We do this through consultations, education programs, seminars, talks, participation in community functions and the production and distribution of written information and our website.

##### *Legal Aid NSW*

*Telephone:* 1300 888 529      *Website:* <http://www.legalaid.nsw.gov.au>

Legal Aid NSW is a state-wide organisation providing legal services to socially and economically disadvantaged people across NSW. We deliver legal services in most areas of criminal, family and civil law.

*Disability Advocacy NSW*      *Website:* [www.da.org.au](http://www.da.org.au)

*Telephone:* 1300 365 085

The role of Disability Advocacy NSW is to help people of all ages with any type of disability or mental illness get fair treatment. An advocate can help people with disabilities get fair treatment in a range of areas including from government departments, disability services, other services and businesses; at work, university, school or TAFE; with accommodation, transport and access; with legal, healthcare or money issues.

The organisation also assists with systematic advocacy issues and provides education sessions.

*Lifeline*      *Website:* <https://www.lifeline.org.au>

*Telephone: 13 11 14*

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

*Reach Out*

*Website: [www.reachout.com.au](http://www.reachout.com.au)*

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

## **MAINTAINING YOUR ENROLMENT**

You must meet course progress and attendance requirements in order to satisfy the conditions of your visa.

### **ATTENDANCE**

#### **VET**

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

## **COURSE PROGRESS AND INTERVENTION**

#### **VET**

Queen Anne English College - Queen Anne Business College will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DIBP for not meeting course progress requirements. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Queen Anne English College - Queen Anne Business College decision to report you to DIBP. However, an appeal will only be considered if Queen Anne English College - Queen Anne Business College has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where Queen Anne English College - Queen Anne Business College is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

## APPEALS

The student has 20 working days from the date of the Warning of Intention to Report for Unsatisfactory Course Progress – 20 Days letter to appeal Queen Anne English College - Queen Anne Business College's decision on the following grounds:

- Queen Anne English College - Queen Anne Business College has not calculated or recorded the results accurately or correctly;
- Compassionate or compelling circumstances;
- Queen Anne English College - Queen Anne Business College has not implemented its intervention strategy and/or policies according to the documented policies and procedures available to students.

All appeals must be made in writing on the Student Appeal Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

After completion of the appeals period, students will be reported to DIBP for their unsatisfactory course progress if any of the below occurs:

|   |                               |             |
|---|-------------------------------|-------------|
| <b>SC16.12-I International Student Handbook</b> | Jasmine Education Group       | Version 2.4 |
| Last Updated: 24 May 2016                       | Next Review Date: 24 May 2017 |             |
| Authorised by CEO                               | Page 37 of 52                 |             |

- The student chooses not to appeal;
- The student withdraws from the appeals process;
- The outcome of the appeals process favours Queen Anne English College - Queen Anne Business College's decision.

#### DEFERRAL, SUSPENSION AND CANCELLATION

Queen Anne English College - Queen Anne Business College's Deferral, Suspension and Cancellation Policy and related procedures outline the circumstances in which a student can defer, suspend or cancel their enrolment with Queen Anne English College - Queen Anne Business College and where Queen Anne English College - Queen Anne Business College can initiate the suspension or cancellation of the student's enrolment.

#### Definitions

To defer or suspend enrolment means to temporarily put studies on hold. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.

Deferral is defined as postponement of the commencement of enrolment and suspension is a temporary postponement of enrolment.

Note that a retrospective deferment or suspension may be justified if the student was unable to contact Queen Anne English College - Queen Anne Business College because of a circumstance such as being involved in a car accident.

Cancellation is where the student voluntarily withdraws or is required to withdraw from a course.

Deferral and suspension will be granted in compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.
- Where Queen Anne English College - Queen Anne Business College is unable to offer a pre-requisite unit;  
or

- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Queen Anne English College - Queen Anne Business College may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehavior of the student or non-payment of fees. The Student Code of Conduct defines what is the behavior expected by students and what might be defined as misbehavior.

Queen Anne English College - Queen Anne Business College Student Discipline Policy and Procedures will be followed to investigate the incident. In the case of student plagiarism, cheating or collusion, Queen Anne English College - Queen Anne Business College's Student Discipline Policy and Procedure will be followed.

Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Queen Anne English College - Queen Anne Business College's Course Progress and Attendance Monitoring Policy and Procedures.

Students may also initiate cancellation of their studies using Queen Anne English College - Queen Anne Business College's Application for Withdrawal form. Students should note Queen Anne English College - Queen Anne Business College's Fees, charges and refunds policy and procedure in relation to withdrawal.

#### Erratic Course Progress Policy

##### Erratic Course Progress

Erratic progress is defined as inconsistent attendance without an acceptable explanation, combined with a low rate of participation in requirements for enrolled subjects and consistent failures. Together these may be grounds for cancellation of enrolment. If JEG suspects that a student is not a genuine student, JEG will consider cancelling the student's enrolment, as permitted under Standard 13 of the National Code. Standard 2.1 (f) of the National Code requires JEG to inform students of this. All students have the right of appeal under the JEG Policy on Complaints and Appeals.

#### **Complaints and appeals process for deferral, suspension or cancellation**

Where Queen Anne English College - Queen Anne Business College initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Queen Anne English College - Queen Anne Business College's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances relating to the welfare of student may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's well being; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

Queen Anne English College - Queen Anne Business College will not notify the Department of Education of a change in enrolment status until the internal complaints and appeals process is completed.

Students may choose to access an external appeals process as per Queen Anne English College - Queen Anne Business College Complaints and Appeals Policy. In the case of an external appeal, Queen Anne English College - Queen Anne Business College is not required to wait for the outcome of the external appeal before notifying Department of Education of the change to the student's enrolment status.

In most cases, Queen Anne English College - Queen Anne Business College will continue to provide learning opportunities to students during the appeal process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.

#### CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Queen Anne English College - Queen Anne Business College will notify the Department of Education via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DIBP web site (<http://www.border.gov.au/>) or Helpline (131 881) for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Queen Anne English College - Queen Anne Business College, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Queen Anne English College - Queen Anne Business College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months, the student shall have to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DIBP via the DIBP helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Queen Anne English College - Queen Anne Business College will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

#### YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your trainer/assessor throughout the course.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete.

We also welcome feedback from you at any time in person and / or by email/phone.

## STUDENT CODE OF CONDUCT

### Student Rights

The purpose of this code is to outline the way in which students of Queen Anne English College - Queen Anne Business College are expected to conduct themselves during their participation in training and assessment and outlines students' rights and responsibilities.

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Information Privacy Policy.
- Access the information Queen Anne English College - Queen Anne Business College holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Queen Anne English College - Queen Anne Business College on the client services, training, assessment and support services they receive.

### Student responsibilities

All students, throughout their training and involvement with Queen Anne English College - Queen Anne Business College are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.

- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change by using the registered email.
- Provide relevant and accurate information to Queen Anne English College - Queen Anne Business College in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their trainer/assessor
- Prepare appropriately for all assessment tasks and training sessions.
- Notify Queen Anne English College - Queen Anne Business College if any difficulties arise as part of their involvement in the course.
- Notify Queen Anne English College - Queen Anne Business College if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.
- For international students, comply with their student visa requirements under the ESOS Act.

#### LEGISLATION AND YOU

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

#### Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

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

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

## Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Queen Anne English College - Queen Anne Business College must provide a safe environment for staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Queen Anne English College - Queen Anne Business College has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student, you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Queen Anne English College - Queen Anne Business College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

## Harassment, victimisation or bullying

Queen Anne English College - Queen Anne Business College is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Queen Anne English College - Queen Anne Business College will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you, at any time, feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a

complaint as per Queen Anne English College - Queen Anne Business College Complaints and Appeals procedure and detailed in this Handbook.

### Equal opportunity

The principles and practices adopted by Queen Anne English College - Queen Anne Business College aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Queen Anne English College - Queen Anne Business College.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Queen Anne English College - Queen Anne Business College provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

### National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

### Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that create a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI, we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

### PRIVACY POLICY

In collecting your personal information, Queen Anne English College - Queen Anne Business College will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

#### ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Queen Anne English College - Queen Anne Business College holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the insert role using the Access to Records Request Form. There is no charge to access your records.

Written requests should be made through Queen Anne English College - Queen Anne Business College's office staff.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of a Queen Anne English College - Queen Anne Business College staff member. Where copies of records are to be provided via post, records will only be sent to the home address Queen Anne English College - Queen Anne Business College holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- other means necessary to grant access to current and up-to-date records.

Student records are destroyed within 28 days of course completion except the information required by law

#### Amendment to records

If you consider the information that we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information is amended.

Where a record is found to be inaccurate, a correction will be made. Where you request that a record is amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

#### COMPLAINTS AND APPEALS POLICY

This policy ensures compliance with the VET Quality Framework, as well as Standard 8 of the National Code 2007 and international students will be informed of and provided with this policy and the complaints and appeals procedure during their orientation.

Students will be informed of and provided with this, policy and the complaints and appeals procedure during their orientation.

1. Queen Anne English College - Queen Anne Business College responds to all allegations involving the conduct of:
  - The RTO, its trainers, assessors and other staff.
  - Any third party providing Services on behalf of Queen Anne English College - Queen Anne Business College.
  - Any student or client of Queen Anne English College - Queen Anne Business College.
2. Complaints may be made in relation to any of Queen Anne English College - Queen Anne Business College's services and activities such as:
  - The application and enrolment process;
  - Marketing information;
  - The quality of training and assessment provided;
  - Training and assessment matters, including student progress, student support and assessment requirements;
  - The way someone has been treated;
  - The actions of another student.

3. Appeals should be made to request that a decision made by Queen Anne English College - Queen Anne Business College is reviewed. Decisions may have been about:
  - Course admissions,
  - Refund assessments,
  - Response to a complaint,
  - Assessment outcomes / results.
  - Other general decisions made by Queen Anne English College - Queen Anne Business College
4. Queen Anne English College - Queen Anne Business College is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice.
5. Through this policy and procedure, Queen Anne English College - Queen Anne Business College ensures that complaints and appeals:
  - Are responded to in a consistent and transparent manner.
  - Are responded to promptly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Enable the complainant or appellant to be accompanied by a support person at any meetings that occur during the process.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). This service is free of charge.

6. Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to Queen Anne English College - Queen Anne Business College head office at Level 1, 49 Raymond Street Bankstown NSW 2200 attention to the Principal Administrator.

Appeals must be made within 30 calendar days of the original decision being made.

When making a complaint or appeal, provide as much information as possible to enable Queen Anne English College - Queen Anne Business College to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.
7. Some or all members of the management team of Queen Anne English College - Queen Anne Business College will be involved in resolving complaints and appeals as outlined in the procedures. Where a third party

delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.

8. Where a student chooses to access this policy and procedure, Queen Anne English College - Queen Anne Business College will maintain the student's enrolment while the complaints/appeals handling process is ongoing.
9. The enrolment status of student will be handled as follows:
  - For international students, Queen Anne English College - Queen Anne Business College will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process, it will depend on the type of appeal as to whether Queen Anne English College - Queen Anne Business College maintains the student's enrolment as follows:
    - If the appeal is against Queen Anne English College - Queen Anne Business College's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Queen Anne English College - Queen Anne Business College's decision to report.
    - If the appeal is against Queen Anne English College - Queen Anne Business College's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Queen Anne English College - Queen Anne Business College will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.
10. Complaints and appeals will be finalised within 60 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
11. Queen Anne English College - Queen Anne Business College will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*.
12. Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

### Making a complaint

Formal complaints may be made in writing to the Principal Administrator using the Complaints and Appeals form or other written format. When making a complaint, the complainant should provide as much detail as possible to enable Queen Anne English College - Queen Anne Business College to investigate appropriately and determine a solution. This should include:

- The issue that is the cause for the complaint;
- Any evidence that supports the complaint;
- Details about the steps that have already been taken to resolve the issue;

- Any suggestions for how the issue might be resolved.

The receipt of the complaint will be acknowledged in writing within 5 working days of receiving the complaint.

Upon receiving the complaint, the Principal Administrator will conduct an investigation into the matter and ensure that Queen Anne English College - Queen Anne Business College has accurate, complete and relevant information. This may include gaining extra details from the complainant and any other involved parties about the issue which may be done in writing, over the phone or face-to-face.

Queen Anne English College - Queen Anne Business College acknowledges the need for an appropriate independent party to mediate, if required, and will offer to arrange this for complainants who are not satisfied with the process conducted by Queen Anne English College - Queen Anne Business College.

The Principal Administrator will decide on an appropriate resolution and advise the complainant in writing how the matter will be resolved along with reasons for the decision within 20 working days of the complaint being made.

#### Internal non-academic appeals

Appeals against a decision made by Queen Anne English College - Queen Anne Business College during the complaints process may be made in writing to the CEO using the Complaints and Appeals form or other written format. When making an appeal, the appellant should provide as much detail as possible to enable Queen Anne English College - Queen Anne Business College to investigate appropriately and determine a solution. This should include:

- The issue that is the cause for appeal;
- Any evidence that supports the appeal;
- Details about the steps that have already been taken to resolve the issue;
- Any suggestions for how the issue might be resolved.

The receipt of the appeal will be acknowledged in writing within 5 working days of receiving the appeal.

Upon receiving the appeal, the CEO will conduct an investigation into the matter and ensure that Queen Anne English College - Queen Anne Business College has accurate, complete and relevant information. This may include gaining extra details from the appellant, the person who made the original decision and any other involved parties about the issue. These consultations will preferably be conducted face-to-face.

The CEO will decide on an appropriate resolution and advise the appellant in writing of the how the matter will be resolved along with reasons for the decision within 20 working days of the appeal being made. If the matter is particularly complex, the matter may take longer to resolve. If the appellant remains dissatisfied, they may lodge an external complaint or appeal.

In the case of international students, where the internal appeals process recommends a deferral, suspension or cancellation of a student's enrolment, the Principal Administrator will notify The Department of Education through PRISMS of the change to the student's enrolment and the student has 28 days in which to:

- Leave Australia;

- Show the Department of Immigration and Border Protection (DIBP) a new Confirmation of Enrolment (CoE) with another provider; or
- Provide DIBP with evidence that he or she has accessed an external appeals process.

#### Making an appeal of an assessment decision

An appeal of an assessment decision may be made in writing to the Academic Manager using the Complaints and Appeals Form or other written format within 20 working days of the assessment decision being made. The request must include reasons why the assessment appeal is being made.

Upon receipt of the appeal, an internal review of the assessment will occur and the Academic Manager may request further information from the appellant.

The assessment will then be reviewed which may involve:

- The appointment an independent, qualified assessor to review the assessment, or
- The original assessor reviewing the assessment decision and involving another assessor in the decision.

All reasonable measures will be taken to ensure that an assessment appeal is resolved within 20 working days. The Academic Manager will ensure that the appellant is advised in writing of the outcome along with reasons for the decision within this timeframe.

#### External appeals

Where the complainant remains dissatisfied with the outcome of the complaints and appeals process, the complainant can access an external complaints or appeals process at their own cost. Complainants must ensure they have accessed the internal processes first.

Complainants have a number of external sources ('external reviewer') where they can raise a complaint or appeal including:

- Consumer Affairs, Victoria <http://www.consumer.vic.gov.au/> 1300 55 81 81;
- Administrative Appeals Tribunal <http://www.aat.gov.au/>;
- Queen Anne English College - Queen Anne Business College's RTO registering body, the Australian Skills Quality Authority (ASQA) (<http://www.asqa.gov.au/complaints/complaints.html>)

Note: ASQA can only deal with complaints about:

- The information provided by an RTO about its course/s;
- The delivery and assessment of training received;
- The qualifications issued or to be issued.

International students may also lodge an external appeal to the Overseas Students Ombudsman that offers a free and independent service to overseas students who have a complaint or want to lodge an external appeal about a decision made by Queen Anne English College - Queen Anne Business College. Students are able to view the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or call on 1300 363 072 for further information.

Queen Anne English College - Queen Anne Business College will be bound by the external reviewer's recommendations, and the Principal Administrator will ensure that any recommendations made are implemented within 28 working days of receipt of the decision made by the external reviewer.

#### Enrolment status during complaints and appeals process

For domestic students, where a student chooses to access this policy and procedure, Queen Anne English College - Queen Anne Business College will maintain the student's enrolment while the complaints and appeals process is ongoing.

Except in cases of suspected serious misconduct, students must continue to attend classes. There may be some cases where it is considered more appropriate for the student to complete work outside of the classroom environment and this will be discussed with the student when the complaint or appeal is lodged.

For international students, Queen Anne English College - Queen Anne Business College will maintain a student's enrolment throughout the internal appeals processes. In the case of an external appeals process, it will depend on the type of appeal as to whether Queen Anne English College - Queen Anne Business College maintains the student's enrolment as follows:

- If the appeal is against Queen Anne English College - Queen Anne Business College's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Queen Anne English College - Queen Anne Business College's decision to report.
- If the appeal is against Queen Anne English College - Queen Anne Business College's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Queen Anne English College - Queen Anne Business College will notify the Department of Education through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process, not the external appeals process as outlined above.
- For international students, maintaining the student's enrolment means not notifying the Department of Education of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

#### ISSUING OF QUALIFICATIONS AND STATEMENTS ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

Queen Anne English College - Queen Anne Business College reserves the right to withhold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where Queen Anne English College - Queen Anne Business College is not permitted to do so by law.

Queen Anne English College - Queen Anne Business College must have a valid USI on file for the student for a qualification or Statement to be issued.

#### Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

#### STUDENT FORMS

1. Change of Details Form
2. Continuous Improvement Form
3. Student Request Form
4. Complaints and Appeals Form
5. Application for Withdrawal Form
6. Application for Refund Form
7. Application for Deferral or Suspension Form
8. Application for Leave of Absence Form