



International Student Handbook

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WELCOME

Welcome to Queen Anne Business College.

At Queen Anne Business College we are committed to the provision of high quality vocational education and training.

Our pledge is to enrich your life, provide you learning in a fun, caring and responsive environment and open up a world of opportunity for you.

Our training facility is located in Sydney's CBD and in Bankstown, both of which are great places to study and are easily accessible to students.

OUR OBLIGATION AS YOUR RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Study Location

Bankstown Campus

1/49 Raymond Street

Bankstown NSW 2200

Phone: (02) 97074840

Email: admin@qaec.nsw.edu.au

City Campus

Level 4, 225 Clarence Street, Sydney NSW 2000

Phone: (02) 9793 3744

Email: admin@qaec.nsw.edu.au

Contact Information and Emergency Contacts

Principal Administrator

Anne Taher Tel: (02) 97074840

anne@qaec.nsw.edu.au

International Student Support Officer:

Jack Mhanna Phone: (02) 9793 3744

Email: admin@qaec.nsw.edu.au

Emergency Contact (Queen Anne Business College): 24/7 contact

Tel: 0405 908 908

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs (DHA)

Dial 131 881

Address: Upper Ground Entrance, 26 Lee St. Sydney NSW 2000

Opening hours 9 am to 4 pm Monday to Friday

Local Medical Center:

City Campus

Sydney Medical Centre 580 George Street Sydney NSW 2000

P: (02) 9261 9261

Opening hours: 7 am to 9 pm

Bankstown Campus

Restwell Street Medical Centre

3/19 Restwell Street

Bankstown NSW 2200

P: (02) 9708 2937

Opening hours: 9 am to 8 pm Monday, 9 am to 6 pm Tuesday to Friday and 9 am to 1 pm on Saturday

Transport:

Trains, buses, ferries: <http://www.transportnsw.info/>

Legion cabs: <http://www.legioncabs.com.au/cms/pages/!/display.html>

Taxis Combined: <http://www.taxiscombined.com.au/>

Uber Sydney: <https://www.uber.com/en-AU/cities/sydney/>

Public Facilities:

Bankstown

4 Chapel Road Bankstown NSW 2200

Opening hours Monday to Friday 9 am to 5.00 pm

City

QVB Market Street Post Office

Opening hours Monday to Friday 8.30 am to 5.00 pm

Saturday 9.30 am to 1 pm

Courses Provided by Queen Anne Business College for international students

Queen Anne Business College offers the following courses:

CRICOS Course Code	VET National Code	Course Name
087064J	BSB41015	Certificate IV in Human Resources
098653G	BSB50618	Diploma of Human Resources Management
098796D	BSB51918	Diploma of Leadership and Management
087612G	BSB60915	Advanced Diploma of Management (Human Resources)
097423G	BSB42015	Certificate IV in Leadership and management

Detailed information about each course can be found in our course outlines available on our web site. Course outlines and details including units of competency, academic progress policy can also be emailed or posted to you upon request prior to reenrollment and can also be found on our web site www.jeg.nsw.edu.au.

ADMISSIONS AND ENROLMENT

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 Enrolment Form, which you can download from our web site or can be emailed or posted to you. 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 (current) such as IELTS or equivalent (test results must be no more than 3 years old). Details about acceptable English language tests and scores can be found here:

<https://www.homeaffairs.gov.au/trav/stud/more/student-visa-english-language-requirements>

English language competence for some courses 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 an English Placement Test.
- You have successfully completed your High School Certificate in the English Language.

If you cannot provide evidence of English Language proficiency, you may be issued with a letter of offer that is conditional 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 Enrolment form and gathered all the necessary documentary evidence, send it to admin@qaec.nsw.edu.au along with a non-refundable enrolment fee of AUD\$250. You will be contacted within 5 days with the outcome of your application and to confirm your details.

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 Health Cover and payment of fees.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates 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.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

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

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.homeaffairs.gov.au/trav/stud>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, 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 Business College has a range of education agents who can assist you with the process of applying for a course at Queen Anne Business College and including assistance with visas. Contact us for details of the education agents that we use.

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.

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.

<https://www.homeaffairs.gov.au/trav/visa-1/500->

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

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. Sydney International Airport is located at Sydney Airport about 15 minutes from the CBD.

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 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.

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 following web site:

<https://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

ARRIVING IN AUSTRALIA

Getting from Location airport to your accommodation

You can get from the airport to your accommodation by taxi or by public transport. See links under 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 some 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.

Find out more about money matters by visiting:

https://www.internationalstudent.com/study_australia/living_in_australia/money-matters/

ACCOMMODATION

Queen Anne Business College does not have accommodation facilities, but can refer you to homestay agency who can assist you with accommodation.

Hostel accommodation is a good choice for international students, especially in the first months of their arrival in Sydney. Usually a hostel gives students a small, furnished room with access to a shared bathroom, laundry, lounge and recreational activities. Some hostels also provide computer access. It is recommended that you look at two or three properties prior to making a decision. Many hostels are privately run and therefore come under the Rooming House Act. If you sign a lease, you are protected by the Residential Tenancies Act.

Renting an apartment or flat varies greatly in cost and conditions. For a long term stay, it is strongly advised that you become familiar with the suburb or area. For purposes of bond payment and moving arrangements

you will need to sign a lease agreement. For this reason you are advised to use short term accommodation while you become more familiar with Sydney.

Share accommodation is also popular with young Australians and overseas students. This gives you the opportunity to improve your English, if necessary, and to learn more about Sydney, and other countries.

For more information about renting and your rights and responsibilities, visit the NSW Fair Trading web site at:

http://www.fairtrading.nsw.gov.au/ftw/Tenants_and_home_owners/Renting_a_home.page

You may also contact us if you need details or advice on this.

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.homeaffairs.gov.au/trav/stud>

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

- Centre-based childcare AUD\$90 to AUD\$110 per day
- Family day care AUD\$20 to AUD\$30 per hour
- Nannies AUD\$25 to AUD\$35 per hour
- Au pairs (living in your home) AUD\$1,000 to AUD\$1,500 per week

Find out more at:

<http://www.goodschools.com.au/news/survey-reveals-the-cost-of-an-australian-school-education>

For school children, current costs range from AUD\$5,000 for primary public schools for 1 school year and at private schools from AUD\$12,000 yearly.

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

<http://www.schools.nsw.edu.au/gotoschool/enrolment/index.php>

<http://www.privateschoolsguide.com/NSW-Private-Schools>

You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on 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 centres. 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 Home Affairs (DHA) 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
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia and 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) at

<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 cover 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 or www.iselect.com.au

LIVING AND STUDYING IN AUSTRALIA

You can find lots of useful information about living and studying in Australia at 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.

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.

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 following web site includes information about average living costs in Australia:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Carefully review the information at the web site link noting that the figures provided are average 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.

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. Managing your budget will ensure you are in control of your money.

Read more about budgeting at www.understandingmoney.gov.au

WORKING IN AUSTRALIA

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work.

Find out more at the <https://www.homeaffairs.gov.au/>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

YOUR SAFETY

Australia is a safe country. However, its always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You may also wish to read the following safety information for the city and Bankstown:

City: <http://www.cityofsydney.nsw.gov.au/community/health-and-safety/community-safety/safety-advice>

Bankstown: <https://www.cbcity.nsw.gov.au/community/safety>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological.

SHOPPING

All Australian major town centers and capital cities shopping facilities with opening hours generally 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.

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 specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:

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

COURSE INDUCTION

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

As an international student you will also be provided with 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
- safety and awareness relevant to life in Australia
- information on how to seek assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- 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 induction will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

FEES AND REFUNDS INFORMATION

Protection of fees paid in advance

Queen Anne Business College does not require international students to pay more than 50% of course fees prior to course commencement. However, students may have the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, Queen Anne Business College will require students to pay the full cost of the course prior to course commencement.

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

Fees and refund information

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement.

For international students, fee information is always provided prior to enrolment as per the requirements of the National Code 2018 Standard 2. Fee information provided to domestic and international students includes:

- All relevant fee information, including both tuition fees and non-tuition fees and the period to which these fees apply
- Payment options (including that students may choose to pay more than 50% tuition fees before their course commences)
- Details of the potential for fees to change during the student's course as relevant
- The learners rights as a consumer including any cooling off period

Fees will only be collected once a signed copy of the signed Student Agreement is received by Queen Anne Business College.

The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.

Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling.

Course fees will clearly itemise tuition, as well as non-tuition fees.

- Students must pay a materials fee additional to the tuition fee for which they will be provided with the required textbooks.
- Any optional textbooks and materials that may be recommended but not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials.
- Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable.
- Course fees do not include Overseas Student Health Cover or optional extras such as airport pick-ups.
- Additional fees and charges (non-tuition fees) are advised in the Student Handbook and in the Student Agreement.

Additional Fees and Charges

Queen Anne Business College has the following additional charges.

Re-Assessment of unit – third attempt (two attempts are included as part of course fees)	\$500	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	Not applicable
Re-Sit Single Whole Subject	\$500	Non refundable

RPL fee per unit	\$500	Non refundable
Re-issue of Certificate	\$100	Non refundable
Student Letter by Request	\$150	Non refundable
Course Deferment Administration Fee	\$150	Non refundable
Airport pick up fee	\$300	Non-refundable
Skills Test Fee	\$500	Non-refundable
English Placement Test Fee	\$200	Non-refundable

Payments

Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due.

Queen Anne Business College reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long-term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default.

Refunds

All course fees, include a non-refundable enrolment fee which is outlined on the Course Outline. The fee is non-refundable except in the unlikely situation where Queen Anne Business College is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their enrolment fee.

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Queen Anne Business College in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

Refunds – international students

For international students, eligibility for a refund will be assessed as follows:

A. Circumstances in which a refund will be paid – REFUNDS APPLY

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- Where a course does not start on the starting date outlined in the Letter of Offer
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- At the discretion of Queen Anne Business College's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by Queen Anne Business College and this is not due to incorrect or incomplete information being provided by the student.

B. Circumstances in which a partial refunds will be paid – PARTIAL REFUND

- Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- Partial refunds will also be provided in the same manner as for provider default (as above) where Queen Anne Business College fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code 2018.
- If an international student is refused a visa (student default) before commencing their course, Queen Anne Business College will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500.
- If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- If a student has supplied incorrect or incomplete information and as a result Queen Anne Business College withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.
- Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before course commencement, the deposit paid will be refunded less a 20% administration fee.
- Where a student withdraws from a course 0 – 28 days before the course commencement, except for the reasons set out in 9.1, 50% of the deposit paid will be refunded.
- If a student withdraws or defers their course after the course has started and they have paid for units/clusters that have not been commenced. This will be calculated on a per unit or cluster cost calculated as the course fee less administration fees of 20%, less textbook fees divided by the total number of units or clusters in the course.

C. Circumstances in which a refund will not be paid – NO REFUND

A student is not entitled to a refund in the following circumstances:

- Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due.
- Where Queen Anne Business College terminates the student's enrolment because of a failure to comply with Queen Anne Business College's policies, misbehaviour or unsatisfactory course progress or attendance.
- Refer to tuition and non-tuition fees in the Student Agreement for further non-refundable items.
- Note that RPL fees paid are non-refundable.

Outcomes of refund decisions

Queen Anne Business College will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Note that refunds will be paid to the person or organisation that made the original payment.

Students will be advised that they may appeal the refund assessment following Queen Anne Business College's Complaints and Appeals Policy and Procedure.

CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Queen Anne Business College can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

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. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and are shown in our additional charges information included under Fees and Refunds.

For more information about submitting an application for RPL, contact the head office.

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Queen Anne Business College will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

LEARNING

All of your learning will take place in the classroom at Queen Anne Business College. There will be a range of both theory and practical activities.

Please make sure you bring your textbooks that you have purchased to the class.

ASSESSMENT

Your Course and Assessment

The training and assessment offered by 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 such as insert example

Our course outlines include the details of how we deliver the training to you, for example, classroom based training, 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.

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you will be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

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

Assessments can be submitted directly to the trainer/assessor or emailed.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 2 weeks of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have a further attempt to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

You may have a third attempt at assessment but there will be charge for this as advised in our fees and charges. If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will re-enrol in the unit, which will incur an additional fee to be advised to you.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- 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

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

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 resource materials used in the preparing 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.

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 complete the assessment again.

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.
- 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.
- Computer and technology support.
- Referral to external support services.

Contact us at any time to discuss your support needs.

WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well being of international students. These services may include, through direct provision or 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 issues.

Please note that Queen Anne Business College organises regular social activities. Details of these are published on our notice board at the campus.

Please also contact us for referral details for an external counsellor. The cost of the external counsellor will need to be paid by students.

Contact us for details about any further welfare services we can provide you with.

EXTERNAL SUPPORT SERVICES

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

The Hotline can provide you information about:

- Classes close to you
- Help by mail or computer
- Teachers and other people who can help
- Websites and books that can help you to learn

Lifeline

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.

Beyond Blue

Anyone can call Beyond Blue for immediate support with any problems or concerns.

Call 1300 22 4636 24 hours a day 7 days a week . Also view the web site at www.beyondblue.com.au

Reach Out

Website: 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.

Redfern Legal Centre

<http://rlc.org.au/our-services/international-students>

The Redfern Legal Centre gives free, confidential legal advice to international students living in New South Wales.

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the **orientation program**.

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. Queen Anne Business College uses a range of methods to monitor course progress including review of participation in tuition activities and assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and support that you required. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the Director of Studies will sign.

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 not still meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

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

You may appeal Queen Anne Business College decision to report you to DHA. However, an appeal will only be considered if 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 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.

Attendance

As well as meeting course progress requirements, student is advised and recommended to meet attendance recommended requirements as part of your visa conditions. QABC is implementing the DEC-DHA course progress policy.

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. We recommend you attend at least 90% of your classes.

QABC expects students to attend as many classes as possible which will mainly help students to academically progress in a satisfactory way. QABC will encourage you to maintain high attendance level as it is crucial for academic progress.

QABC admin team will contact you by SMS, Phone and or email to advise you of any irregular attendance and emphasis on how important to be in class to excel academically. This also will enable QABC to detect early and intervene if student has any welfare issues or academic issues as well.

You will not be reported if attendance falls below 80%, you are encouraged to attend and you are required to maintain your progress during your studies.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

COURSE TRANSFER

1. Queen Anne Business College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
 - the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
 - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
 - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
 - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
2. If any of the above conditions apply, Queen Anne Business College can enroll a student before they have completed six months of their principal course.
3. Queen Anne Business College will not actively recruit a student before the student has completed six months of their principal course.
4. The restriction to not enroll transferring students also applies to any prerequisite courses in a package of courses.
5. Students may transfer to another registered provider before they have completed six months of their course or at least 2 study periods.
6. The circumstances in which a transfer will be granted include:
 - Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.
 - The student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
7. A transfer to another course will usually not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered during which time the full range of support services will be provided to the student

- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
8. All decisions made by Queen Anne Business College with regard to a student's requests to transfer to another provider will be fair and take into account the student's individual circumstances and any other relevant factors.
 9. In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.
 10. A letter of release will always be granted where a student has provided evidence that he or she was misled by Queen Anne Business College or migration agent regarding the provider or its course which is in breach of the ESOS Act.
 11. The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
 12. There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with Queen Anne Business College's Fees and Refunds Policy and Procedure
 13. Students who are granted a letter of release must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, student should call DHA on 131881 or visit their web site at <https://www.homeaffairs.gov.au/>
 14. Information about course transfer is provided to students in the International Student Handbook and Course Guides which are provided to students prior to or upon commencement of a course. These are also available on Queen Anne Business College's website at www.jeg.nsw.edu.au
 15. Where the decision is made to refuse a student or Queen Anne Business College does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Queen Anne Business College Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
 16. All records relating to course transfers will be kept on a student's file.

DEFERRAL, SUSPENSION AND CANCELLATION

Deferral and suspension of studies

Deferral, meaning to postpone the commencement of studies and suspension, meaning a temporary postponement of studies.

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
 - 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 Business College is unable to offer a pre-requisite unit
 - inability to begin studying on the course commencement date due to delay in receiving a student visa
1. Deferral and suspension of studies will only be granted in compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.
 2. When determining whether compassionate or compelling circumstances exist, Queen Anne Business College considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
 3. A retrospective deferment or suspension may be justified if the student was unable to contact Queen Anne Business College because of a circumstance such as being involved in a car accident.
 4. Where a student initiated deferral or suspension of enrolment is granted, Queen Anne Business College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Cancellation of studies

5. Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Queen Anne Business College Course Transfer Policy and Procedure.
6. Queen Anne Business College may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in the International Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.
7. Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Queen Anne Business College Course Progress and Attendance Monitoring Policy and Procedures.

Visa status

8. 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 Business College will notify DET via PRISMS of the change in enrolment status.
9. Where a student accesses the Complaints and Appeals process, Queen Anne Business College will not notify DET via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

10. Students are referred to the DHA web site <https://www.homeaffairs.gov.au/> or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.
11. Once the DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the DHA a new CoE or provide DHA with evidence that he or she has accessed an external appeals process.
12. Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Queen Anne Business College, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.
13. Where 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 Business College *Complaints and Appeals Policy and Procedure*, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the student 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.
14. Students may choose to access an external appeals process as per Queen Anne Business College's *Complaints and Appeals Policy and Procedure*. In the case of an external appeal, Queen Anne Business College is not required to wait for the outcome of the external appeal before notifying DHA of the change to the student's enrolment status.
15. In relation to suspension, Queen Anne Business College will continue to provide learning opportunities to students during the appeals 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.
16. Queen Anne Business College provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the International Student Handbook and at orientation.
17. Students may access all relevant forms for deferral or suspension through Queen Anne Business College web site or by direct request.
18. Standards of behaviour required are outlined in this International Student Handbook.
19. Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

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 Business College will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at <https://www.homeaffairs.gov.au/> or Helpline (131 881) for information and their local DHA 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 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 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 DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

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. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

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. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

STUDENT CODE OF CONDUCT

Student Rights

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 Privacy Policy.
- Access the information 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 Business College on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Student Responsibilities

All students, throughout their training and involvement with 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.
- Provide relevant and accurate information to 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 laws.
- 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, visits and training sessions.
- Notify Queen Anne Business College if any difficulties arise as part of their involvement in the program.
- Notify 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.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

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 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.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 Business College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. 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 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 Business College is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. 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 Business College Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by 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 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 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.

PRIVACY POLICY

1. Privacy Principles

- Personal information is collected from individuals in order that Queen Anne Business College can carry out its business functions. Queen Anne Business College only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- In collecting personal information, Queen Anne Business College complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states/territories in which the RTO operates.
- This means Queen Anne Business College ensures each individual:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to.
 - Is able to access their personal information upon request.
 - Does not receive unwanted direct marketing.
 - Can ask for personal information that is incorrect to be corrected.
 - Can make a complaint about Queen Anne Business College if you consider that your personal information has been mishandled.

2. Collection of information

- In general personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
 - personal and contact details
 - employment information, where relevant
 - academic history
 - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on

- training, participation and assessment information
- fees and payment information
- information required for the issuance of a USI.

3. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Queen Anne Business College upon enrolment. Alternatively Queen Anne Business College can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When My Business English applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
 - name, including first or given name(s), middle name(s) and surname or family name
 - date of birth
 - city or town of birth
 - country of birth
 - gender
 - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, Queen Anne Business College will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:
 - is collected by the Registrar as authorised by the Student Identifiers Act 2014.
 - is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI
 - resolving problems with a USI
 - creating authenticated vocational education and training (VET) transcripts
 - may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs
 - education related policy and research purposes
 - to assist in determining eligibility for training subsidies
 - VET Regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purposes of administering VET and VET programs
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies

- schools for the purposes of delivering VET courses to the individual and reporting on these courses
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
 - researchers for education and training related research purposes
 - any other person or agency that may be authorised or required by law to access the information
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
 - will not otherwise be disclosed without the student's consent unless authorised or required by or under law
- The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore Queen Anne Business College will be unable to issue a qualification or statement of attainment.

4. Storage and use of information

- Queen Anne Business College will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.
- Queen Anne Business College may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third party marketing companies without the prior written consent of the individual.

5. Disclosure of information

- The personal information about students enrolled in a Course with Queen Anne Business College may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar (as per above), Training Queensland and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.
- Queen Anne Business College will not disclose an individual's personal information to another person or organisation unless:
 - They are aware that information of that kind is usually passed to that person or organisation.
 - The individual has given written consent.
 - Queen Anne Business College believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorised by, or under, law.

- 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 public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

6. Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that Queen Anne Business College holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that Queen Anne Business College holds about them; however there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

7. Complaints about privacy

- Any individual wishing to make a complaint or appeal about the way information has been handled within Queen Anne Business College can do so by following Queen Anne Business College's Complaints and Appeals Policy and Procedure.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that 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 Administration using the Access to Records Request Form. There is no charge to access your records.

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 Business College staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO 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;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

Where student requests for incorrect records held about them to be corrected, they can do so by filling in an *Amendment to Records Request Form*. If it is a change of address or contact details of a current student, they

can use the *Change of Details Form*. Queen Anne Business College will review your request and if records are incorrect, update records accordingly. You will be advised in writing of the actions taken to follow up your request

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework and CRICOS Education Provider, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership or legislation, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Queen Anne Business College will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring,

COMPLAINTS AND APPEALS POLICY

1. Queen Anne Business College responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of Queen Anne Business College.
 - Any student or client of Queen Anne Business College.
2. Complaints may be made in relation to any of 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 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 Business College.

4. 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. Through this policy and procedure, Queen Anne Business College ensures that complaints and appeals:
 - Are responded to in a professional, consistent and transparent manner.
 - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - 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.
5. Queen Anne Business College will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*.
6. 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.
7. The complaints and appeals process will commence within 10 working days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 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 that the matter is resolved.
8. Queen Anne Business College will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures. Queen Anne Business College will identify potential causes of complaints and appeals and will take appropriate action to eliminate or mitigate the likelihood of reoccurrence.

Making a complaint of appeal

9. Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
10. Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Queen Anne Business College's head office at Level 4, 225 Clarence Street, Sydney NSW 2000 attention to the Chief Executive Officer.

Your complaint or appeal will be acknowledged in writing.

When making a complaint or appeal, provide as much information as possible to enable 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.
11. Your complaint or appeal will be acknowledged in writing within 3 business days and action will be taken towards addressing the complaint and appeal within 10 business days.
 12. Some or all members of the management team of Queen Anne Business College will be involved in resolving complaints and appeals as outlined in the procedures.
 13. 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. Additionally, where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
 14. Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.

15. Complaints and appeals will be finalised within thirty (30) 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.
16. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
17. The enrolment status of student will be handled as follows:
 - 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 Business College maintains the student's enrolment as follows:
 - If the appeal is against 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 Business College's decision to report.
 - If the appeal is against Queen Anne Business College's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, 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

Independent Parties

18. Queen Anne Business College acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Queen Anne Business College.
19. For international students, the independent party is the Overseas Students Ombudsman. This service is provided free of charge. International students may complain to the OSO if their complaint is in relation to Queen Anne Business College:
 - refusing admission to a course
 - course fees and refunds
 - course or provider transfers
 - course progress or attendance
 - cancellation of enrolment
 - accommodation or work arranged by your provider
 - incorrect advice given by an education agent.
 - if you believe we have failed to take action or are taking too long to take some action.

Please refer to the following website if you are considering making a complaint:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

Queen Anne Business College will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

ISSUING OF CERTIFICATION DOCUMENTS

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

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 additional fees.