

Document name		Queen Anne Business College Management System Policies and Associated Procedures	
Approved by	CEO or Delegate	Current Version	4.0
Responsible Officer	CEO / RTO Manager	Date	01-06-2022
Target Groups (Audience)	Those policies, procedures and related processes apply to: <ul style="list-style-type: none"> • The college current, past and prospective International students • Queen Anne Business College (the college) staff (Trainers, assessors, management and administration staff. • Other stakeholders like agents 		
The College or The RTO in this documents means:	Jasmine Education Group Pty Ltd t/as Queen Anne Business Colleges RTO# 40458 CRICOS# 03240D		
Related Legislation, Standards, Codes	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • VET Quality Framework including: <ul style="list-style-type: none"> ○ Standards for Registered Training Organisations 2015 ○ Fit and Proper Person Requirements ○ Financial Viability Risk Assessment Requirements ○ Data Provision Requirements ○ Australian Qualifications Requirements • Education Services for Overseas Students Act 2000 • National Code of Practice for Providers of Education and Training Services to Overseas Students Act 2018 		
Version	Change description	Effective date	Review date
1.0	<ul style="list-style-type: none"> • New suite of policies and producers purchased from RTO works. • The new set of policies and producers is to ensure compliance. Review initiated during ASQA performance review. 	01.02.2022	01.02.2024
2.0	<ul style="list-style-type: none"> • Document and related forms have customized to reflect our practises and processes as well as responsible roles as per our organization chart 	07.02.2022	07.02.2024
3.2	<ul style="list-style-type: none"> • Document and related forms have customized to reflect our practises and processes as well as responsible roles as per our organization chart 	01.04.2022	01.04.2024
4.0	<ul style="list-style-type: none"> • Documents customised to reflect only one RTO not two Completed 	01.06.2022	01.06.2024

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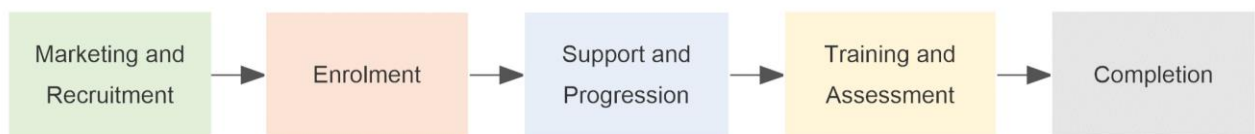
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Introduction

This set of Policies and Associated Procedures will ensure RTO meets its compliance obligations as required by:

- National Vocational Education and Training Regulator Act 2011
- VET Quality Framework including:
 - Standards for Registered Training Organisations 2015
 - Fit and Proper Person Requirements
 - Financial Viability Risk Assessment Requirements
 - Data Provision Requirements
 - Australian Qualifications Requirements
- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training Services to Overseas Students Act 2018.

It has been ordered according to the student journey approach which is the way an RTO is audited by the Australian Skills Quality Authority (ASQA).



Regulatory compliance and governance is also addressed.

Copyright

This work is the copyright of RTO Works. Queen Anne Business College (the college) has the right to use this work under the terms of a Licence Agreement supplied at the time of purchase (Queen Anne Licence to use is kept in file)

Definitions

The following definitions apply to this set of policies and procedures:

- *AQF*: Australian Qualifications Framework as at: www.aqf.edu.au
- *ASQA*: Australian Skills Quality Authority
- *Course*: refers to unit, qualification, skill set or group of units being packaged as a course
- *Compassionate or compelling circumstances* may include but are not limited to:
 - serious illness or injury
 - bereavement
 - 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.
- *Credit transfer*: credit provided to students for units of competency (unless licensing or regulatory requirements prevent this) where these are evidenced by AQF certification documentation issued by another education provider or AQF authorised issuing organisation or authenticated VET transcripts issue by the Registrar.
- *Critical incident*: includes but not limited to:
 - missing students
 - severe verbal or psychological aggression
 - death, serious injury or any threat of these
 - natural disaster
 - Issues such as domestic violence, sexual assault, drug or alcohol abuse.
- *DHA*: Department of Home Affairs.
- *Cheating*: seeking to obtain an unfair advantage in the assessment of any piece of work.
- *Collusion*: unauthorised collaboration between students.
- *Deferral*: to postpone commencement of studies.
- *DESE*: Department of Education and Training.
- *ESOS Act*: the Education Services for Overseas Act 2000:
<https://www.legislation.gov.au/Details/C2017C00292>
- *National Code 2018*: National Code of Practice for Providers of Education and Training to Overseas Students 2018: <https://www.legislation.gov.au/Details/F2017L01182>
- *Marketing*: this covers all marketing communication methods.
- *Plagiarism*: to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.
- *PRISMS*: Provider Registration and International Students Management System.
- The College or The RTO:

-Jasmine Education Group Pty Ltd t/as Queen Anne Business Colleges

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SRTOs 2015: Standards for RTOs 2015: <https://www.legislation.gov.au/Details/C2018C00210>

- *Recognition of Prior Learning (RPL)*: an assessment process that assesses the competency of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which the applicant meets the requirements specified in the training product.
- *SMS*: Student Management System.
- *Suspension*: to temporarily postpone studies.
- *Third party*: any party that provides services on behalf of Queen Anne Business College (the college). A third party arrangement does not include a contract of employment between an Queen Anne Business College (the college) and its employee.

Responsibilities

It is the responsibility of the CEO supported by the management team to ensure that the policy and associated procedures are adhered to. All staff is expected to access and follow policies and associated procedures when completing work tasks.

Each policy and associated procedures include specific responsibilities.

Organisation chart

Please refer to each role's position description for a detailed outline of duties that directly relate to each policy and associated procedures.

Copy of organization chart and related position descriptions are located at the end of this document.

Marketing and Recruitment

Policies and associated procedures in this section:

- Marketing Policy and Associated Procedures
- Education Agent Policy and Associated Procedures.

Supporting resources and checklists (not included in this document) that are associated with this phase of the student journey:

- Course Brochure Template
- Marketing Checklist
- Marketing Consent Form
- International Student Handbook
- Education Agent Application Form
- Education Agent Agreement
- Education Agent Monitoring Form.

The documents above can be found in the Marketing and Recruitment Supporting Documents folder.

Marketing Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures have been developed to guide Queen Anne Business College (the college) when undertaking marketing and advertising activities. This is to ensure that learners are provided with accurate, transparent and accessible information before enrolling in a course.

This policy and associated procedures meet the requirements of Standards 4 and 5 of the Standards for RTOs 2015, as well as the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standards 1, 2 and 8.

Marketing by education agents is addressed in the Education Agent Policy and Associated Procedures.

Policy statements

Marketing information

Information about training, assessment and support services provided by Queen Anne Business College (the college) or any third parties contracted by Queen Anne Business College (the college) enables learners to make informed decisions about enrolling into a course with Queen Anne Business College (the college) and that is relevant to their needs and takes into account their existing skills and competencies.

This information is provided prior to commencement and is accessible in both electronic and print form.

Information provided by Queen Anne Business College (the college) to prospective and current students:

- Provides accurate, factual details ensuring full transparency regarding services offered.
- Is sufficient to allow students to make an informed choice.
- Distinguishes between nationally recognised training and any non-accredited training offered.
- Includes all of the information required under the relevant standards of the Standards for RTOs 2015 and National Code 2018 as follows:
 - Legal entity and/or trading name and RTO Code, CRICOS Registered Name, Registration Number and CRICOS course code/s.
 - The code, title and currency of the Training Product or accredited course (as published on the National Register). A non-current training product will only be advertised or marketed while it remains on Queen Anne Business College (the college) scope of registration. Any other outcomes of the course will also be provided (for example, option to apply for a licence).
 - Includes information about any third parties who are recruiting students on behalf of Queen Anne Business College (the college), and their names and contact details.
 - An outline where Queen Anne Business College (the college) is delivering training and assessment on behalf of another Registered Training Organisation or where training and assessment is being delivered on behalf of a third party and includes names and contact details of such.

- Outlines any work-based training and associated arrangements a student is required to undertake as part of the course if any is applicable.
- Outlines entry requirements (including English language proficiency, educational qualifications or work experience) for entry to the course.
- Provides information on course credit (credit transfer and RPL).
- Includes information on the duration (including holiday breaks), location and mode/s of delivery.
- Includes information on facilities, equipment and learning resources available to students.
- Includes information on materials and equipment that the student is expected to provide as part of their course.
- Includes details about VET Student Loans if applicable, as well as subsidies available through government funding or any other financial support arrangements.
- Includes links to information on the ESOS framework.
- Outlines any other information relevant to the registered provider, its courses or outcomes associated with those courses.
- Includes relevant cost information including all tuition and non-tuition fees, payment terms and conditions and the potential for fees to change over the duration of a course..
- Outlines the grounds on which a student's enrolment may be deferred, suspended or cancelled.

The Nationally Recognised Training logo is used in accordance with its Conditions of Use outlined in Schedule 4 of the SRTOs 2015.

Queen Anne Business College (the college) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised.

A Marketing Consent form is used to seek consent from any individual or organisation that is referred to in Queen Anne Business College (the college) marketing, promotions and advertising material.

Queen Anne Business College (the college) or any associated third party will not:

- guarantee that a student will successfully complete a course and will be issued with a qualification or statement of attainment
- state that a course can be completed such that it will not meet the requirements of Clauses 1.1 and 1.2
- guarantee a successful education assessment outcome
- Guarantee any employment outcome arising from the completion of the training product.
- Claim to secure any migration outcomes based on completing a course with Queen Anne Business College (the college).
- claim that a student will be eligible for any license or accreditation unless the license outcome is guaranteed by the issuer of the license or accreditation

- give any other false or misleading information or advice in relation to itself, its course or outcomes associated with the course
- Knowingly recruit or seek to enrol an international student before they have completed six months of their principal course of study.

Students will be provided with information on the ESOS Framework and links to official Australian Government material in the International Student Handbook.

Queen Anne Business College (the college) will publish a list of education agents on its website, including names and contact details.

All Course Brochures are developed according to information from Queen Anne Business College (the college) training and assessment strategies. Marketing information will not in any way advise that the training can be completed in any other way than as described in each training and assessment strategy.

The obligations of Queen Anne Business College (the college) including that Queen Anne Business College (the college) is responsible for the quality of training and assessment in accordance with the SRTOs 2015 and for the issuance of AQF certification documentation are fully described in the Student Handbook. The Handbook also includes information about accommodation and indicative costs of living in Australia.

Queen Anne Business College (the college) will abide by all marketing, promotion and advertising requirements under the Australian Consumer Law.

Procedures

1	Develop marketing material	Who
1.1	Access this policy when planning marketing materials.	Marketing Officer/RTO Manager
1.2	Access the course information from the Training and Assessment Strategy (TAS).	Marketing Officer/RTO Manager
1.3	Develop the marketing materials using the relevant template (ie the course brochure template).	Marketing Officer/RTO Manager
1.4	Review materials developed with the Marketing Checklist, TAS and approved course fees.	Marketing Officer/RTO Manager
1.5	Provide the materials for approval.	Marketing Officer
1.6	Approve Material	RTO manager
1.6	Upon approval, publish the information (print or website) and file approvals.	Marketing Officer

2	Review marketing material	
2.1	Follow the above procedure where there are changes to a course.	Marketing Officer/ Compliance Officer
2.2	Have materials reapproved by the relevant person.	Marketing Officer

3	Review website	
3.1	Upload education agent details to website once agreements are signed.	Marketing Officer
3.2	Complete a check of the website at least every 6 months, or upon a change, for accuracy and completeness according to this policy.	Marketing Officer
3.3	Make changes accordingly.	Marketing Officer
4	Develop marketing plan	
4.1	Develop a marketing plan for marketing communications based on business objectives.	Marketing Officer
4.2	Implement and monitor the marketing plan.	Marketing Officer

4.3	Adjust the marketing plan based on effectiveness of marketing strategies or otherwise.	Marketing Officer/ RTO Manager
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5	Seek marketing consent	
5.1	Seek consent to use details and images for marketing communications using the Marketing Consent Form by providing the form to students at orientation.	Marketing Officer
5.2	File completed marketing consent forms.	Marketing Officer

Responsibilities

The Marketing officer and The RTO Manager are responsible for developing and reviewing marketing materials and implementing and monitoring marketing strategies as per the marketing plan.

Education Agent Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures has been developed to ensure that Queen Anne Business College (the college) has processes in place to ensure that education agents act honestly and in the best interests of overseas students, as well as uphold the reputation of Australia's international education sector.

This policy and associated procedures meet the requirements of Standards 2 and 8 and associated clauses of the Standards for RTOs 2015, as well as the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 4.

Policy statements

Overview

Queen Anne Business College (the college) will **not** accept students from an education agent if it knows or reasonably suspects the education agent to be:

- providing migration advice, unless that education agent is authorised to do so under the Migration Act
- engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers)

Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa, and/or

- Using PRISMS to create CoEs for other than bona fide students.

Agent Agreements

All education agents representing Queen Anne Business College (the college) must sign and abide by Queen Anne Business College (the college) Education Agent Agreement.

Queen Anne Business College (the college) Education Agent Agreement meets the requirements of the National Code including:

- Responsibilities of Queen Anne Business College (the college), including that Queen Anne Business College (the college) responsible at all times for compliance with the ESOS Act and National Code 2018.
- Queen Anne Business College (the college) requirements of the agent in representing it including:
 - declaring in writing and taking reasonable steps to avoid conflicts of interests with its duties as an education agent of the registered provider
 - observing appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students

- acting honestly and in good faith, and in the best interests of the student
- having appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics
- Queen Anne Business College (the college) processes for monitoring the activities of the education agent in representing the provider and ensuring the education agent is giving students accurate and up-to-date information on the registered provider's services
- the corrective action that may be taken by Queen Anne Business College (the college) if the education agent does not comply with its obligations under the written agreement, including providing for corrective action outlined in Standard 4.4
- grounds for termination of Queen Anne Business College (the college)' written agreement with the education agent, including providing for termination in the circumstances outlined in Standard 4.5
- The circumstances under which information about the education agent may be disclosed by the registered provider and the Commonwealth or state or territory agencies.

Monitoring and corrective action

Queen Anne Business College (the college) will monitor all education agents using the monitoring processes described in the agreement.

Queen Anne Business College (the college) will take immediate corrective action where RTO becomes aware that, or has reason to believe, the education agent or an employee or subcontractor of that education agent has not complied with the education agent's responsibilities as outlined above.

Termination

Queen Anne Business College (the college) will immediately terminate its relationship with the education agent, or require the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices, where Queen Anne Business College (the college) becomes aware, or has reason to believe that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices.

Procedures

1	Process education agent applications
1.1	Provide an Education Agent Application form to education agent.
1.2	On receipt of an application, check that the application form has been completed in full and that any supporting information has been provided.
1.3	Send an acknowledgement that the application form has been received within 3 working days of the receipt of the application. Request additional information not provided, as relevant.
1.4	Review information included in application form.
1.5	Call referees for reports on the agents.
1.6	Approve the agent's application where the agent has demonstrated experience and skills, provides services that align with RTO marketing objectives and positive reports from referees are received.
1.7	For successful agents, customise the Education Agent Agreement and send to the agent for signing. This must be within 10 working days of receiving the application.
1.8	Where the agent is not deemed to be suitable, send an email within 10 working days of receiving the application advising that their application has not been successful and including the reasons why.

2	Manage education agents
2.1	Following the signing of the agreement, add the agent details to PRISMS following the <i>How to manage agent details</i> in PRISMS information.
2.2	Following the signing of the agreement, advise ASQA via ASQAnet and within 30 days of the agreement.
2.3	Add the agent details to list of agents on website.
2.3	File all signed education agent agreements.
2.5	Contact the agent to provide an induction, including an overview of Queen Anne Business College (the college), requirements and marketing and recruitment processes.
2.6	Provide the education agent with current copies of marketing materials and enrolment forms.

3	Monitor education agents
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3.1	Regularly update education agents with details of new courses and any updated marketing and enrolment materials/processes.
3.2	Monitor agents every six months using the Education Agents Monitoring Form.
3.3	Where the Education Agents Monitoring Form or feedback from students indicates that the Education Agent may not be meeting the terms of their agreement, immediately investigate the issue.
3.4	Where the investigation confirms that the provider has not complied with their responsibilities as per the Education Agent Agreement (except in the case of where the education agent has engaged in false or misleading practices – see the following section), contact the education agent in writing to advise to corrective actions that are required.
3.5	Implement relevant corrective actions.
3.6	Monitor corrective actions as required to ensure they are implemented.
3.7	File all documentation associated with monitoring.

4	Terminate education agent agreements
4.1	Where education agent monitoring or any other intelligence demonstrates that the education agent has engaged in false or misleading practices, immediately send a notice in writing to the agent advising them that their agreement is terminated and giving the reasons why.
4.2	Remove the agent details from website.
4.3	Remove the agent details from PRISMS following the <i>How to manage agent details</i> in PRISMS information.
4.4	Advise ASQA via ASQA net of termination of the agreement and within 30 days of the agreement ending.

Responsibilities

Queen Anne Business College (the college) RTO Managers responsible for:

- assessing and approving education agent applications
- managing education agent applications
- Monitoring and terminating education agent agreements.

Enrolment

Policies and associated procedures in this section:

- Student Enrolment and Completion Policy and Associated Procedures
- Fees and Refunds Policy and Procedure.

Supporting resources and checklists (not included in this document) that are associated with this phase of the student journey:

- Enrolment Application Form – International Students
- Course Entry Interview Form
- Offer letter and International Student Agreement
- First Warning Letter for Non-Payment of Fees
- Second Warning Letter for Non-Payment of Fees
- Notice of Intention to Report for Non-Payment of Fees
- Refund Application Form.

The documents above can be found in the Enrolment Supporting Documents folder.

Student Enrolment and Completion Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline Queen Anne Business College (the college) approach to student enrolment and completion. This ensures that there are structured processes in place for the enrolment of students, issuing of credit transfer and recognition of prior learning, changes to services and the issuing of certificates on completion.

This policy and associated procedures meet the requirements of Standard 1, 3, 5 and 7 and associated clauses of the Standards for RTOs 2015, as well as Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Enrolment

- Information about the enrolment process is provided in Course Brochures and the International Student Handbook.
- Applicants must meet the entry requirements in order to be accepted into a course. The entry requirements are included in each Course Brochure.
- On receipt of an application, a course entry interview will be conducted and a decision made on whether the student is suitable for the course based on the course entry interview and the documentation provided by the student in support of their application.
- Where a student is accepted into the course they are provided with an International Student Contract (letter of offer and written agreement) for signing to indicate their acceptance of the offer. The International Student Contract (letter of offer and written agreement) meets all of the requirements of Standard 3 of the National Code. Fees are only accepted concurrently with or following acceptance of International Student Contract (letter of offer and written agreement) as per Queen Anne Business College (the college) Fees and Refunds Policy and Procedure.
- The College uses an AVETMISS compliant Student Management System to record all student information.
- Records of all enrolment records including the International Student Contract (letter of offer and written agreement) and associated receipts of payment are retained for at least 2 years.

Credit transfer and RPL

- Credit towards a student's course can be provided by credit transfer or RPL. This means that students do not have to repeat units (or equivalent) already achieved and can be recognised for formal and informal learning, skills and experience.
- Queen Anne Business College (the college) will review all AQF certification and authenticate it as part of the process of awarding credit.
- Applicants who wish to apply for RPL will be provided with a Candidate Kit. The RPL process will be followed as per the Training and Assessment Policy and Associated Procedures.
- Applicants will be advised in writing of the outcome of their application for credit transfer and/or RPL. Where the credit provided results in a reduction of the duration of the course and fees, this will also be advising in writing.

Changes to services

- Students are informed within 7 working days of any changes to services as documented in the international Student Contract (letter of offer and written agreement), including where there are new third party arrangements, changes to existing third party arrangements and changes in ownership.

- Where Queen Anne Business College (the college) is unable to offer a course prior to or following commencement, refunds will be in accordance with the Fees and Refunds Policy and Associated Procedures.

Completion

- Students are issued with certification documentation following completion of their course. All certification documentation complies with Schedule 5 of the Standards and includes a mechanism to ensure it cannot be fraudulently reproduced.
- Certification documentation will only be issued where the student's USI is on file and has been verified and where the student has paid their fees in full.
- Certification will be issued within 30 days of completion subject to the payment of all fees. All certificates issued are recorded in the Student Management System and are kept for a period of 30 years.
- Confirmation of the issuing of certificates will be provided to those who need to verify certificates.
- Certificates can be reissued on request (**fees apply**).

Procedures

1	Process enrolment
1.1	Provide application for enrolment forms to applicants on request.
1.2	On receipt of an enrolment, check that the enrolment form has been completed in full and that all supporting information has been provided.
1.3	Send an acknowledgement that the enrolment form has been received within 3 working days of receipt. Request additional information not provided as relevant.
1.4	Enter the applicant's details into the secure Student Management System.
1.5	Where the USI has not been received, make a note on the applicant's file that it is to be completed at the orientation.
1.6	Verify all USIs.

2	Conduct course entry interview
2.1	Contact the applicant to arrange a suitable date and time for the course entry interview. This should be when receipt of the application for enrolment.
2.2	Conduct the course entry interview using the Course Entry Interview form.
2.3	<p>Complete the Course Entry Interview form including an assessment of whether the applicant is suitable for the course.</p> <p>This should also include an assessment of the student's English language proficiency to ensure evidence is provided that the student satisfied the entry requirements specified for English language proficiency.</p> <p>Generally, students are required to demonstrate English language proficiency through evidence of:</p> <ul style="list-style-type: none"> ● an IELTS* score as per each course English language entry requirements. Test results must be no more than 2 years old); or ● having been educated for at least 5 years in an English-speaking country; or ● having completed at least a Certificate III level or IV course in an Australian RTO within the last 2 years (check the Course Brochure for the level); or ● Completion of another English Language Test such as PTE and TOEFL (results should also be no more than 2 years old). ● Complete our English placement test and achieve the level/ the mark required for each course as started in the course information guide.

2.4	<p>Compare scores to check equivalence to IELTS as required using the following websites:</p> <p>https://www.mentoroverseas.com/training/score-comparison/</p> <p>https://www.cambridgeenglish.org/Images/461626-cambridge-english-qualifications-comparing-scores-to-ielts.pdf</p>
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3	Process credit transfer
3.1	Review the student's application for enrolment form to check if they wish to apply for credit.
3.2	If the applicant has not included the required evidence but has indicated they wish to apply for credit transfer, contact them to provide the certificate.
3.3	Contact the issuing RTO to verify that the certificate is authentic.
3.4	Where the certificate is authentic, update the student's details on the Student Management System and advise the student of the reduction to their course duration and fees. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for. See Fees and Refunds Policy and Associated Procedures for calculation for reduction of fees.
3.5	Issue the student's CoE with the reduced duration.
3.6	Report the change of course duration in PRISMS.

4	Process Recognition of Prior Learning
4.1	Review the student's application for enrolment form to check if they wish to apply for RPL.
4.2	Send the student the Candidate Kit.
4.3	RPL applications are conducted as per the procedure described in the Training and Assessment Policy and Associated Procedures.
4.4	Update the student's details on the Student Management System following the outcome of the RPL process and advise the student of the reduction to their course duration and fees as applicable. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for. See Fees and Refunds Policy and Associated Procedures for calculation for reduction of fees.
4.5	Report the change of course duration in PRISMS.

5	Finalise enrolment process
5.1	If the applicant is suitable for the course, create a student file.

5.2	Verify the student's USI or create a USI for the student following the procedures for such at: https://www.usi.gov.au/training-organisations
5.3	Customise the International Student Contract (letter of offer and written agreement) for the student and send out to the student for signing. This should occur within 5 working days of receipt of the application for enrolment. The signing of the International Student Contract (letter of offer and written agreement) indicates the student has accepted all terms and conditions.
5.4	On receipt of the signed International Student Contract (letter of offer and written agreement), send out an invoice for the first payment.
5.5	Following receipt of the first payment by the student, create a CoE in PRISMS following the instructions in the PRISMS User Guide.
5.6	Use the student file checklist to confirm all the information has been collected.

6	Manage student files
6.1	Update student files throughout the course according to relevant events including but not limited to course progress and attendance, support, course credit, course transfer, deferral, suspension and withdrawal and disciplinary action. Refer to all of the relevant policies and procedures for student file management.
6.2	Update International Student Contract (letter of offer and written agreement) as relevant based on any changes that occur once the student has enrolled (this also includes changes to third party arrangements including new third party agreements or changes in ownership). Send to the student for agreement within 3 working days of signing and adjust fees and the CoE as required.
6.3	Send out emails to students every 6 months requesting advice of any change of contact details (note students are also required to provide these within 7 days of any change).
6.4	Update student details as required based on changes to contact details.

7	Finalise certification
7.1	Immediately record student assessment outcomes on the Student Management System on receipt of marked work from trainers/assessors.
7.2	Once all units have been completed, check that the student has paid all fees and charges.
7.3	Contact the student in writing regarding unpaid fees and charges if applicable.
7.4	Check the student's USI is on file and contact the student in writing if this has not been received.

7.5	Populate the testamur and record of results or statement of attainment with the student and award details.
7.6	Sign certification (authorised signatory).
7.7	Have the certification ready within 10 working days of the student having been assessed as meeting all of the requirements of their course (and having paid all of their fees and charges).

7.8	Retain the student's certification on file for a period of 30 years.
7.9	Advise the student via email that their certificate is ready for collection or email an electronic version or send via post.
7.10	Retain all student details including assessment outcomes for a minimum of 2 years.

Responsibilities

The Administration and Student Support Officer will be responsible for:

- checking all incoming applications for enrolment
- populating and sending out international Student Contract (letter of offer and written agreement)
- invoicing
- using the student management system
- Student files maintenance.

Queen Anne Business College (the college) RTO Manager will be responsible for:

- Conducting course entry interviews and approving student applications.
- Reviewing and approving all applications for credit transfer.
- Coordinating notification of changes to services and updating agreements.
- Issuing certification.

Trainers and assessors are responsible for conducting RPL.

Fees and Refunds Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline Queen Anne Business College (the college) approach to the effective and fair management of fees, charges and refunds. This ensures that support is provided to students to assist them to complete their studies.

This policy and associated procedures meet the requirements of Clauses 5.3 and 7.3 and Schedule 6 of the Standards for RTOs 2015 and Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as the ESOS Act 2000 and the ESOS (Calculation of Refund) Specification 2014.

Policy statements

Information about fees and charges

Queen Anne Business College (the college) is committed to providing students with information about all fees and charges associated with a course, as well as its refund policy and processes.

Prospective students can access information about fees and charges and refunds in the International Student Handbook and Course Brochure.

Enrolling students are fully informed of all fees and charges and the refund policy in the International Student Contract (letter of offer and written agreement).

The International Student Contract (letter of offer and written agreement) includes details of all applicable fees and charges, including the application fee, tuition and non-tuition fees and the payment schedule for such and payment options. It also describes the student's consumer rights, including the right to a cooling off period depending on the relevant state/territory requirements.

Students are advised of the potential for fees and charges to change over the duration of their course.

Students are advised of any statutory cooling off period in their International Student Contract (letter of offer and written agreement).

All fees and charges will be reviewed annually and all marketing material and student information will be updated accordingly. New fees and charges will generally only apply to incoming students.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Additional fees that may apply	Amount
Deferral application processing fees	Nil (but COE change fees will apply as a new one needs to be issued)
Reassessment fee (students have the first attempt followed by another one with no charge, after that fees will apply)	\$500.00 per setting up to 3 settings
Fees for late payment of course fees	\$200 per week for each week the payment for course fees is delayed
Credit transfer application processing fees	\$500 per unit

RPL	Application fee of \$250 Unit RPL processing fees \$500
Fee protection	

Fees paid by students are protected as follows:

- International students: international student fees are protected through the following mechanisms:
 - Maintaining a sufficient amount in Queen Anne Business College (the college) account so that so that it is able to repay all tuition fees already paid. or
 - Through membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where the Registered Training Organisation is unable to fully deliver their course of study. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.
 - In addition, international students are not required to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, any international student may choose to pay their fees in full or a greater amount than 50%.

Payments

Payment options are specified in the International Student Contract (letter of offer and written agreement).

All fees and charges are to be paid by the date indicated on the invoice. However, where a student is unable to make a payment by the specified date, alternative arrangements may be made by contacting the office.

All payments are to be made by either bank transfer or Eftpos into a specified account, the details of which are provided to students. Queen Anne Business College (the college) will maintain a sufficient amount in the account so that it is able to repay all tuition fees already paid.

Where fees are overdue and the student has not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to the student as follows:

- First warning letter: failing to pay an invoice within 7 days of receipt or contacting Queen Anne Business College (the college) to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 7 days of receipt of the first warning letter or contacting Queen Anne Business College (the college) to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 7 days of receipt of the second warning letter or contacting Queen Anne Business College (the college) to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, the debt may be referred to a debt collection agency. Students can contact the college to arrange payment plan for overdue fees.

All receipts of payments are kept for a minimum of 2 years following the student's completion of their course.

Credit transfer and RPL

A reduction of fees can apply for any units granted through credit transfer and RPL. The course tuition fees should be divided by the number of units and then the reduction applied per unit for the applicable number of units. This should be shown on the invoice.

Refunds

Refunds for international students are calculated in accordance with the ESOS framework.

All application fees are non-refundable except where Queen Anne Business College (the college) cancels a course prior to commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on Queen Anne Business College (the college).

Where Queen Anne Business College (the college) cancels a course either before or after commencement, students will receive an automatic pro rata refund and do not need to complete the Refund Application Form. This will be provided within 10 working days of the default.

In all other circumstances, students are required to complete a Refund Application Form which can be accessed from our office or website; this form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to the student in writing within 20 working days, as well as any applicable refund if any.

Refunds will be paid to the person or entity from whom the original payment was received and in Australian Dollars.

The refund policy does not remove the right of the student to take further action under Australian Consumer Law.

RTO cancels course due to unforeseen circumstances, including a sanction being imposed on Queen Anne Business College (the college) (known as provider default).	Application fee not refunded. Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges. Deduct Refund processing fees \$250

International student refunds

In addition to the above circumstances, refunds for international students will be calculated as follows:

<i>Circumstance</i>	<i>Refund due</i>
Queen Anne Business College (the college) cancels course before commencement	Full refund of all fees.

Queen Anne Business College (the college) cancels course following commencement	<p>Full refund of all unspent fees calculated as follows:</p> <p>Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).</p>
Student withdraws up to 4 weeks prior to course commencement.	<p>Application fee not refunded.</p> <p>Refund processing fees \$250.</p> <p>Refund of all other fees and charges.</p>
Student withdraws less than 4 weeks prior to course commencement.	<p>Application fee not refunded.</p> <p>Refund processing fees \$250.</p> <p>Refund of 50% of all other fees and charges.</p>
The student does not commence on the agreed start date and has not previously withdrawn.	<p>No refund.</p> <p>Fees for full study period (term) to be paid.</p>
Student withdraws after commencement.	<p>No refund.</p> <p>Fees for full study period (term) to be paid.</p>
Student's enrolment is cancelled due to disciplinary action.	<p>No refund.</p> <p>Fees for full study period (term) to be paid.</p>
Student breaches a visa condition.	<p>No refund. Fees for full study period (term) to be paid.</p>
The student has supplied incorrect or incomplete information causing Queen Anne Business College (the college) to withdraw the offer of the course prior to commencement.	<p>No refund.</p> <p>Fees for full study period (term) to be paid.</p>
The student is refused a visa because they did not start their course at the agreed location on the agreed starting day or they withdrew from their course with Queen Anne Business College (the college) or they did not pay an amount due.	<p>No refund.</p> <p>Fees for full study period (term) to be paid.</p>
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.	<p>The total amount of all course fees (tuition and any non-tuition fees) received or less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.</p> <p>Refund processing fees \$250.</p>
The student is refused a visa and has already commenced their course.	<p>No refund.</p> <p>Fees for full study period (term) to be paid.</p>

Procedures

1	Process invoices
1.1	Set up invoices in the accounting system as per the payment schedule in the signed International Student Contract (letter of offer and written agreement).
1.2	Send out invoices to students according to the payment schedule.
1.3	Once the invoice has been paid, send out a receipt of payment from the accounting system.
1.4	Record payment in PRISMS following recording payment instructions included in the PRISMS user guide.
1.5	Keep all receipts of payments for a minimum of 2 years after the student has completed their course.

2	Manage overdue fees
2.1	Check accounting system for overdue payments.
2.2	Send out a payment reminder through the accounting system for overdue fees. Give a further 7 days for payment.
2.3	Where invoices remain unpaid following the reminder, send out a First Warning Letter for non-payment of fees.
2.4	If fees remain unpaid after a further 7 days, follow up with a Second Warning Letter for non-payment of fees.
2.5	If fees remain unpaid after a further 7 days, follow up with a Notice of Intention to Report for non-payment of fees.
2.6	Where the student does not pay their fees and does not appeal the decision, report provider decision to cease enrolment for non-payment of fees on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

3	Process refunds
3.1	For provider default notify students in writing using the Student Notice of Default Form within 3 working days of the default occurring.
3.2	Transfer the refund to the person who made the payment.
3.3	Process all other refunds according to the refund table and on receipt of a request for refund from a student on Application for Refund form.
3.4	Update the accounting system with details of payments made.

4	Notify of provider default
4.1	In relation to provider default, notify in writing ASQA and the TPS of the default within 3 working days of it occurring using the Notice of Provider default form.
4.2	Submit a Notice of Discharge of Obligations to ASQA and the TPS advising of the actions taking and within 7 days of completing all required actions.
4.3	In relation to provider default, notify in writing to ASQA and the TPS of the default within 3 working days of it occurring using the Notice of Provider default form.
Responsibilities	

The Student Services officer-Account is responsible for issuing invoices, following up on overdue fees and issuing warning letters and a cancellation notice for non-payment of fees and issuing refunds.

The RTO Manager is responsible for discussing and adjusting student financial arrangements if required, assessing refund applications and approving refund payments.

The CEO is responsible for provider default notification.

Support and Progression

Policies and associated procedures in this section:

- Student Support Policy and Associated Procedures
- Course Progress and Attendance Policy and Associated Procedures
- Deferral, Suspension and Cancellation Policy and Associated Procedures

Supporting resources and checklists (not included in this document) that are associated with this phase of the student journey:

- Orientation Presentation
- Student Code of Conduct
- Student Support Plan
- External support referrals
- Intervention Form
- First Warning Letter for Unsatisfactory Course Progress/Attendance
- Second Warning Letter for Unsatisfactory Course Progress/Attendance
- Notice of Intention to Report for Unsatisfactory Course Progress/Attendance
- Deferral Application Form
- Suspension Application Form
- Withdrawal Application Form

The documents above can be found in the Support and Progression Supporting Documents folder.

Student Support Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline Queen Anne Business College (the college) approach to student support. This ensures that support is provided to students to assist them to complete their studies.

This policy and associated procedures meet the requirements of Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Student support

Queen Anne Business College (the college) is committed to assisting students to complete their studies through the provision of academic and welfare support.

Student support needs may concern (but are not limited to):

- language, literacy and numeracy (LLN) issues
- disability
- digital literacy
- access
- Cultural issues.

Student support needs are considered during the course development process by assessing the needs of the proposed target group and ensuring that the proposed training and assessment approach takes these needs into account.

As part of the enrolment process, Queen Anne Business College (the college) requires students to participate in a course entry interview. The course entry interview identifies student suitability for the course, as well as their support needs.

Where support needs are identified, a Student Support Plan is developed on commencement of the student in the course and in collaboration with the student. The Student Support Plan is regularly reviewed and adjusted as required.

Queen Anne Business College (the college) ensures that sufficient support staff is in place to meet the needs of the enrolled students. Queen Anne Business College (the college) nominates specific personnel for student support, the details of whom are provided to students.

A culturally appropriate orientation is provided to students to assist them to adjust to study and life in Australia.

Students are provided with information about the support services available in the International Student Handbook and as part of their orientation.

Support services provided by Queen Anne Business College (the college) can include:

- one-to-one support from the trainer/assessor
- support with personal issues

- access to additional learning resources
- reasonable adjustment in assessment
- social events
- buddy program
- Information about external sources of support.

Where Queen Anne Business College (the college) is unable to provide the support service required by the student, Queen Anne Business College (the college) will refer the student to an external provider.

Queen Anne Business College (the college) surveys students about support services provided and uses the feedback to improve services provided.

Procedures

1	Assess student support needs during the course development process
1.1	Consider support needs of the target group for the course during the course development process.
1.2	Review any feedback on support services that can inform support to be provided.
1.3	Document agreed support services for the course in the Training and Assessment Strategy and Course Brochure.
1.4	Check Student Handbook and Orientation PowerPoint and update as required with the identified student support services, including details of how to access for both internal and external services.
1.5	Ensure all staff have access to up-to-date details of student support services.

2	Assess student support needs during the course entry interview process
2.1	Conduct course entry interview and identify specific support needs.
2.2	Discuss available support services with the student.
2.3	Use the Student Support Plan form to document the student's needs and how these will be auctioned.
2.4	Refer the student to external support services where the support need cannot be met.

3	Provide orientation
3.1	Organise the orientation for students prior to commencing their course or on the first day of their course.
3.2	Conduct the orientation using the Orientation Power Points.
3.3	Answer all student questions.

4	Monitor student support needs
4.1	Regularly review the Student Support Plan to ensure actions are being implemented as required.
4.2	Adjust the Student Support Plan in consultation with the student as required.
4.3	At the conclusion of the student's course or when the Student Support Plan is complete, evaluate the effectiveness of the plan in consultation with the student.
4.4	Use the evaluation results to improve support services offered.
4.5	Regularly review external support services to check their details are the same as referred to in the Student Handbook and Orientation PowerPoint and to enter in any new services.

Responsibilities

The college manager is responsible for:

- Considering student support needs during the course development process.
- Conducting course entry interview and identifying student needs.
- Developing and monitoring the Student Support Plan.
- Evaluating the effectiveness of student support provided.
- Providing orientations.

The student support officer is responsible for:

- Providing students with information about support services.
- Providing referrals to external services.
- Referring students to Queen Anne Business College (the college) RTO Manager.

Trainers and assessors are responsible for notifying Queen Anne Business College (the college) RTO Manager of a student's support needs.

Course Progress and Attendance Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline Queen Anne Business College (the college) approach to ensuring international students maintain satisfactory course progress and attendance throughout their studies to ensure they can complete their course within the required duration as specified in their confirmation of enrolment (CoE). This policy and associated procedures also outline the procedures for managing unsatisfactory progress.

This policy meets the requirements of Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Overview

Queen Anne Business College (the college) monitors international students' course progress and attendance to ensure they are able to complete their course within the required duration.

The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.

Queen Anne Business College (the college) advises students before they commence their course of the requirements to achieve satisfactory course progress and attendance, including that students who do not meet course progress requirements are at risk of having their visas cancelled. This advice is included in the International Student Handbook, Course Brochure and within the Orientation.

All records of course progress and monitoring will be kept.

Monitoring course progress and attendance

A number of strategies will be used to determine whether a student is at risk of, or is making unsatisfactory progress and attendance.

Course progress and attendance is monitored regularly during each study period as follows:

- By reviewing satisfactory completion of assessments.
- By reviewing the student's attendance record to ensure that they attend 60% of their scheduled classes and have not been absent for more than 5 consecutive days without approval for a leave of absence.
- By assessing the student's participation in class.

Course progress monitoring will determine the need for a student to participate in an intervention strategy. Queen Anne Business College (the college) commits to an early intervention approach.

A student will be deemed at risk and be required to participate in an intervention strategy if:

- they have an overall result of Not Yet Competent for a unit
- do not attend classes on a regular basis
- do not participate in learning activities within the classroom.

All course progress and attendance monitoring is achieved by reviewing data on the student management system.

Intervention strategy

Students who are identified at risk of not meeting course progress and attendance requirements are required to participate in an intervention strategy.

The intervention strategy will be developed to meet the student's needs and documented in an Intervention Strategy Form.

Students who are identified as being at risk will be informed in writing that they are at risk.

This will be in the form of one, two or three formal warning communications by phone, sms and or emails and an invitation for an intervention meeting.

Intention of notice to report as follows:

- First warning letter: after failing one or more assessment tasks of a unit following resubmission.
- Second warning letter: after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit despite an intervention strategy.
- Notice of intention to report: after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit despite an intervention strategy.

Extension to an expected course duration

Extensions to the course duration specified on the CoE will be allowed if:

- compassionate or compelling circumstances apply and demonstrable evidence of such is provided
- Where an intervention strategy is in place (or is about to be implemented) for the student because they are at risk of not meeting course progress or attendance requirements.

Reporting

Where a student has demonstrated unsatisfactory course progress and/or attendance in a study period despite interventions implemented, The college will:

- notify the student in writing of the intention to report the student for unsatisfactory course progress and/or attendance
- inform the student of the reasons for the intention to report
- Advise the student of their right to dispute the decision by accessing RTO Complaints and Appeals Policy Procedure within 20 days of receiving the notice of intention to report.

Queen Anne Business College (the college) will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
- the student has chosen not to access the external complaints and appeals process: or
- The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

All records will be kept on the student's file including warning letters and the notice of intention to report.

Procedures

1	Assess course progress and attendance
1.1	Review data from student management system on a weekly basis to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.
1.2	Check and record student attendance daily using an Attendance Sheet, the results of which are entered into the Student Management System. An attendance rate is calculated each week.
1.3	Contact student via SMS and email if the student has been absent for more than 5 consecutive days without approval or they will not be able to achieve 60% attendance, This should be repeated until the student responds. Inform the student that their immediate attendance is required and they will receive a First Warning Letter as specified below.
1.4	Review data from student management system on a weekly basis to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.

2	Provide first warning and commence intervention strategy
2.1	Send the student a First Warning Letter of Unsatisfactory Course Progress/Attendance. Include the letter on the student's file.
2.2	Use the Intervention Form to guide the meeting with the student.
2.3	Document agreed interventions on the Intervention Form and implement immediately. Include the Intervention Form on the student's file.
2.4	Monitor progress through regular communication and document progress on form.
2.5	In consultation with the student, adjust the intervention if required and update the Intervention Form
2.6	Sign off on form when the intervention is complete and the student is meeting course progress/attendance requirements.

3	Provide second warning
3.1	Where the student is still not meeting course progress/attendance requirements, send the student a Second Warning Letter of Unsatisfactory Course Progress/Attendance.
3.2	Use the Intervention Form to guide the meeting with the student.
3.3	Advise the student that despite the interventions agreed to, they have still not been making progress. Identify their reasons for such and document in the progress report section of the Intervention Form.

3.4	Document any agreed adjusted interventions on the Intervention Form and implement immediately.
3.5	Monitor progress through regular communication and document progress on form.
3.6	Sign off on form when the intervention is complete and the student is meeting course progress/attendance requirements.

4	Advise of Notice of Intention to Report
4.1	Where the student is still not meeting course progress/attendance requirements, send the student a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance.
4.2	If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS for breach of course progress requirements.
4.3	Complete all actions associated with cancellation such as removal of student's email account, access to RTO property and so on.

Responsibilities

Queen Anne Business College (the college) RTO Manager is responsible for:

- reviewing data to check course progress and attendance
- conducting meetings with students and developing and monitoring intervention strategies
- reviewing student appeals in relation to course progress
- Reporting students through PRISMS.

The Administration and Student Support Officers responsible for:

- Issuing warning letters and notices of intention to report.

Trainers and assessors are responsible for notifying Colleges RTO Manager of students they consider to be having difficulties with course progress and/or attendance.

Deferral, Suspension and Cancellation Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline the college's approach to managing the enrolment of international students, specifically deferrals, suspensions and cancellations, and ensuring all required information about enrolments is entered into PRISMS.

This policy and associated procedures meet the requirements of Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Student-initiated deferral or suspension or cancellation

International students can defer or suspend their studies. The college allows the deferral or suspension of studies where evidence of compassionate or compelling circumstances can be provided by students.

Evidence of compassionate or compelling circumstances will be considered as part of the decision about suspension or cancellation.

Deferrals and leave of absences will be approved for up to 12 months. However, following this the student's enrolment will be cancelled.

International students may withdraw from their course at any time. Where an international student has not already completed six months of their principal course of study, their application will be assessed as per the college's Course Transfer Policy and Associated Procedures. International students are entitled to a refund as per The College's Fees and Refunds Policy and Associated Procedures.

Provider-initiated suspension or cancellation

A student's enrolment may be cancelled or suspended by The college in a range of circumstances:

- misbehaviour (ie not abiding by the Student Code of Conduct as outlined in this Handbook)
- not paying course fees
- not meeting course progress and attendance requirements.

Not paying course fees and not meeting course progress and attendance requirements will be managed as documented in the Fees and Refunds and Course Progress and Attendance Policy and Associated Procedures.

Any student who breaches the Code of Conduct as applicable to expected behaviour will be immediately suspended. Their case will be considered during the period of suspension and the student may then be reinstated or have their enrolment cancelled.

Where any of the above circumstances apply, the student will be contacted in writing with regard to the intended suspension or cancellation and the reasons for this.

Students will be able to access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Students will not be reported until the internal appeal process is complete, unless their health and wellbeing or that of others could be at risk.

Students are advised to contact the DHA to seek advice on their student visa.

Procedures

1	Process deferrals
1.1	Provide Deferral Form to students who request deferral.
1.2	Assess Deferral Form and supporting evidence to confirm that compassionate or compelling circumstances exist.
1.3	Complete assessment and advise student of outcome within 5 working days of receipt.
1.4	Where the application for deferral is approved, advise the student in writing of such.
1.5	Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds due and advising them of their right to appeal the decision within 20 working days.
1.6	For approved deferrals, report a student course variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.
1.7	Issue the updated CoE to the student.

2	Process student-initiated suspension of enrolment
2.1	Provide Request for Suspension Form to students who request suspension.
2.2	Assess Request for Suspension Form and supporting evidence to confirm that compassionate or compelling circumstances exist.
2.3	Complete assessment and advise student of outcome within 5 working days of receipt.
2.4	Where the application for suspension is approved, advise the student in writing of such.
2.5	Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds due and advising them of their right to appeal the decision within 20 working days.
2.6	For approved suspensions, report a student course variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.
2.7	Issue the updated CoE to the student.

3	Process student-initiated cancellation of enrolment
3.1	Provide Withdrawal Form to students who request to withdraw. Ensure that this is only provided to students who have completed more than six months of their principal course of study. Otherwise the student will need to complete a Release Letter Application Form.
3.2	Review Withdrawal Form to ensure all details have been provided.
3.3	Notify the student in writing within 5 working days of receipt of application of confirmation of their withdrawal and any refund as application as per RTO Fees and Refunds Policy and Associated Procedures.
3.4	Record the student's withdrawal on the SMS.
3.5	Report Student Notified Cessation of Studies on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

4	Manage provider-initiated cancellation of enrolment
4.1	Where a student misbehaves (ie they contravene the Student Code of Conduct), immediately investigate the incident.
4.2	Where the incident is considered serious to warrant further investigation, inform the student in writing of the suspension including the reasons why and the dates from which the suspension applies, as well as their right to appeal the decision within 20 working days of receiving the notice.
4.3	Further investigate the student's misbehaviour.
4.4	Inform any other relevant agencies of the issue concerning the student such as in the case of fraud or violence.
4.5	Where the investigation deems the student can be reinstated, advise the student in writing that their suspension is lifted.
4.6	Where the investigation deems the student's behaviour as so serious that they cannot be reinstated, advise the student in writing of the cancellation of their enrolment, including the reasons for the decision.
4.7	Record the student's withdrawal on the SMS.
4.8	Report provider decision to cease enrolment for disciplinary reasons on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

Responsibilities

Queen Anne Business College (the college) RTO Manager is responsible for:

- investigating student misbehaviour
- making decisions regarding student misbehaviour and cancellation
- Reporting decisions on PRISMS regarding provider-initiated suspension and cancellation.

The Administration and Student Support Officer is responsible for:

- assessing deferral requests and reporting deferrals on PRISMS
- assessing suspension requests and reporting suspensions on PRISMS
- Processing withdrawals.

Training and Assessment

Policies and associated procedures in this section:

- Training and Assessment Policy and Associated Procedures
- Plagiarism Policy and Associated Procedures
- Quality Assurance Policy and Associated Procedures
- Staff Recruitment Policy and Associated Procedures.

Supporting resources and checklists (not included in this document) that are associated with this phase of the student journey:

- Training and Assessment Strategy Template
- Training and Assessment Strategy Quality Review Tool
- Industry Survey
- Industry Consultation Register
- Assessment Quality Review Tool
- Assessment Validation Schedule
- Assessment Validation Tool
- Continuous Improvement Register
- Staff Interview Form
- Trainer and Assessor Evidence File
- Induction Checklist
- Industry Currency Verification Form for Trainers and Assessors
- Position Description – CEO
- Position Description – RTO Manager
- Position Description – Trainer and Assessor
- Position Description – Administration and Student Support Officer
- Third Party Monitoring Form.

The documents above can be found in the Training and Assessment Supporting Documents folder.

Training and Assessment Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline the college approach to ensure that high quality training and assessment is provided.

This policy and associated procedures meet the requirements of Standard 1 and associated clauses of the Standards for RTOs 2015, as well as Standard 11 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Development of training and assessment strategies

Training and assessment strategies are in place for all training products on scope.

Training and assessment strategies are developed:

- to meet the requirements of training packages and VET accredited courses;
- based on industry needs;
- to enable students to meet the requirements of each unit of competency; and
- to ensure that an appropriate amount of training is provided.

Training and assessment strategies and practices are regularly reviewed as outlined in RTO Quality Assurance Policy and Associated Practices.

Industry consultation

The college training and assessment practices and strategies are informed by industry engagement.

The college implements a range of strategies for industry engagement to ensure that its practices and strategies are relevant to industry.

The college uses the outcome of industry engagement to inform its training and assessment strategies and practices.

Resourcing

The college ensures that it is sufficiently resourced through:

- ensuring sufficient and qualified trainers and assessors to provide training and assessment to students
- ensuring sufficient student support is in place through its Student Support Policy and Associated Procedures
- identifying and procuring quality learning and assessment resources for the delivery of training and assessment
- Identifying and procuring the required facilities and equipment to deliver training and assessment.

Assessment

The college implements an assessment system that ensures that assessment (including RPL):

- meets the requirements of the relevant training package and VET accredited course
- is conducted in accordance with the Principles of Assessment and Rules of Evidence.

The college conducts assessment validation to meet the requirements of the Standards for RTOs 2015, including developing a plan for assessment validation.

Assessment evidence is retained to meet ASQA's General Direction on retention requirements for completed student assessment items.

Assessment

The college offers RPL to all learners.

The college uses an RPL Tool Assessor Guide and an RPL Tool Candidate Guide for each unit of competency to conduct RPL.

Transition of training products

The college ensures that:

- Where a training product on its scope of registration is superseded, all training and assessment for students is completed and the relevant AQF certification documentation is issued or that students are transferred into its replacement, within a period of one year from the date the replacement training product was released on www.training.gov.au.
- Where an AQF qualification is no longer current and has not been superseded, students' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from www.training.gov.au.
- Where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, students' training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from www.training.gov.au.
- A new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

It is noted that the requirements above do not apply where a training package requires the delivery of a superseded unit of competency.

Third parties

- All third parties who deliver training and assessment on The College behalf will be required to enter into a third party agreement with the college .
- The college will monitor the provision of services by third parties to ensure services comply with the Standards for RTOs 2015.
- Education agent arrangements are addressed by the Education Agent Policy and Associated Procedures.

Procedures

1	Develop training and assessment strategies (TAS)
1.1	Identify suitable training products for inclusion on Queen Anne Business College (the college) scope through research of workforce/target client needs. Document research as a form of industry engagement.
1.2	Develop a training and assessment strategy using Training and Assessment Strategy template. Follow the prompts in each section of the Training and Assessment Strategy template to develop a comprehensive, compliant TAS.
1.3	Use and complete the Training and Assessment Strategy Quality Review Tool to check that the Training and Assessment Strategy meets the requirements of the Training Product and ensures an appropriate amount of training (as per the requirements of Clauses 1.1,1.2).
1.4	Identify suitable industry stakeholders that can contribute to the TAS.
1.5	Provide an industry consultation survey, plus the Training and Assessment Strategy and a sample of associated learning and assessment resources to identified industry stakeholders.
1.6	Review the feedback from industry and document in the Industry Consultation Register.
1.7	Update TAS accordingly.
1.8	Procure all the resources required for the implementation of the TAS.
1.9	Organise scheduling of all training products.
1.10	As relevant, submit an application for change of scope to RTO/CRICOS registration on ASQAnet following the instructions within ASQAnet and providing required evidence.
1.11	Regularly review TAS as per RTO Quality Assurance Policy and Associated Procedures.
2	Manage assessment system
2.1	Quality review assessments using the Assessment Quality Review Tool prior to use to ensure they meet the requirements of the unit of competency and the principles of assessment and rules of evidence.
2.2	Conduct assessment using provided assessment tools and following the instructions included in the assessment tools.
2.3	Mark completed student work following the instructions in the assessment tools.
2.4	Complete checks of sample student files to check marking is correct and all associated documentation is signed and dated. Use the sample assessment review checklist to record findings.

2.5	File completed student assessment items for at least six months following completion.
2.6	Archive or delete/shred completed student assessment items after six months following completion.

3	Conduct Recognition of Prior Learning (RPL)
3.1	Provide RPL Tool Candidate to those seeking RPL.
3.2	Conduct RPL of submitted student evidence using the RPL Tool Assessor.
3.3	File completed student assessment items for at least six months following completion.
3.4	Archive or delete/shred completed RPL assessment items after six months following completion.

4	Conduct assessment validation
4.1	Develop a validation plan using Validation Schedule and following the prompts to ensure that validation occurs to meet the requirements of Clauses 1.9, 1.10 and 1.11 of the SRTOs 2015.
4.2	Organise the validation team as per the Validation Schedule requirements.
4.3	Make arrangements for the validation and notify validation team members.
4.4	Conduct validation as per the Validation Schedule and using RTO Validation Tool.
4.5	Update assessments/reassess students based on validation findings.
4.6	Record findings on the Continuous Improvement Register.

5	Manage transition of training products
5.1	<p>Develop a transition plan using the Transition Plan template for superseded training products to include:</p> <ul style="list-style-type: none"> ● identification of students who can and can't complete within one year of the date of the training product being superseded ● a plan for transitioning relevant students to the new qualification ● Identification of new resource requirements. ● procurement of new resources requirements ● submission of an application for change of scope where the training product is not equivalent ● Communication plan for all students and staff.

5.2	Implement the transition plan.
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6	Manage third parties responsible for delivery and assessment (if applicable)
6.1	Conduct due diligence of any third party that may be suitable for a third party agreement. This should also include checking that the third party is suitable as per the General Direction – third party arrangements.
6.2	Provide third party agreement for signing to any third party deemed suitable following due diligence.
6.3	Conduct third party induction following signing of agreement.
6.4	Advise ASQA within 30 days of the agreement being signed via ASQAnet.
6.5	Monitor third party at agreed intervals using the Third Party Monitoring Form.
6.6	Monitor third party using the Third Party Monitoring Form.
6.7	Where the Third Party Monitoring Form or feedback from students indicates that the third party may not be meeting the terms of their agreement, immediately investigate the issue.
6.8	Where the investigation confirms that the provider has not complied with their responsibilities as per the Third Party Agreement (except in the case of where the third party has engaged in false or misleading practices – see the following section), contact the third party in writing to advise the corrective actions that are required.
6.9	Implement relevant corrective actions.
6.10	Monitor corrective actions as required to ensure they are implemented.
6.11	File all documentation associated with monitoring.

7	Terminate third party contracts
7.1	Where third party monitoring or any other intelligence demonstrates that the third party has engaged in false or misleading practices, immediately send a notice in writing to the agent advising them that their contract is terminated and giving the reasons why.
7.2	Advise ASQA via ASQAnet of termination of the agreement and within 30 days of the agreement ending.

Responsibilities

Queen Anne Business College (the college) RTO Manager is responsible for:

- identifying training needs and developing training and assessment strategies
- organising and conducting industry engagement
- organising all physical and human resources
- organising scheduling
- assessment file checks
- managing transition of training products
- Managing third party arrangements.

The Administration and Student Support Officer is responsible for:

- entering assessment results on the SMS
- Filing and archiving student assessments.

Trainers and assessors are responsible for training and conducting assessment and RPL.

Plagiarism Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures and associated outline the college approach to ensuring that plagiarism, cheating and collusion do not occur.

This policy and associated procedures meet the requirements of Clause 1.8 of the Standards for RTOs 2015.

Policy statements

Student integrity and honesty

The college is committed to upholding standards of student integrity and honesty in regard to the assessment of their work and places value in the declarations of authenticity made by students.

Students are expected to act with integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

Students and staff have a duty to ensure they gain the necessary understanding of how to correctly acknowledge and cite references and resources so as to minimise the incidents of plagiarism and cheating and the allegations of such.

Unacceptable behaviour

From time to time, there may be incidents of student plagiarism, cheating and collusion which the college is required to act upon in order to uphold the value of assessment outcomes and the reputation of the nationally recognised training provided.

Student plagiarism, cheating and collusion in any form are unacceptable and will be treated seriously by the college.

Procedures

1	Check for plagiarism, cheating or collusion
1.1	Upon the submission of all assessment tasks, students are required to sign an Assessment Cover Sheet that includes a declaration of the authenticity of the work.
1.2	Conduct checks using tools designed to detect plagiarism (unicheck) , cheating and collusion.
1.3	Identify and investigate any possibility of plagiarism, cheating or collusion.
1.4	Source evidence (through identification of the source) to support the allegation.

2	Respond to incidents
2.1	Provide the student found to have plagiarised, cheated or colluded with an opportunity to respond to the allegations.
2.2	Send a written communication to the student outlining the issues.
2.3	Advise the student in writing that they will be required to redo the assessment in full and of any associated charges and that in the event of any further instances their enrolment may be cancelled.
2.4	Keep all records of the student's involvement in alleged plagiarism, cheating or collusion.

Responsibilities

Queen Anne Business College (the college) RTO Manager is responsible for managing plagiarism, cheating and collusion.

Trainers and assessors are responsible for identifying plagiarism, cheating and collusion.

Quality Assurance Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline the college approach to ensuring that all aspects of its operations are quality assured.

This policy and associated procedures meet the requirements of Standard 2 and associated clauses of the Standards for RTOs 2015.

Policy statements

Quality approach

Quality forms part of the college commitment to students and all services provided are delivered to the highest possible standards.

Training, assessment and support services are regularly reviewed and measured for quality and effectiveness.

Students and staff are encouraged to provide feedback on how to improve service delivery.

The college is committed to innovation, high quality, continuous improvement, contemporary best practice and effectiveness in its provision of services.

Procedures

1	Surveying of stakeholders
1.1	Provide Learner Surveys to students before they complete their course.
1.2	Identify the need for additional surveys of students and develop as required.
1.3	Provide Employer Satisfaction Surveys to employers prior to students they employ completing their course as relevant.
1.4	Analyse the findings of all quality indicators surveys/other surveys and identify any improvements required.
1.5	Document findings on the continuous improvement register and identify required actions and associated responsibilities and timelines.
1.6	Communicate findings and required actions, responsibilities and timelines to relevant stakeholders.
1.7	Monitor completion of actions and document outcomes on the continuous improvement register.
1.8	Complete quality indicator annual summary report for calendar year and submit to ASQA by 30 June each year.

2	Surveying of trainers and assessors
2.1	Develop a survey for trainers and assessors.
2.2	Provide surveys to trainers and assessors annually or at the end of a delivery period.
2.3	Analyse the findings of trainer and assessor survey and identify any improvements required.
2.4	Document findings on the continuous improvement register and identify required actions and associated responsibilities and timelines.
2.5	Communicate findings and required actions, responsibilities and timelines to relevant stakeholders.
2.6	Monitor completion of actions and document outcomes on the continuous improvement register.

3	Training and Assessment Strategy review
3.1	Review TAS annually or as required.
3.2	Document findings on the continuous improvement register and identify required actions and associated responsibilities and timelines.
3.3	Communicate findings and required actions, responsibilities and timelines to relevant stakeholders.
3.4	Monitor completion of actions and document outcomes on the continuous improvement register.

4	Validation outcomes
4.1	Conduct validation as outlined in the Training and Assessment Policy and Associated Procedures.
4.2	Document findings on the continuous improvement register and identify required actions and associated responsibilities and timelines.
4.3	Communicate findings and required actions, responsibilities and timelines to relevant stakeholders.
4.4	Monitor completion of actions and document outcomes on the continuous improvement register.

5	Complaints and appeals
5.1	Manage complaints and appeals as outlined in the Complaints and Appeals Policy and Associated Procedures.
5.2	Document overall findings on the continuous improvement register and identify required actions and associated responsibilities and timelines.
5.3	Communicate findings and required actions, responsibilities and timelines to relevant stakeholders.
5.4	Monitor completion of actions and document outcomes on the continuous improvement register.

6	Compliance schedule
6.1	Develop a compliance schedule to ensure that each aspect of Queen Anne Business College (the college) operations is audited and reviewed.
6.2	Organise an external consultant at least annually to complete an internal audit.
6.3	Document findings on the continuous improvement register and identify required actions and associated responsibilities and timelines.
6.4	Communicate findings and required actions, responsibilities and timelines to relevant stakeholders.
6.5	Monitor completion of actions and document outcomes on the continuous improvement register.

Responsibilities

The CEO and the rto manager collectively responsible for all aspects of quality assurance as outlined in this policy and associated procedures.

Staffing Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline the college approach to recruitment, selection, induction and ongoing professional development in order to ensure that there are qualified and sufficient staffs in place.

This policy and associated procedures meet the requirements of Clauses 1.13–1.18 of the Standards for RTOs and with Standard 11 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Principles

The college is committed to providing quality training, assessment and support services. We recognise the importance of our human resources in meeting this commitment.

The college will ensure that the best possible staff are attracted by advertising widely all vacant positions.

The college is committed to equal opportunity in employment and to providing a work environment that is free from harassment and discrimination.

All decisions about recruitment will be based on merit and according to the position description requirements.

Procedures

1	Recruit and select staff
1.1	Identify staffing needs.
1.2	Develop a position description or access an existing position description. Ensure all information in the position description is accurate and identifies the key responsibilities, key selection criteria and desirable skills and attributes. For trainers and assessors, the requirements of Clauses 1.13–1.1.8 of the SRTOs 2015 must be clearly included.
1.3	Develop an advertisement for the position and advertise the position using the preferred recruitment channels. The advertisement will include the purpose of the role, key selection criteria, mandatory qualifications as relevant and a contact name and number.
1.4	Develop a short list of suitable candidates.
1.5	Interview shortlisted candidates using Staff Interview Form.
1.6	Select the most suitable candidate and check referees.
1.7	Send out a letter of engagement and contract to successful candidate/s and rejection letters to unsuccessful candidates.

2	Induct staff
2.1	Create a staff file for the new staff member. For trainers and assessors, the Trainer Assessor Evidence File must also be completed and maintained.
2.2	File all relevant documentation including qualifications and experience. Trainer and assessor files must include all documentation as per the requirements of Clauses 1.13–1.18 of the SRTOs 2015 must be clearly included.
2.3	Provide an induction for staff using Induction Checklist.
2.4	File the induction checklist.

3	Monitor professional development
3.1	Collect professional development evidence as per the organisation's requirements. For trainers and assessors, the requirements of Clauses 1.13c and 1.16 of the SRTOs 2015 must be met. For trainers and assessors, the Trainer Assessor Evidence File must be updated regularly with details of completed and planned professional development.
3.2	Organise professional development to meet The college needs as required.
3.3	File all professional development documentation.

4	Conduct performance reviews
4.1	Conduct performance reviews as required.
4.2	Document results of the performance review.
4.3	Monitor actions arising out of the performance review.

Responsibilities

The CEO and the college manager are collectively responsible for all aspects of staff recruitment outlined in this policy and associated procedures.

Completion

Policies and associated procedures in this section:

- Student Enrolment and Completion Policy and Procedures.

Note that the Policy and Associated Procedures is included in the Enrolment and Support section of this RMS.

Supporting resources and checklists (not included in this document) that are associated with this phase of the student journey:

- Testamur
- Record of Results
- Statement of Attainment.

The documents above can be found in the Completion Supporting Documents folder.

Regulatory Compliance and Governance

Policies and associated procedures in this section:

- Course Transfer Policy and Associated Procedures
- Complaints and Appeals Policy and Associated Procedures
- Critical Incident Policy and Procedure
- Health and Safety Policy and Procedure
- Privacy Policy and Procedures.

Supporting resources and checklists (not included in this document) that are associated with this phase of the student journey:

- Acknowledgement of Complaint/Appeal Letter
- Complaints and Appeals Form
- Complaints and Appeals Outcome Letter
- Complaints and Appeals Register
- Release Application Form
- Release Letter
- Internal Course Transfer Application Form
- Critical Incident Action Plan Template.

The documents above can be found in the Regulatory Compliance and Governance Supporting Documents folder.

An additional document not referenced above can also be found in this folder. This is the Strategic Business Plan template that may be used as required.

Course Transfer Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures ensure that the college does not knowingly enrol an international student who wishes to transfer from another registered provider prior to the international student completing six months of their principle course.

This policy and associated procedures meet the requirements of Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Overview

The college will not knowingly enrol an international student who wishes to transfer from another registered provider's course prior to the student completing six months of his or her principal course except in the case of any of the following circumstances:

- 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 ASQA that prevents the student from continuing their 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.

Assessing course transfer requests to other registered providers and circumstances where the transfer request will be granted

International students who wish to transfer to another registered provider prior to completing six months of their principle course must complete a Withdrawal Form and attach a valid offer from another registered provider.

The outcome of the assessment will be provided within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided. The Letter of Release will advise students to contact the DHA to seek advice on whether a new student visa is required. Refunds will be in accordance with RTO Fees and Refunds Policy and Procedure.

The transfer request will be granted where any of the following circumstances apply:

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with RTO intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- There is evidence of compassionate or compelling circumstances.
- The college fails to deliver the course as outlined in the International Student Contract (letter of offer and written agreement).

- There is evidence that the student's reasonable expectations about their current course are not being met.
- There is evidence that the student was misled by RTO or an education or migration agent regarding RTO or its course and the course is therefore unsuitable to their needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Circumstances where the transfer request will not be granted

A transfer request will not be granted where any of the following circumstances apply:

- There are no legitimate compassionate or compelling circumstances.
- The student has not paid their fees.
- 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.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

Where the request is not granted, the reasons for non-grant of the request will be communicated in writing using the Refusal of Request for Course Transfer Template. The letter will advise the student that they may access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

The college will not finalise the student's refusal status in PRISMS until the appeal process is complete and either finds in favour of the college or until the 20-working day period in which the student can access the complaints and appeals process has passed.

Internal transfer

The college allows students to transfer to other courses offered by the college in any of the following circumstances:

- the course better meets the study capabilities of the student; and/or
- the course better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- the student provides evidence that their reasonable expectations about the current course are not being met.

A transfer to another course within the college will not be granted in any of the following circumstances:

- 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.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

International students who wish to transfer to another course must complete an *Internal Course Transfer Application Form*.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of the form. Where the application is not granted, reasons for such will be provided.

Record keeping

The college will maintain all records of requests for course transfer and documentation associated with the assessment and decision regarding the request. Records will be maintained for a minimum of 2 years following the student's completion or withdrawal from their course.

Procedures

1	Manage transfers in
1.1	On receipt of an application from a student that has not completed six months of their principal course of study, check the student on PRISMS following the information about Standard 7 in the PRISMS user guide and to ensure they have been released from the previous provider.
1.2	If the check confirms that the student has been released follow the usual procedures for enrolling a student.
1.3	If the check confirms that the student has not been released, advise the student in writing and within 3 working days of receipt of their application that it has not been approved.
1.4	File all documentation.

2	Manage transfers out
2.1	Where a student wishes to transfer to another provider before having completed six months of their principal course of study with the college provide students with Application for Release form.
2.2	Acknowledge receipt of completed forms within 3 working days of receipt.
2.3	Review and assess the application provided within 10 working days of receipt. For an application to be approved, supporting documentation must demonstrate that compassionate and compelling circumstances exist.
2.4	Advise the student in writing of the outcome of their application, including a Letter of Release where the application is approved. If it is not approved, provide the reasons and advise the student of their right to access the complaints and appeals process.
2.5	Record approved releases on PRISMS following the information about Standard 7 in the PRISMS user guide.
2.6	Record refusals of release on PRISMS following the information about Standard 7 in the PRISMS user guide.
2.7	File all documentation and keep for a minimum of 2 years.

3	Manage internal course transfers
3.1	Where a student wishes to transfer to another course within the college , provide students with Internal Course Transfer Application Form.
3.2	Acknowledge receipt of completed forms within 3 working days of receipt.
3.3	Review and assess the application provided within 10 working days of receipt. For an application to be approved, supporting documentation must demonstrate that there are appropriate reasons for transferring.
3.4	Advise the student in writing of the outcome of their application, including a new International Student Contract (letter of offer and written agreement) where the application is approved. If it is not approved, provide the reasons and advise the student of their right to access the complaints and appeals process.
3.5	Advise the student in writing of any refunds due relevant to their existing course.
3.6	Record student course variation on PRISMS following the information on student course variation in the PRISMS user guide.
3.7	Record refusals of release on PRISMS following the information about Standard 7 in the PRISMS user guide.

Responsibilities

Queen Anne Business College (the college) RTO Manager is responsible for:

- managing transfers in and out
- Managing internal course transfers.

The Administration and Student Support Officer is responsible for:

- Filing course transfer documentation.

Complaints and Appeals Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline the college approach to managing complaints and appeals. This is to ensure that complaints are handled in a transparent way, as well as fairly, efficiently and effectively.

This policy and associated procedures meet the requirements of Standard 6 of the Standards for RTOs 2015, as well as Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Approach

Complaints may be made against Queen Anne Business College (the college), its trainers and assessors and other staff, a learner of Queen Anne Business College (the college), as well as any third party providing services on behalf of Queen Anne Business College (the college) including education agents.

Complaints can be in relation to any aspect of Queen Anne Business College (the college)'s services provided.

Appeals can be made in respect of any decision made by the college, An appeal is a request for Queen Anne Business College (the college)'s decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, the college will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means reviewing each complaint or appeal in an objective and consistent manner.

The college will appoint relevant person/s to manage complaints and appeals.

The internal complaints and appeals process will be conducted at no cost to students.

Potential causes of complaints and appeals will be investigated and corrective and preventative action will be taken in relation to complaint and appeals. Complaints and appeals will also be seen as an opportunity for improvement.

All individuals, including third parties will be informed of allegations made and will have the opportunity to present their case.

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.

The college encourages complainants to first seek to address the issue informally by discussing it with the person involved. However, if the person is not comfortable with this or has tried this unsuccessfully, they are to follow the procedures below.

All records of complaints and appeals will be kept by Queen Anne Business College (the college) and entered into the complaints and appeals register.

Complaints and appeals process

Complaints and appeals are to be made as follows:

- Submit complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided.
- Submit complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

Response to complaints and appeals

Complaints and appeals will be responded to as follows:

- The complaint or appeal will be acknowledged in writing within 3 working days of receipt.
- Review of the complaint or appeal will commence within 5 working days of receiving the complaints.
- Complaints and appeals will be finalised as soon as practicable or within 30 calendar days.
- Where the complaint or appeal is complex and is expected to take more than 60 calendar days to process, The college will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.
- The outcomes of the complaints and appeals process will be communicated in writing to the person making the complaint or appeals. This will also include the reasons for the outcome.

Complaints and appeals handling

Each individual involved in the complaint may have a support person of their choice present at any meetings to resolve the complaint or appeal.

An independent assessor will be identified to conduct a review of an assessment decision that is being appealed.

Enrolment during a complaints process

International students' enrolment will also be maintained throughout the internal appeals processes without notifying DESE via PRISMS of a change in enrolment status.

Additionally, for international students:

- If the appeal is against Queen Anne Business College (the college) 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 (the college) decision to report.
- If the appeal is against Queen Anne Business College (the college) decision to defer, suspend or cancel a student's enrolment due to misbehaviour, The college will notify DESE via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

Independent appeal process

Where the internal process has failed to resolve the complaint or appeal, the matter will be referred to an independent mediator.

For international students, the external mediator is the Overseas Students Ombudsman (OSO). International students can access the OSO at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

During the mediation process, The college will cooperate in full and commits to immediately implement the decision or recommendation made by the external mediator and/or take preventative or corrective action required by the decision or recommendation.

All actions taken will be communicated in writing to students.

Information about external bodies to whom complaints can be made

Complaints can also be made to the organisations indicated below:

Australian Skills Quality Authority (ASQA):

Complainants may also complain to Queen Anne Business College (the college) registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at: <https://www.asqa.gov.au/complaints>

The Overseas Student Ombudsman (OSO)

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course;
- course fees and refunds;
- being refused a course transfer;
- course progress or attendance;
- cancellation of enrolment;
- accommodation or work arranged by Queen Anne Business College (the college);
- incorrect advice given by an education agent;
- taking too long in certain processes such as issuing results; and/or
- not delivering the services indicated in the International Student Contract (letter of offer and written agreement).

More information can be found at:

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

Procedures

1	Process complaints and appeals
1.1	File the complaints and appeals form received.
1.2	Send out an acknowledgement within 3 working days of receiving the complaint or appeal.
1.3	Record details of the complaint or appeal on receipt on the complaints and appeals register.
1.4	Determine whether the complaint or appeal can be resolved quickly and easily. If so, take immediate action to resolve the complaint or appeal and inform the student in writing of the outcome.
1.5	If the complaint is more complex, organise relevant staff to review the complaint and commence investigation.
1.6	Inform the complainant or appellant within 5 days of receiving the complaint that the investigation will commence or of the action that will occur in the case of simple complaints.
1.7	Conduct an investigation that includes: <ul style="list-style-type: none"> ● checking of all facts and accuracy of information ● requesting further information as required ● organising a meeting with the complainant/appellant ● identifying relevant corrective/preventative action ● Confirming a solution.
1.8	Where the matter is an appeal about an assessment decision, the investigation process will include an independent review of the assessment evidence and decision by another assessor. A relevant independent assessor should be organised.
1.9	The investigation will be completed within 30 days, or if it is considered that it will take longer to than 60 calendar days to process, The college will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.
1.10	Where the process finds in favour of the student, organise a management meeting to discuss: <ul style="list-style-type: none"> ● the process and its outcome; and ● Actions to be taken to implement the decision, including both corrective/preventative actions.
1.11	Following the meeting, agreed actions will be immediately implemented.
1.12	Update the complaints and appeals register.

1.13	Once the investigation is complete, the complainant or appellant will be informed in writing of the outcome using the complaints and appeals outcome letter. Where the response is in relation to a complaint, the letter will advise that the internal appeals process may also be accessed.
1.14	Archive the complaint or appeal documentation.

2	Organise external appeals
2.1	In cases where the student has organised the mediator, it will be responding to the mediator's requests.
2.2	Cooperate with all requirements of the mediator, providing all information as required.
2.3	Where the mediator finds in favour of the student, organise a management meeting to discuss: <ul style="list-style-type: none"> ● the external process and its outcome; and ● actions to be taken to implement the decision, including both corrective/preventative actions.
2.4	Following the meeting, agreed actions will be immediately implemented.
2.5	Advise the student of the action that the college will take in response to the external mediator's decision.
2.6	Where the external mediator support the college decisions regarding international students, for example, in relation to cancellation, notify DESE via PRISMS.

Responsibilities

The **CEO** is responsible for:

- investigating complaints and appeals
- Making decisions about complaints and appeals in conjunction with others.

Queen Anne Business College (the college) to manager is responsible for:

- Investigating complaints and appeals.
- making decisions about complaints and appeals in conjunction with others
- Facilitating external decisions.

The Administration and Student Support Officer is responsible for:

- processing complaints and appeals forms
- Filing all documentation.

Critical Incident Policy and Associated Procedures

Responsibilities

This policy and associated procedures outline the college approach to managing critical incidents.

This policy and associated procedures meet the requirements of Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Approach to critical incidents

The college is committed to the health and safety of staff and students. This includes having measures in place to ensure the safety of staff, students and visitors in the event of a critical incident.

At the time of the critical incident, a critical incident team will be established to manage the critical incident. The make-up of the team will depend on staff availability at the time of the incident.

Staff will be trained in the management of critical incidents and students will also receive information about critical incidents management. This will include how to seek assistance for and report a critical incident.

All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.

Post-incident support will be provided to all persons involved in the critical incident.

The college response to critical incidents will be evaluated following each critical incident. Any improvements identified will be implemented as required.

All records of critical incidents will be filed.

Procedures

1	Respond to a critical incident
1.1	Immediately call the emergency services on 000 in the event of death or an immediate threat to the life of a person or to property.
1.2	Action evacuation procedures if required.
1.3	Immediately report incident to a member of Queen Anne Business College (the college) management team.
1.4	Establish a Critical Incident Team who will meet immediately following the incident to assess the facts of the situation, who has been affected and discuss the priorities and actions to be taken. Roles and responsibilities will be allocated.
1.5	Assess required actions which may include but are not limited to: <ul style="list-style-type: none"> ● alerting emergency contacts ● nominating a member of the Critical Incident Team to be a main point of contact ● liaising with external agencies, including emergency services ● issuing a media release advising of the situation ● informing all staff and students of the critical incident situation ● regularly updating all staff and students of the critical incident situation ● organising emergency counselling for those affected ● providing details of support services that can be provided ● seeking legal advice ● Assisting students with insurance claims.
1.6	Document all actions in a critical incident action plan.
1.7	Implement the critical incident action plan.
1.8	Adjust the critical incident action plan as required.

2	Evaluate critical incidents
2.1	The Critical Incident Team formed for the specific critical incident will meet as soon as possible after the critical incident to complete all of the following actions.
2.2	Review the actions taken and perceived effectiveness of the response.
2.3	Identify any recommendations for improvement.
2.4	Action recommendations for improvement.

Responsibilities

The CEO is responsible for coordinating the critical incident response.

Queen Anne Business College (the college) RTO Manager is responsible for assisting with the critical incident response.

All staff are responsible for calling emergency services as required in the event of a critical incident and notifying the management team.

Health and Safety Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline RTO approach to managing health and safety of all staff, students, contractors and visitors.

This policy and associated procedures meet the requirements of Clause 8.5 of Standard 8 of the Standards for RTOs 2015 that requires RTO to comply with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations, as well as Standard 6.9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Compliance with legislation

The college meets the requirements of the WHS legislation for the State/Territory in which it is based and complies with all other relevant legislation, regulations, codes of practice, advisory and best practice standards.

Organisation responsibility and commitment

The college is committed to:

- providing a safe and healthy environment for all staff, students, contractors and visitors and others during their participation in activities with the college.
- implementing effective risk management systems that are relevant and suitable for the organisation's scope of business
- promoting workplace health and safety at all times
- continuously improving performance in relation to health and safety
- encouraging active participation, cooperation and consultation with all staff and others in the promotion and development of measures to improve health and safety
- actively responding to, recording and investigating all incidents
- maintaining relevant policies, procedures, training, codes of conduct and systems to support and communicate effective health and safety practices throughout the organisation
- routinely conducting checks of the work environment to assess risks, identify hazards and identify areas for improvement
- taking immediate response to reduce the risk of identified workplace hazards
- Providing appropriate induction, training, information and updates to staff, students and others on a regular basis about workplace health and safety.

Staff responsibility

All staff including managers have a responsibility to work safely, take all reasonable care for their own health and safety and always consider the health and safety of others who may be affected by their actions.

When staffs are undertaking work from home or at an off-site location, the staff member is responsible for ensuring the environment they enter into is free from risk and occupational health and safety hazards.

Health and safety consultation and communication

Health and safety consultation and communication will be carried out as follows:

- Team meetings (where work health and safety is always an agenda item).
- One off meetings to discuss health and safety issues arising.
- Briefing sessions on new health and safety requirements/information.

Records of all meetings will be kept and action plans to address issues will be drawn up as required.

Follow up of actions to be taken will occur through regular team meetings.

Reporting

All staff, and others are required to report any identified workplace hazards and associated risks as soon as they become aware of them.

All staff, and others are required to report any incident that causes harm to a person during their participation in work and/or training activities with the college .

Record keeping

Appropriate records of the organisation's risk management strategy, workplace hazards and workplace injuries will be accurately maintained at all times.

Procedures

1	Manage work health and safety management system
1.1	Identify and action WHS issues on an ongoing basis.
1.2	Consult with staff on WHS issues.
1.3	Action WHS issues as required.
1.4	Provide training to staff on WHS issues as required.
1.5	Ensure all visitors to the college sign in and out on the Visitor Register.
1.6	Keep all health and safety records.

2	Conduct workplace inspections
2.1	Inspect the workplace for hazards and risks
2.2	Control hazards and risks using selected control methods or report hazards and risks.

3	Respond to incidents
3.1	Report any incidents using the Workplace Incident Form.
3.2	Submit Workplace Incident Form to relevant Manager.
3.3	In the case of an injury, the first person in attendance must contact the First Aid Officer or emergency services in the case of a serious injury.

Responsibilities

The CEO is responsible for overall health and safety management.

Queen Anne Business College (the college) RTO Manager is responsible for ensuring health and safety at all times and consulting staff on WHS.

All staff is responsible for identifying and reporting health and safety issues and incidents and applying safe work practices at all times.

Privacy Policy and Associated Procedures

Purpose of the policy

This policy and associated outline Queen Anne Business College (the college) approach to ensuring the privacy and confidentiality of its entire staff, students and relevant others.

This policy and associated procedures meet the requirements Clauses 3.6 and 8.5 of the Standards for Registered Training Organisations 2015, Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as the National VET Regulator (Data Provision Requirements) Instrument 2020 and National VET Data Policy.

Policy statements

Privacy legislation and principles

Queen Anne Business College (the college) has adopted the Australian Privacy Principles contained in the Privacy Act 1988.

Collection of personal information

Queen Anne Business College (the college) collects personal information only for the purposes of its business operations.

Queen Anne Business College (the college) also collects personal information about students undertaking nationally recognised training and discloses this information to the National Centre for Vocational Education Research Ltd (NCVER).

RTO provides information to staff and students about why their information is being collected and how it will be used, as well as their ability to access information held about them.

Both staff and students have the right to request that their personal information be changed.

A Privacy Notice is included in the Application for Enrolment Form and International Student Contract (letter of offer and written agreement).

Staff contracts refer to privacy rights and obligations.

All personal information is kept secure and confidential at all times.

All persons have the right to make a complaint or appeal in relation to privacy matters as per RTO Complaints and Appeals Policy and Procedures.

Sensitive information

Queen Anne Business College (the college) also collects sensitive information. Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will only be used by Queen Anne Business College (the college):

- for the primary purpose for which it was obtained

- for a secondary purpose that is directly related to the primary purpose
- with an individual's consent; or where required or authorised by law.

Procedures

1	Manage personal information
1.1	Process all personal information according to the relevant procedures.
1.2	Archive personal information according to the relevant procedures.

2	Provide access to records
2.1	Review written requests for access to records.
2.2	Arrange for the individual to view their personal information as requested.
2.3	Update personal information according to any requests made.
2.4	Keep all documentation relating to access to records.

Responsibilities

Queen Anne Business College (the college) RTO Manager is responsible for ensuring privacy at all times and consulting staff on WHS.

The Administration and Student Support Officer is responsible for processing all personal information and providing access to records as required.