



International Student Handbook-ELICOS

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## About this book

This student handbook is your guide to the Queen Anne English College. Inside you will find information on how the college works, where students should go, and who they should see to resolve problems. Policies, procedures, and regulations are outlined so that you are aware of the parameters within which this college community operates.

## Disclaimer

The Queen Anne English College attempts to ensure that the information distributed is accurate and up to date, but sections may be amended without notice. Persons intending to act on any information contained herein should first check with the college to ascertain whether any updated information is available in respect of the relevant material. The Queen Anne English College, its agents and employees will not be liable for any loss or damage arising directly or indirectly from the possession, publication or use of reliance on information obtained from distributed information. It is provided in good faith without express or implied warranty.

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## Welcome to QAEC!

Welcome to Queen Anne English College (QAEC) where new and exciting experiences and adventures wait for you. We are happy for you to join our school family, and our experienced staff and teachers are dedicated to providing every student with the best educational opportunity possible.

QAEC is a comprehensive and multicultural English language college.

Our mission is to provide you, as our student, with the best language training and the opportunity to learn, develop and grow. At QAEC we provide students with an effective teaching and learning environment designed to raise education standards and open doorways to employment opportunities and better future.

I ask you to join us in continuing to focus on the mission and vision that has been established at QAEC. With continued support and cooperation, we can find excellence in the academic achievements of all our students.

Good luck in your studies!

*Mr Yasser Ibrahim*  
*Acting Principal Administrator*

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## Important Information

This is a summary of information presented in this handbook and helps you understand your obligations as a student. It also gives you information on where and how to find resources and assistance.

## QAEC Contact Information

- **Principal Administrator**      Yasser Ibrahim
  
- Address      Bankstown Campus: Level 1, 49 Raymond Street,  
Bankstown NSW 2200  
  
Sydney Campus: Level 4, 225 Clarence Street,  
Sydney, NSW 2000
  
- Phone:      02 9707 4840
  
- Mobile:      0405 908 908
  
- E-mail:      [peo@qaec.nsw.edu.au](mailto:peo@qaec.nsw.edu.au)
  
- QAEC 24 hrs Emergency      0405 908 908

## Studying at QAEC

- The Principal Administrator is the first point of contact for students with questions about any of QAEC's support services.
- In case of fire or any other emergency please follow the instructions given by your teacher or other QAEC staff member
- Check the college notice boards daily for any updates, important information, results etc.
- Always follow the rules and regulations displayed on the notice boards, classroom and computer labs
- Do not leave valuables unattended. QAEC is not responsible for any damaged, lost or stolen items.

## Useful contacts

- Department of Home Affairs (DOHA) 131881
- Domestic Violence Line (24 hours) 1800 656 463
- Health Services Australia (Medical Examination) 02 83960600
- Kids Help Line 1800 551 800
- Lifeline Counselling Service (Telephone Counselling) 131114
- Police, Ambulance Fire 000
- Privacy Hotline 1300 363 992
- Public Transport Information Line (Timetables, etc.) 131500
- Smoking Quit Line 131 848
- Telephone Directory Assistance 12455
- **The Head Office 02 8263 1200**
- Translating and Interpreting Service (24 hours) 131450
- Medical Centre - **Rickard Road Medical Centre**, 41 Rickard Rd, Bankstown.  
(02) 9708 3611
- Hospital - **Bankstown Lidcombe Hospital**, Eldridge Road, Bankstown.  
(02) 9722 8000
- Sydney Sexual Health Centre (02) 93827440
- HIV/AIDS Information line – Ph: (02) 9332 9700 or 1800 451 600
- Sexual Assault Centre Crisis Line: 1800 806 292.
- NSW Rape Crisis Centre – 24-hour support Ph: 1800424017
- **Legal Legal Aid, NSW 9219 5000**
- Ombudsman's Office of NSW 9286 1000

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## Financial

It is recommended that you open a bank account soon after arriving. Banks in Australia provide savings accounts plus a range of other financial services including personal loans, bank drafts and transfer of funds. Exchange of currencies and the purchase of foreign currencies can also be conducted at banks.

NAB – Shop ML220A Centro Bankstown Shopping Centre, Stacey St,  
Bankstown NSW 2200.

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

Westpac – Centro Shopping Centre Shops P5 & P6, 12 North Terrace,  
Bankstown NSW 2200

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

CBA – Centro Shopping Centre Shops P5 & P6, 12 North Terrace,  
Bankstown NSW 2200

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

ANZ – Bankstown Central Shopping Centre, shop, P1 North Terrace,  
Bankstown NSW 2200

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

## Banking Hours

Banking hours vary, but these are the general banking hours of most banks: Monday to Thursday: 9.30am to 4.00pm, Friday: 9.30am to 5.00pm, Saturday and Sunday closed. Some banks may open Saturday mornings.

## Places of Worship

There is complete freedom of religion in Australia. Most of the world religions are represented in Sydney and have their own places of worship. These can be found in the Sydney White Pages, listed alphabetically under the denomination: <https://www.whitepages.com.au/>. The majority of Australians are Christian, the three largest denominations being Anglican, Roman Catholic and Uniting Church. Smaller Christian denominations include Lutheran, Jehovah's Witness, Seventh Day Adventist, and Baptist. Other major religions with a great many adherents in Australia include Judaism, Islam, Buddhism, Hinduism, and Taoism.

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## Information on Sydney

Listed below are some useful websites with information about Sydney:

Discover Sydney – <http://www.discoversydney.com.au/>

Australian Tourist Commission – [www.sydney.com.au](http://www.sydney.com.au)

Official City of Sydney Site – [www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au)

Lonely Planet – <https://www.lonelyplanet.com/australia/sydney>

Sydney Post – [www.sydneypost.com](http://www.sydneypost.com)

Tourism New South Wales – <https://www.visitnsw.com/>

Sydney Morning Herald – [www.smh.com.au](http://www.smh.com.au)

Sydney Transport – <https://transportnsw.info/>

Bureau of Meteorology – <http://www.bom.gov.au/>

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## Orientation

Orientation will occur on your first day at QAEC and you must arrive by 4.00pm. The purpose of this program is to inform new students of the various procedures and have chance to ask questions about their concerns. During this time, you will participate in the following:

- Registration
- Placement test
- College presentation and tour.
- Important information about your study in Australia and your visa and study requirements.

## Airport pick-up

QAEC can arrange a pickup for you at the airport. Students requiring this service must make arrangements before arriving in Australia. Please contact QAEC for more information or to make a booking.

## Homestay

QAEC can arrange homestay for you. This is where you live with a family here in Australia. Please contact QAEC for more information or to make a booking.

## Assisting with student visas and work permits

At QAEC we offer free information to students who would like to apply for student visas, visa extensions and work permits. We regularly put the latest DOHA information on the college notice board.

## Opening a new bank account

When students first arrive in Australia, we can assist them with opening a new bank account.

## Student ID card

All students are issued with a QAEC Identification Card, with their name, photograph, student identification number, start and finish date of their study and their signature.

This is to help make our college an effective and safe place to learn.

You need to have your identification card with you at all times while you are at QAEC.

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## Emergency evacuation procedure

In case of fire, please follow the person wearing a safety helmet in your area. They will assist you to evacuate the building. There are two exits in the building: one is opposite the reception area and the second one is at the back near the Balcony. You will see a plan marked with red arrows pointing at the emergency exit at both exits.

Please collect all your personal belongings and go to the exit nearest you.

The staff at the college will assist you in evacuating the building.

Proceed to the meeting point located on the fire exit maps at the end of this manual.

## Overseas Student Health Cover (OSHC)

All overseas students on student visas are required to have OSHC for the period of their stay in Australia. Education providers and some agents are able to lodge the OSHC Application Form and payment at the time of processing a student's enrolment to study in Australia.

Most Australian education institutions have a preferred OSHC provider. QAEC's preferred provider is OSHC NIB. <https://www.nib.com.au/>

## Medical check-up bookings

When students need to get a medical check-up for their visa extensions, we gladly help them by making a booking at Health Service Australia.

## Computer facilities

All students at QAEC are able to use computers. Enrolled students are given access to free internet, a variety of software, printing and e-mail facilities.

## Student's Kitchen

There is a common kitchenette in the college where students can have a snack between classes. It is equipped with a Fridge, microwave, Coffee machine and kettle as well as kitchen supplies.

## Student's refreshment breaks

We have regular breaks in our classes. The student kitchen and student common area are available for use during this time. Please keep these areas clean and tidy at all times. There is a strictly no eating or drinking in computer rooms or classrooms.

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## Photocopying and printing

A photocopier and printer are available for students to print or photocopy their class and assignment work.

Please be aware that QAEC is bound to copyright agreements and as such so are its students.

- From Hardcopy Source
  - One chapter or 10% of the pages of a book, whichever is the greater.
  - One article from an issue of a journal, or two or more where they are on the same topic - i.e. a single sub-topic narrower than the subject breadth of the journal.
  - Photographs (which are not incidentally on a copied page of text - i.e. are being supplied in their own right) so long as they are not separately commercially available.
  - Unpublished works - permission must be sought from the copyright owner.
  
- From Online Source
  - Material openly available on the web from non-licensed sources can be used in limited quantities:
    - No more than 10% of the words or pages of a website - note: separately published copyright works made available through a website - e.g. reports - are treated as individual works and subject to the chapter or 10% rule in most cases.
    - Images where they are not separately commercially available in electronic form.

## Suggestion

Students may submit their suggestions to the students services officer. Students' suggestions are regularly read, and appropriate improvements are made.

## Working in Australia

Overseas students with a student visa may work in Australia. This information changes so we recommended you check the following website for the most up-to-date information <https://immi.homeaffairs.gov.au/>  
Work is not always easy to find, and you should not rely on working in Australia to pay your tuition fees.

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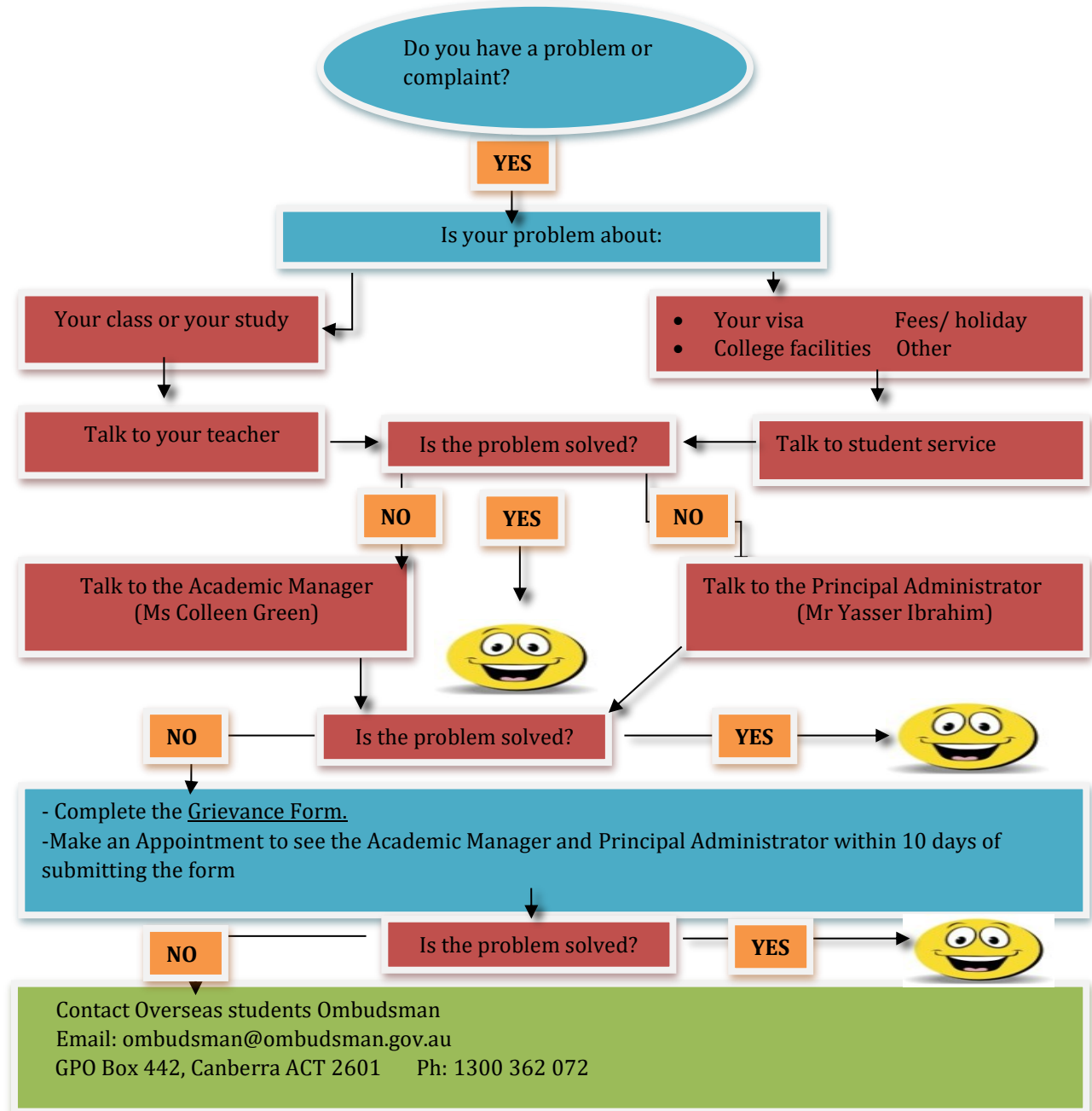
## Obtaining a tax file number (TFN)

You must have a TFN to be assessed for tax. This is a requirement for any job. You will need to complete a special form, available from any taxation office. You can also download it from the website <http://www.ato.gov.au/>. Your tax file number will be sent to your current Australian address.

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## Grievance Procedure

What to do if you have a problem or grievance with QAEC?



**At any stage during the above process, you may bring a support person with you.**

The above procedure does not remove the right to take action under Australia's Consumer Protection Laws.

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Please remember that QAEC is committed to delivering quality English Language programs education. If you are experiencing any difficulty whatsoever during your program of study, do not hesitate to discuss your concerns with the relevant staff member, academic manager or the principal administrator. Staff will make themselves available at a mutually convenient time if you wish to seek assistance outside college office hours.

## QAEC Policies

**Note: Some of the language in these policies is more difficult. Please contact the QAEC Office for any explanation or translation you require.**

## Code of Ethics

### Statement

QAEC is registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and is bound by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students under the Federal Education Services for Overseas Students (ESOS) Act 2000 and subsequent acts.

### Standards

- QAEC will at all times act in a professional manner in dealings with students and members of the public.
- QAEC will adopt such policies and practices to ensure the quality of English language education and training programs offered are relevant and in accordance with
  - Commonwealth/State legislation and regulatory requirements
  - Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
  - The Education Services for Overseas Students Act 2000 (ESOS)
  - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code 2018)
  - National ELT Accreditation Scheme (NEAS) standards and criteria
- QAEC will refrain from any activities that could be detrimental to the Australian ELICOS industry or any of its members.

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QAEC will ensure:

- The provision of adequate facilities in which to conduct training programs.
- The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis.
- The accuracy of any marketing and promotional advertising material Compliance with an acceptable refund policy
- Compliance with current OHS and duty of care requirements.
- Maintenance of adequate records and security of all current and archived records
- That students have access to their records upon request.
- The maintenance and continual improvement of a Quality Assurance System
- Compliance with proper requests by NEAS of which due notice has been given.
- QAEC undertakes to ensure that all its staff, agents and representatives are familiar with and agree to comply with this Code of Ethics
- QAEC will refrain from associating with any enterprise that could be regarded as acting in breach of this Code of Ethics

## Code of Conduct

### Statement

Study today requires students to use their initiative, work as a team and be honest, loyal, tactful and courteous. It is expected that you will treat your fellow students and staff members with respect.

QAEC's Code of Conduct set clear standards of behaviour and defines the roles and responsibilities of members of the QAEC community in supporting these standards. It also specifies the compulsory and strict consequences for student and staff actions that do not comply with these standards. The standards of behaviour apply to all QAEC students and staff members.

### Standards of Behaviour

At QAEC we strive to achieve the following principles of interpersonal behaviour:

- Demonstrating honesty and integrity
- Respecting differences in people and in their ideas and opinions
- Treating one another with dignity and respect at all times, especially when there is a disagreement.
- Respecting and treating others fairly, regardless of their race, ancestry, place of origin, colour, ethnic origin citizenship, religion, gender, sexual orientation, age or disability.
- Respecting the rights of others

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- Showing proper care and regard for school property and the property of others
- Taking appropriate measures to help those in need.
- Respecting people in a position of authority
- Respecting the need of others to work in an environment of learning and teaching.

## Roles and responsibilities under the Code of Conduct

Students are responsible for:

- Coming to the college prepared, on time and ready to learn
- Showing respect to themselves, for others and for those in authority
- Refraining from bringing anything to the college that may compromise the safety of others.
- Following the established rules and taking responsibility for their actions

## Rules and Regulations

### Student health

Students who are sick and unable to attend class must advise the administration office immediately. A medical certificate is required for all illness-related absences. For more information on medical certificates, see the section on 'Compassionate and Compelling Circumstances'

### Drugs and alcohol

QAEC is a drug and alcohol-free environment. To ensure the integrity of the college, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the college premises is **not allowed** at any time. Any student who begins classes affected by the use of drugs or alcohol is breaking QAEC's policy and guidelines and is subject to strong disciplinary action.

- Weapons

You must not bring firearms, knives, or any weapons to the college. If you are found with these on the college's premises, you will be expelled.

- Mobile phones

You must turn your phone OFF during class. You can use your mobile phone during breaks.

- Smoking

Students are NOT allowed to smoke anywhere in the building (including in the fire exits and toilets). If you must smoke, please go outside the building.

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## Food and drink in classrooms

No food or drink is allowed in the classrooms. Food and drink is only allowed in the college kitchen where the microwave and kettle are provided for students. Please be sure to clean up after yourself and put your litter in the rubbish bins provided.

## Failure to adhere to QAEC's rules, regulations and Code of Conduct

This will result in immediate suspension and will be the minimum penalty faced by a student for:

- Being in possession or under the influence of illegal drugs or alcohol
- Acts of vandalism causing extensive damage to the college property or property located on the college's premises.
- Threatening or committing physical or sexual assault
- Violent or abusive language, including swearing, directed at a QAEC staff member or student.
- Being in possession of weapons of any kind
- Other violations may attract other disciplinary procedures, including (but not limited to) official warnings.

If there is anything that is causing you concerns, please feel free to approach your teacher in the first instance. If your teacher cannot immediately solve your problem, you will be referred to a more appropriate person, either someone within QAEC or someone outside QAEC who has all of the necessary training and skills to help. Either way, you will be listened to and your problem will be looked after with all of the information kept confidential. All students have full access to the student grievances, complaints and appeals process which has been detailed in this handbook.

## Anti-discrimination policy

QAEC complies with the *Anti-Discrimination Act (1977)* and the *Commonwealth Sex Discrimination Act (1984)*, and ensures that all grievances are dealt with fairly. QAEC has a policy for anti-discrimination toward any group or individuals in any form inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background.
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

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## Access and equity policy

QAEC upholds all Federal and State laws pertaining to human rights, anti-discrimination, equal opportunity and affirmative action in the ELICOS industry in Australia. These include the following:

- The Human Rights and Equal Opportunities Commission Act 1986
- The Racial Discrimination Act 1975 (Commonwealth)
- The Sex Discrimination Act 1984 (Commonwealth)
- The Disability Discrimination Act 1982 (Commonwealth)
- The New South Wales Anti-Discrimination Act 1977

In an event of a situation that is considered by either staff or students to be in violation of QAEC's Access and Equity Policy, staff and students are required to report the situation to the management.

Programs are designed and wherever possible facilities are set up to enhance the flexibility of delivery in order to maximize the opportunity for access and participation by the disadvantaged students.

## Student Harassment Policy

QAEC will not tolerate any harassment, victimization, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating any intimidating, hostile or an offensive learning environment. This includes harassment, victimization and bullying because of sex, race, origin, disability, sexual preference or age.

Harassment is unlawful under the Commonwealth and State Legislation and all harassment, bullying and victimization are contrary to the duty of care to provide a safe environment for work and learning.

Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations.
- Insulting or threatening language or gestures
- Continual unjustified comments about student's work or work capacity
- Jokes and comments about someone's ethnicity, colour or race
- Pictures, posters, graffiti, electronic images etc which are offensive, obscene or objectionable.

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Examples of victimization may include:

- Unfavourable treatment such as aggression
- Refusing to provide information to someone.
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of student work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear.
- Behaviour that intimidates, degrades or humiliates a person.
- Aggression, verbal abuse or behaviour which are intended to punish.
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of student work performance
- Violence, whether actual or threatened

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some can be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to QAEC management. All complaints will be promptly investigated. The privacy of a student filing a report and the individual under investigation will be respected at all times consistent with the college's obligation to conduct a fair and thorough investigation.

QAEC expects all students and staff to uphold the spirit of this policy. Breaches of the policy may result in expulsion for students or dismissal for staff.

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## ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study. Australia's laws promote quality and consumer protection for overseas students. These laws are known as the ESOS framework, and they include the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code 2018*.

For more information

<https://internationaleducation.gov.au>

## Occupational Health and Safety

The *NSW Occupational Health and Safety Act 2000* requires QAEC owners to provide a safe and healthy working environment for all employees, students and visitors.

QAEC has the ultimate responsibility for providing and maintaining safe amenities and classrooms. We take this responsibility very seriously and we expect you to help minimize the risk of personal injury to ensure your safety at all times. You can do this by:

- Maintaining a safe, clean and efficient work and study environment
- Using all equipment in the appropriate manner and asking for help when you need it
- Reporting any unsafe situations or health and safety hazard you might notice.

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## Privacy and Use of Personal Information

Personal information is collected solely for the purposes of operation as an ELT provided. QAEC must meet the requirements of the relevant Commonwealth privacy legislation. All reasonable steps must be taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure including password protection of electronic files, secure storage of paper files and secure backup of data.

All students are able to access their own personal files held by the college and may also request that updates be made to information that is incorrect or out of date. Access may be given to an identified government officer from such agencies as DEEWR or DOHA for the purposes of an audit. We are required to inform DOHA of any changes to your enrolment and any breaches by you of your student visa conditions relating to attendance or satisfactory academic performance. A copy of student or staff records by a third party can only be obtained by written permission of the person whose file has been requested. This permission must be provided in writing for such access to occur.

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## Student Visa Conditions and Related Policies

All student visas are granted subject to conditions that govern the stay in Australia of students and their families. Failure to comply with visa conditions may result in the cancellation of the visa and removal of the person and their family from Australia. Visa requirements include but are not limited to:

- Maintaining full-time enrolment in enrolled course which is a minimum of 20 contact hours per week.
- English students must attend a minimum of 80% of all scheduled classes for each term.
- Students must provide current and accurate contact details to the education provider. If contact details change, students are required to give a Change of Details Form to the College.
- All students must update their contact details with the college within seven days of the change. Under The Education Services for Overseas Students Act 2000 (ESOS Act), the college will contact the students regularly to verify the contact details.
- Maintaining OSHS for the duration of the visa
- All students must update their contact details with the college within seven days of the change. Under The Education Services for Overseas Students Act 2000 (ESOS Act), the college will contact the students regularly to verify the contact details.

## Attendance policy

As required by their student visas, international students must attend **at least 80%** of the scheduled course contact hours. Daily attendance will be monitored and will be reviewed at the end of each week. Students in violation of the attendance policy may be reported to DOHA.

## Intervention Strategy

Before the student's attendance falls below 90% before the end of their course, the Principal Administrator will issue a letter of non-attendance.

## Reporting a student for five consecutive absences

Students who have been absent for five consecutive timetable days without approval are sent a Non-Compliance Rate of Attendance / 5 Consecutive Days Absent letter. If the student does not respond to the letter within five working days from the date of postage, the Principal Administrator issues a Warning of Intention to Report for Poor Attendance - 20 Working Days letter.

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The student can appeal the decision. If the student chooses not to access the complaints and appeals processes within the 20-working day period or withdraws from the process, or if the process is completed and results in a decision supporting QAEC, QAEC will notify DOHA of the breach.

### Reporting a student for failure to meet the 80% course attendance requirement.

If a student does fail to meet the 80% attendance requirement of their course, the Principal Administrator issues the Warning of Intention to Report for Poor Attendance – 20 Working Days letter.

Students have 20 working days from the date of the Warning of Intention to Report for Poor attendance – 20 Working Days letter to appeal QAEC's decision on the following grounds:

- Compassionate or compelling circumstances
- QAEC has not implemented its intervention strategy and/or other policies according to the documented policies and procedures available to students.

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

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

- The student chooses not to appeal.
- The student withdraws from the appeals process
- The outcome of the appeals process favours QAEC's decision.

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## Course progress policy

QAEC monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled. QAEC assesses each student's progress during and at the end of each term. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in any study period of a course. This may result in a warning letter.

## Intervention Strategy

Students can access their results and feedback by teachers by asking the Principal Administrator to show them their recorded results. Students can contact their teacher as soon as their results are available. Teachers are the first point of contact if students have any issues with assessments.

During and at the end of term, the Principal Administrator implements the intervention strategy by contacting any student who is at risk of maintaining unsatisfactory course progress. The Principal Administrator will send the student a Course Progress Intervention

– 1<sup>st</sup> Warning Letter, which advises the student of their unsatisfactory performance and requests that the student discuss the matter with the Principal Administrator as a matter of urgency.

The student is counselled regarding their course progress. The Principal Administrator records in the student's file the outcomes of any counselling session and support services provided to the student as part of the intervention strategy.

## Reporting a student for unsatisfactory course progress

If, after the implementation of the intervention strategy, the student is identified as not making satisfactory course progress in a term, the Principal Administrator will send the student a Warning of Intention to Report for Unsatisfactory Course Progress – 20 Days letter, notifying the student of QAEC's intention to report the student to DOHA for unsatisfactory course progress.

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## Appeals

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

- QAEC has not calculated or recorded the results accurately or correctly.
- Compassionate or compelling circumstances

QAEC has not implemented its intervention strategy and/or policies according to the documented policies and procedures available to students.

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

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

- The student chooses not to appeal.
- The student withdraws from the appeals process.
- The outcome of the appeals process favours QAEC's decision

## Completion of course within the expected duration of the eCoE

Overseas students who are enrolled in CRICOS courses must complete their course within the expected duration of their eCoE and the duration of the course must not exceed the course duration registered in CRICOS. QAEC may only extend the duration of the course where it is clear that the student will not complete the course within the expected duration, as specified on the student's eCoE as a result of:

- Compassionate or compelling circumstances
- QAEC having implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress.
- An approved deferment or suspension having been granted by QAEC.

Requests to extend course duration must be submitted in writing on the Enrolment Variation Form. Any changes to enrolment that affect the course finish date will be reported to DOHA through PRISMS and the supporting documents will be kept in the student's file. Where necessary a new eCoE will be issued to students notifying them of their new completion date.

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## Compassionate and compelling circumstances

Students must submit evidence to show that they are experiencing compassionate and compelling circumstances. This evidence is reviewed by QAEC in the decision-making process.

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capability and/or ability to progress through the course. These could include but are not limited to:

- Serious illness or injury, where a medical or psychiatric certificate states that the student was unable to attend classes.
- Death of close family members
- Major political unrest or natural disaster in the home country requiring emergency travel.
- A traumatic experience that has had an impact on the student i.e. involvement in or witnessing of an accident, a crime having been committed against the student, the student having been witness to a crime.

Supporting documentation is usually required to consider a claim of compassionate and compelling circumstances. This could include, but is not limited to:

- Police report
- Medical Certificate
- Psychiatric Certificate
- Death Certificate
- Medical and Psychiatric

To be considered valid evidence, medical and psychiatric certificates must:

- Be issued by a registered clinician (doctor, RN, psychologist, psychiatrist, etc.)
- State that the student was unable to attend classes.
- State the length of time the student will be unfit for class.
- Include the clinician's contact details.
- Be translated into English if not written in English.

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## Critical Incident Policy

QAEC recognizes the duty of care owed to its students and understands that planning for the management of a critical incident is essential. A critical incident is defined by the

*National Code 2018* as a 'traumatic event of the threat of such (within or outside Australia) which causes extreme stress, fear or injury'. Critical or incidents include but are not limited to:

- Deprivation of liberty
- Severe verbal aggression
- Robbery
- Death or serious injury
- Suicide or threat of suicide.
- Natural disasters
- Fire
- Bomb or hostage threat.
- Explosion, gas or chemical hazard
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Non-life-threatening events may qualify as a critical incident.

## Responding To a Critical Incident

Staff, students or visitors involved or witnessing a critical incident should immediately contact the Principal Administrator on (02) 97074840 or 0405908908.

The Senior QAEC staff member present is the lead QAEC representative at the site until the arrival of the Principal Administrator. When the Principal Administrator arrives, he assumes responsibility for controlling the recovery of the incident.

The Principal Administrator and Critical Incident Counsellor will ensure that debriefing occurs, and support services are available to those affected by the incident.

## Notification of Government Organisations

The *ESOS Act 2000* requires QAEC to notify DOHA as soon as practical after the incident. In the case of a student's death or other absence affecting the student's attendance at QAEC, the Education Provider Liaison Officer at the State DOHA office should be contacted by phone prior to reporting via the PRISMS reporting system.

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## Changes to Your Courses or Enrolment

Requests for changes to your course or enrolment must be made in writing on the Enrolment Variation Form. Additional documentation (e.g., medical certificates) may be required.

QAEC is required to notify DOHA about any of the following changes that may occur while the student is studying at QAEC:

1. Change of Course – A student can change a course before any subject starts. Relevant exemptions will be given if any equivalent subjects have been completed in the previous course. Any balance of the fees from the previous course will be forwarded to the new course. Students will only be charged if a new eCoE is to be issued.
2. Discontinuation of studies - Students are asked to inform QAEC as soon as possible if they choose not to continue with their studies. All requests for refunds will be assessed in accordance with QAEC's refund policy available in this handbook.
3. Deferring, suspending or cancellation of enrolment – If any of these occur, the student's visa status may be affected. QAEC is obligated to inform DOHA of any changes to a student's enrolment that may result in a change of visa status.
4. Deferring enrolment – students can defer the commencement of their course on compassionate and compelling grounds. QAEC can also initiate to defer the commencement of a course when a course is not offered or is unavailable. In both cases students will be given a new eCoE with the new enrolment details
5. Temporarily suspending enrolment – Students can temporarily suspend their studies during the course on compassionate or compelling grounds. QAEC can also initiate to temporarily suspend the enrolment of a student on the following grounds:
  - Student misbehaviour resulting in a breach of QAEC's code of conduct.
  - Failure to progress through a course

Note in both cases above, students are still required to pay their course fees.

6. Suspension or cancellation of enrolment by QAEC can initiate cancellation of enrolment on the following grounds:

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- Student misbehavior resulting in a breach of QAEC's code of conduct
- Non-payment of fees

## Procedure

If students wish to delay or temporarily suspend their enrolment the procedure is as follows:

- Students must submit an Enrolment Variation Form to the Principal Administrator requesting to delay or temporarily suspend their studies, together with documentary evidence supporting their situation (for example, a medical certificate).
- QAEC will assess the application and make a decision within seven business days.
- If an application for deferral or suspension is approved, QAEC will notify DOHA through the PRISMS reporting system.

The procedure for suspension or cancellation of a student's enrolment by QAEC

is:

- QAEC will notify the student in writing of its intention to cancel or suspend their enrolment.
- Students may appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the Principal Administrator of QAEC within 20 business days of the date of the intention to cancel or suspend notice. Students should refer to QAEC's grievance procedures if they wish to make an appeal.
- If a student's enrolment is suspended or cancelled, QAEC will notify DOHA through the PRISMS reporting system.

## Extending Course Duration

Students who wish to extend studies in the event of deferring or repeating subjects or not completing the course on time should discuss this matter with the Principal Administrator.

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## Failure to Commence a Course

If a student cannot commence the course due to visa rejection or any other circumstances faced by the student after being issued a visa, then the student must inform QAEC immediately. If the student fails to commence the course within 14 days, QAEC must notify DOHA.

## Transfer between providers.

Definitions (source the *National Code 2018*)

- Principal Course – usually the final course of study a student will undertake. For example, if a student is studying ELICOS followed by a Bachelor degree, the Bachelor degree is the principal course.
- Six months – calculated as six calendar months from the first day of the principal course.

## Transferring from another provider to QAEC

QAEC may enrol students seeking to transfer from another provider within the first 6 months of their principal course if:

- The student is a government-sponsored student and the student's sponsor supports a transfer.
- The student's current education provider or course has ceased to be registered, or a sanction has been imposed that prevents the current provider from continuing to deliver the principal course.
- The student has a letter of release from the current provider.

## Transferring from QAEC to another provider

Students can apply to transfer from QAEC to another provider within the first 6 months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer.
- QAEC or the course in which the student enrolled has ceased to be registered, or a sanction has been imposed that prevents QAEC from continuing to deliver the principal course.

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- The student enrolls in a course that is at the same or a higher level to that in which the student is currently enrolled, and the course is not available at QAEC.
- Exceptional personal circumstances that the Principal Administrator considers to be appropriate.

*Note: Students on package courses will need a release letter from their principal provider*

**QAEC will not grant a release letter for a student seeking to transfer within the first 6 months of their principal course if:**

- There is no Letter of Offer from another provider.
- The student is enrolling in a course that is at a lower level than the one in which the student is currently enrolled.
- All the support services have not been exhausted by the student.
- The student is trying to avoid being reported to DOHA.
- The student has outstanding debts to QAEC.

**Issue of end-of-course documents**

End-of-course documents will be issued to students within 10 working days of their completion date.

**Payment of Fees**

- Please use Student Application Reference number/Student ID number as your payment reference.
- Details are found in the written agreement that you signed at the commencement of your course.

**Protection of fees**

All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system. QAEC or its agents are not allowed to collect more than 50% of each course's Tuition Fees (or the full amount if the course is under 25 teaching weeks in duration) prior to the course commencing. Unless the student consents to pay more than 50% of the tuition fees and that was explained to the student on the application.

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

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## Refunds

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

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

- No refund is available where students leave prior to completing the course.
- We will not issue refunds under other circumstances including but not limited to:
  - Changes occur in student work hours, student changes/ leaves work.
  - It becomes inconvenient for a student to travel to class.
  - A student moves to a different location.
  - A student enrolment is cancelled for misbehaviour / breach of the College Code of behaviour or student visa conditions.
- QAEC will notify students of the outcome of the application for refund within 28 working days of receipt of a completed and signed application for refund and applicable evidence.
- Refunds requests, if approved, will be paid within 2 weeks from the approval date.
- Refunds will be paid directly to the person who entered into the contract with QAEC unless we receive written direction to pay someone else from the applicant.
  - Refunds will be paid in Australia dollars.
  - All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.
  - Students are not permitted to transfer course fees to another student unless the college approves that.
  - Students are obligated to pay outstanding course fees and understand QAEC will not issue a Letter of Release if fees are owed for the current study period.

For further details refer *Transfer between registered providers Policy*. Policy available on our website [www.qaec.nsw.edu.au](http://www.qaec.nsw.edu.au).

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- QAEC's refund policy applies to both commencing and re-enrolling students. It applies to students who wish to withdraw from the course that they have enrolled and paid for.
- All refund requests must be submitted in writing on the appropriate form and must be accompanied by official documentary evidence of the grounds for the request. Refund request form is available at [www.qaec.nsw.edu.au](http://www.qaec.nsw.edu.au).
- The Application processing/enrolment fee of \$200 to QAEC is non-refundable.
- Deposits for CoEs (where less than the first term fees are paid) are not refundable.
- Applications for Refunds MUST be processed completely within 4 weeks from the date of receipt of a completed application, except for visa refusal OR provider default, in which case students will be refunded in 2 weeks.

## Full Refund

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

- QAEC is unable to provide the course for which an offer has been made.
- Alternative to refund, you may choose to accept the college's offer of a place in another suitable course at the college's expense instead of a refund if this is offered to you.
- Provider Default under the ESOS Act. The default date is the date the College stopped providing the course.
- An offer of a place is withdrawn by QAEC (unless the offer was made on the basis of incorrect or incomplete information provided by the applicant, or a representative of the applicant)
- The applicant is offshore and is unable to obtain a visa from an Australian Diplomatic Office. (Note: Refund will be full fees paid minus AUD\$250 refund processing fee). If student is onshore, student must inform the college 28 days before the course start date.
- Compassionate and or compelling circumstances which are deemed out of the control of the student. This will be subject to QAEC discretion.
- Prisms system is asking for release letter when trying to issue CoE. Full refund will be granted, and no refund processing fees or application fees to be deducted.

QAEC policy is a full refund of unused tuition fees will be provided to students who are unable to obtain a visa to enter Australia to undertake their study. Written evidence of the visa refusal from the relevant authority is required. Refunds for OSHC, equipment, books etc purchased from other agencies will need to be applied for directly with the supplier.

Students are to be notified in writing of the outcome of their refund request within 4 weeks of receipt. Any money or refund not claimed for 45 days will not be paid.

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## No or Partial Refund

If a student wishes to apply for a refund under certain circumstances, which are not covered under full refund, he/she may be eligible for a partial refund.

The amount of partial refund is determined by the date of receipt of notice of withdrawal. Partial refunds (minus refund processing fee of \$250 and non-refundable application fees of \$200) will be given as follows:

- If a request for a refund is given to QAEC 28 days or more before the commencement date of the course, students will receive full refund minus refund processing fee of \$250 and non-refundable application fees of \$200.

This is not applicable if the student first defers the course and then applies for refund within the stipulated timeframe. If that occurs, then the student is only eligible for a 50% refund of the tuition fee provided that he/she applies for refund 28 days or more before the course commencement date.

- If a request for a refund is given less than 28 days before the commencement date or on the commencement date of the course, student will not be eligible for a refund of any of the tuition fee paid.
- Students who withdraw from a course after commencement date will not be eligible for refund and will be liable for the rest of the course fees as they have entered into financially binding agreement. They will be liable as well for \$500 cancellation fees for any other E-CoE issued.
- Students who didn't commence will not be eligible for any refund and will remain liable for the rest of the course fees as they have entered into financially binding agreement. They will be liable as well for \$1,500 cancellation fees for any other E-CoE issued.
- Students who fail to meet the course entry requirements or the offer letter conditions will be only eligible for refund of all fees paid less than \$1,500 contract cancellation fees.
- False or misleading information in your application ;or during your course of study automatically disqualifies you from any refunds.
- If the student applies for deferral first and then reapplies for refund of course fee, No refund will be paid under any circumstances.

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## Student Default

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

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

## Provider Default

Under Section 46 of ESOS Act, QAEC has obligations to overseas students in case of a provider default. A registered provider is deemed to have defaulted, as per ESOS Act if:

- either of the following occurs:
  - The provider fails to start to provide the course to the student at the location on the agreed starting day;
  - The course ceases to be provided to the student at the location at any time after it starts but before it is completed; and
  - The student has not withdrawn before the default day.
- A registered provider defaults if the provider is prevented from providing a course at a location because a sanction has been imposed on the provider under Part 6 of ESOS Act.
- In case of a default, QAEC has following obligations to the students:
  - Arrange for the student to be offered a place in an alternative course at the provider's expense, and the student accepts the offer in writing; or
  - The provider provides a full refund (minus processing and non-refundable fee)
  - Students will be advised of a default situation in advance (where possible), and will have a letter explaining how any refunds would be calculated. Such situations are covered by the provision of the Commonwealth government ESOS Act 2000 and the ESOS Regulations 2001.

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## Variations

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

## Unclaimed Refunds

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

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