This handbook contains the Code of Practice and Privacy Policy

Contents

Introduction .................................................................................................................................................. 4
QIBA Mission .......................................................................................................................................... 4
Our Guarantee to You ............................................................................................................................... 4
  If QIBA is unable to deliver a course .................................................................................................... 4
About QIBA ........................................................................................................................................... 5
College Campus Location ....................................................................................................................... 5
QIBA Sydney ........................................................................................................................................ 5
  Parramatta – Sydney .............................................................................................................................. 5
<table>
<thead>
<tr>
<th>Topics</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities</td>
<td>6</td>
</tr>
<tr>
<td>QIBA Sydney Courses</td>
<td>6</td>
</tr>
<tr>
<td>QIBA Course Modes and Structures</td>
<td>7</td>
</tr>
<tr>
<td>Course extensions</td>
<td>7</td>
</tr>
<tr>
<td>Student Support Services</td>
<td>7</td>
</tr>
<tr>
<td>Homestay services</td>
<td>7</td>
</tr>
<tr>
<td>Student orientation program</td>
<td>7</td>
</tr>
<tr>
<td>Academic support and counselling service</td>
<td>8</td>
</tr>
<tr>
<td>Personal and social counselling and referral service</td>
<td>8</td>
</tr>
<tr>
<td>Accommodation referral service</td>
<td>8</td>
</tr>
<tr>
<td>Medical and health referral service</td>
<td>8</td>
</tr>
<tr>
<td>Legal referral service</td>
<td>8</td>
</tr>
<tr>
<td>Social activities and advice service</td>
<td>8</td>
</tr>
<tr>
<td>Employment advice service</td>
<td>8</td>
</tr>
<tr>
<td>Arrival Services</td>
<td>9</td>
</tr>
<tr>
<td>Studying Vocational Education (Diplomas and Certificates)</td>
<td>9</td>
</tr>
<tr>
<td>Competency-Based Training &amp; Assessment Process</td>
<td>9</td>
</tr>
<tr>
<td>Satisfactory Progress Requirements</td>
<td>9</td>
</tr>
<tr>
<td>Language, literacy and numeracy</td>
<td>10</td>
</tr>
<tr>
<td>Recognition of Prior Learning (RPL) &amp; Credit transfers</td>
<td>10</td>
</tr>
<tr>
<td>Issuing Qualifications and Statement of Attainments</td>
<td>11</td>
</tr>
<tr>
<td>Student Requirements</td>
<td>11</td>
</tr>
<tr>
<td>Satisfactory Attendance (ELICOS/ English Students)</td>
<td>11</td>
</tr>
<tr>
<td>Student Absent From Class</td>
<td>11</td>
</tr>
<tr>
<td>Late for a class session</td>
<td>11</td>
</tr>
<tr>
<td>Absence after the class has started</td>
<td>11</td>
</tr>
<tr>
<td>Absent due to being sick</td>
<td>12</td>
</tr>
<tr>
<td>Non commencement of studies</td>
<td>12</td>
</tr>
<tr>
<td>Passive withdrawal</td>
<td>12</td>
</tr>
<tr>
<td>Student Code of Conduct</td>
<td>12</td>
</tr>
<tr>
<td>Important Policies for Students</td>
<td>13</td>
</tr>
<tr>
<td>QIBA Privacy Guarantee</td>
<td>13</td>
</tr>
<tr>
<td>Student transfer – International Students</td>
<td>13</td>
</tr>
<tr>
<td>Principal Course – International Students</td>
<td>13</td>
</tr>
</tbody>
</table>
Releasing a student to study at another Registered Training Organisation .............................................. 14
Enrolling a transferring student to QIBA ..................................................................................................... 15
QIBA Complaints and Appeals .................................................................................................................. 17
Complaints and appeals process .............................................................................................................. 18
QIBA Deferring, Suspending or Cancelling an Enrolment ..................................................................... 19
Student Initiated Deferral .......................................................................................................................... 19
Student Initiated Suspension ....................................................................................................................... 19
Student Initiated Cancellation ..................................................................................................................... 19
Provider Initiated Deferral ........................................................................................................................ 20
Provider Initiated Suspension .................................................................................................................... 20
Provider Initiated Cancellation .................................................................................................................. 20
Compassionate and Compelling Circumstances ....................................................................................... 20
Definition .................................................................................................................................................. 20
Guidelines for Compassionate and Compelling Circumstances ............................................................... 21
QIBA Refunds ........................................................................................................................................... 21
Outline of Refunds ..................................................................................................................................... 21
QIBA Equity Commitment ........................................................................................................................ 22
QIBA Privacy Guarantee ............................................................................................................................ 22
QIBA Occupational Health and Safety ..................................................................................................... 23
Additional Information for International Students: .................................................................................. 23
Overseas Student Health Cover (OSHC) .................................................................................................... 23
ESOS Framework ....................................................................................................................................... 23
Protection for overseas students ................................................................................................................. 23
Your rights .................................................................................................................................................. 24
Your Responsibilities ................................................................................................................................. 24
Key information and department contacts ............................................................................................... 25
School Aged Dependents ............................................................................................................................ 25
Living and Studying in Australia .................................................................................................................. 25
Living and studying in Parramatta ............................................................................................................... 25
Climate ...................................................................................................................................................... 26
Transport .................................................................................................................................................... 26
Accommodation while living in Australia .................................................................................................... 26
Homestay / Private Board ........................................................................................................................... 26
Hostels & Guesthouses ............................................................................................................................... 27
Introduction
Thank you for your interest in Queensland International Business Academy. The purpose of this handbook is to introduce you to the services available to you here at our Registered Training Organisation (RTO) and provide you with some general information about our courses and processes.

If you have any further questions please do not hesitate to contact us.

QIBA Mission
To grow an effective network of professional educators and business enterprises for the purpose of empowering indigenous, domestic and international clients, through innovative programs and pathways into higher education, professional employment, entrepreneurship and global citizenship.

Our Guarantee to You
We are committed to providing a pleasant, friendly environment for the duration of your selected course of study. Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us. Further, on receipt of payments from you, we guarantee you our full support for the whole duration of your course of study through to your completion.

If QIBA is unable to deliver a course
The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are 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
Australia has a well established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).

In the unlikely event that QIBA cannot provide the course which you have enrolled in and paid for, the College will refund all tuition fees paid, (including the Registration Fee and Homestay Placement Fee), within 2 weeks of the day that the course ceased. If for any reason QIBA is unable to meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

About QIBA
QIBA is equipped with air-conditioned classrooms, additional learning resources, student recreational areas including computer labs with free access to internet and email. QIBA is a CRICOS Registered Training Organisation (RTO) that meets federal and state educational standards and maintains the independent standards for approval by the National ELT Accreditation Scheme (NEAS). QIBA observes compliance as quality requirements of the NVR standards that have been in place by government. QIBA delivers a range of courses including a Nationally Recognised Training package qualification. All courses are taught by qualified and experienced trainers and teachers.

College Campus Location
QIBA Sydney
Level 2, 207 Church St
Parramatta
New South Wales 4150
Australia
Telephone: (+61 2) 96359819
Email: infosydney@qiba.edu.au
Website: http://www.qiba.edu.au

Parramatta – Sydney
QIBA Sydney is located in Parramatta, Sydney's second CBD. Parramatta is the location of choice for businesses and individuals. Parramatta is one of the six key regional cities significant to the economic growth of New South Wales. Parramatta offers convenient access by road, car, bus, and rail to its CBD.

Parramatta city is predominantly a business centre because of its ideal location on several major national highways as well as its close proximity to Sydney. Parramatta city has some of the finest cafés and restaurants and offers a rich shopping experience.
There are plenty of social opportunities around Parramatta such as rugby league, movies, theatre, music or performing arts. The city is open for business seven days a week. Parramatta is also an educational hub for schools, vocational training providers and a university.

Parramatta Park is only minutes walking distance from the College where students can enjoy open space and where visitors can take part in a range of recreational activities along the banks of Parramatta River or its fields, cycle ways and other facilities such as, picnicking, walking, cycling, field sports or just exploring the historical monuments and buildings throughout the Park. There are also many other venues for entertainment such as movie cinemas, a bowling alley and retail outlets.

Facilitates
The RTO has suitable facilities and resources available to International Students and provides support and guidance in all areas of student’s life. Our Coolangatta campus also includes a dedicated surfboard storage area.

Classrooms
All classrooms are air-conditioned and are furnished with appropriate classroom furniture and equipment for effective learning to take place.

Student Lounge
QIBA provides a student lounge area within the building for students to relax, meet others, and converse in English. The area is also used as an area to find information on social activities, and other general information related to international students living in Australia.

Internet and Computer Access
There is shared access to computers and internet for student use within the college. This use is limited to ensure all students are able to use the facility and internet access is limited. It will enable you to conduct research and access web based e-mails during college hours.

QIBA Sydney Courses
QIBA provides a range of courses for students:

- English Courses
  - General English
  - Cambridge First Certificate
  - English for Academic Study

- Nationally Recognised Training in the following qualification:
  - Diploma of Business (BSB50215)
  - Diploma of Leadership & Management (BSB51915)
  - Advanced Diploma of Leadership & Management (BSB61015)
QIBA Course Modes and Structures

<table>
<thead>
<tr>
<th>Structure</th>
<th>ELICOS – English</th>
<th>VET – Diploma</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of compulsory study weeks</td>
<td>Open</td>
<td>40 weeks</td>
</tr>
<tr>
<td>Terms per year</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Term Duration</td>
<td>12 weeks</td>
<td>9 weeks</td>
</tr>
<tr>
<td>End of Term Holidays (Terms 1,2,3 (4 VET))</td>
<td>1 week</td>
<td>1 week</td>
</tr>
<tr>
<td>End of year Christmas Holiday (Term 4 (5 VET))</td>
<td>2 weeks</td>
<td>3 weeks</td>
</tr>
<tr>
<td>Number of compulsory Terms to complete</td>
<td>-</td>
<td>4</td>
</tr>
</tbody>
</table>

A more detailed guide to the courses can be found within the QIBA Website: http://www.qiba.edu.au

Course extensions
Students who need additional time to complete their course program will need to apply for an extension through QIBA prior to the completion of their course. If the individual is an international student they may also need to apply for a Visa extension through immigration. The student will be responsible for paying any related additional educational and personal costs to their course extension.

Note: International students enrolled in a pathway program who do not complete their course with in the required timeframe will not qualify for the approved pathway entry into university. This may result in the University cancelling the Confirmation of Enrolment and the student’s Visa being cancelled.

Student Support Services
Being an international student is exciting, but it can also be challenging. QIBA has a designated Student Support Officer who can be approached to gain advice on academic and personal issues. The Student Support Officer offers professional and confidential advice in areas where they can help. All the service provided by student support for student welfare is free of cost.

They can also provide links to external sources of support where QIBA does not have the appropriate level of support on campus that is appropriate to the students needs. The types of common issues that the Student Support Officer is able to provide support are:

Homestay services
QIBA provides homestay accommodation services for international students including a dedicated Homestay Coordinator to assist with placement and ongoing support for issues or concerns a student might have.

Student orientation program
QIBA provides all students with an orientation that includes information on the academy, study expectations, local area, support services and a tour of the RTO identifying
classrooms, student areas, student administration area, and any other relevant areas within the RTO such as toilets, fire exits, and restricted areas

Academic support and counselling service
Students are able to gain advice and support in ensuring they maintain appropriate academic levels. All students’ progress is monitored and guidance and support provided where a student is considered to be at risk and where non satisfactory results are identified.

Personal and social counselling and referral service
QIBA provides guidance and advice across a range of issues or will refer the student to an appropriate support service. Students have access to the Support officer through normal College hours.

Accommodation referral service
QIBA is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

Medical and health referral service
Student Administration will always have an up to date list of medical professionals within access from the college location and any student with medical concerns should inform the student support officer who will assist them in finding a doctor.

Legal referral service
QIBA is able to provide some advice and guidance on a limited range of situations. Where appropriate, QIBA will refer students to a suitable legal professional.

Social activities and advice service
Up-to-date information is available to students on local activities, clubs, events and QIBA organised activities. The nominated Student Support Officer ensures notice boards and facebook updates are current for each campus location.

Employment advice service
QIBA provides advice and guidance on the Australian work environment, tax file numbers, resume preparation, and job skill requirements. A complete booklet is available to students through reception, and the Student Support Officer is available to answer students’ questions and check their resumes.
Arrival Services
Please let us know if you would like a representative of QIBA to meet you at the airport. A representative of the QIBA will greet you at the airport and transfer you to your prearranged accommodation.

Studying Vocational Education (Diplomas and Certificates)

Competency-Based Training & Assessment Process
Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of competency-based training is to ensure that vocational education and training programs better meet the needs of Australia’s industries and enterprises.

Outcomes from competency-based training reflect workplace duties, working environment and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. The focus of competency-based training is not how much you know, but your ability to apply your knowledge and skills to the standards required in the workplace. Competency-based training programs are made up of Units of Competency (subjects) that contain specific learning outcomes, which are based on standards set by industry.

Delivery of training may occur in a variety of forms (Classroom, on-line, and distance) and workplace learning may apply to ensure an overall understanding of all skills and knowledge is available. QIBA has structured the Competency-based training to be delivered in the classroom as the main form delivering training to international students.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations, and assignment / portfolio presentations.

Assessments must be the student’s own work (not completed by another person, copied or plagiarised) and must be submitted by the due time and date. Students must meet the Satisfactory Progress Requirements to maintain their enrolment in their course.

Satisfactory Progress Requirements
V.E.T Students must attend at least 80% of their contact hours each term. The same conditions for being late for class; absent after the class has started; absent due to being sick apply to all V.E.T Students (please read student requirements).
Students studying Diplomas and Certificates are also required to maintain satisfactory academic progress as a condition of their Visa. This progress is also monitored by QIBA and support and guidance will be given where progress is not being achieved. Intervention strategies will be implemented for students who are at a risk of not achieving a satisfactory academic progression. Where a student is unable to maintain the required 50% pass mark over two consecutive Terms, QIBA is obliged to notify DIAC (Department of Immigration and Citizenship). This may affect a student’s visa status.

Where a student chooses not complete and submit assessment tasks after a counselling meeting and intervention strategy is in place, they will be deemed a non-bona-fide student and QIBA will cancel their enrolment and notify DIAC (Department of Immigration and Citizenship).

Students have the right to appeal a QIBA decision to notify DIAC (Department of Immigration and Citizenship) or cancel a student’s enrolment (please see the complaints and appeals section of the handbook).

Language, literacy and numeracy
All students will be tested for Language, literacy and numeracy prior to starting their course. During the course, if a student is having issues with language, literacy or numeracy, students may be referred to support services for help as required. If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer/ Assessor.

Recognition of Prior Learning (RPL) & Credit transfers
Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment. You may be able to shorten the length of your chosen course by measuring your skills acquired through work or life experiences, or through qualifications obtained from formal studies or training.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by QIBA and you will not be required to complete these units again. To apply for Credit Transfer students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course a student is enrolled.

Where a student has gained skills and knowledge from sources such as life experience, work experience, and other related learning experiences, they may be able to demonstrate their competence in required skills and knowledge by completing a Recognition of Prior Learning application. This requires the students to provide detailed explanation of how the learning was gained and provide evidence of how such skills and knowledge meet the detailed requirements of the Unit of Competence recognition is being applied for. Please contact the QIBA for further information and RPL application forms.
Issuing Qualifications and Statement of Attainments
Qualifications [Diplomas, Certificates, and Statement of Attainment] will be issued within 21 working days of successful completion of the program. Qualifications will meet the requirements of the training package/product and legislation.

Student Requirements

Satisfactory Attendance (ELICOS/ English Students)
Students enrolled in English courses are required to maintain a full time study load as part of the Student Visa requirements. The attendance of the student is monitored by QIBA. Where a student is at risk of falling below the required 80% attendance, QIBA will counsel the student to help prevent an unsatisfactory attendance report.

<table>
<thead>
<tr>
<th>Attendance %</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>91 - 95 %</td>
<td>Reminder notice issued</td>
</tr>
<tr>
<td>86 - 90 %</td>
<td>1st warning letter issued</td>
</tr>
<tr>
<td>81 - 85 %</td>
<td>2nd warning letter issued and must attend a meeting with the Director of Studies</td>
</tr>
<tr>
<td>&lt; 80 %</td>
<td>The student will be issued a letter informing them of QIBA’s intention to report the student to The Department of Immigration and Citizenship for a breach of attendance requirement. The student has 20 days to appeal this decision.</td>
</tr>
</tbody>
</table>

Student Absent From Class
A student is absent when they are not physically in the classroom or present during an excursion or out of classroom activity.

Late for a class session
Attendance is marked for each class session. A student that is up to 15 minutes late for a session will be marked as late and that will not count towards the student’s overall attendance. A student that is more than 15 minutes late for a session is required to forgo joining that class and will be marked absent for the session. This will count towards a student’s overall attendance percentage.

Absence after the class has started
A student that disrupts a class by continually entering and leaving the class will be asked to leave that session and will be marked absent. A student who leaves after the class starts and is absent for more than 15 minutes will be asked to leave that session and will be marked absent. A student that leaves a class earlier than the scheduled time will be marked absent for the period that they are not in class. This will count towards a student’s overall attendance percentage.
Absent due to being sick
Students who do not attend class because they are sick will be marked absent from the class. This will count towards a student’s overall attendance percentage. QIBA recommends that students provide a medical certificate from the doctor for any absence due to sickness. This certificate may be used by the student to support an appeal against a QIBA decision to report the student for not meeting their attendance requirement or as consideration by immigration.

Please note: Consistently arriving late for class, entering and leaving the class multiple times or leaving the class for extended periods of time during a scheduled class session is a breach of student conduct.

Non commencement of studies
If a student does not begin their studies at the scheduled commencement date and time or has not contacted QIBA by the commencement date, QIBA will withdrawal them from their course or suspend their enrolment until the next available commencement date (which ever has the least detrimental effect on the student). International students will be reported to The Department of Immigration and Citizenship within 5 working days of the scheduled commencement date.

Passive withdrawal
If student is absent for 10 consecutive days with no acceptable explanation or contact with QIBA it is an automatic indication that the student has chosen to withdrawal from their course without notifying QIBA (Passive withdrawal). International students will be reported to The Department of Immigration and Citizenship for passive withdrawal.

Student Code of Conduct
The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive study and work environment at QIBA for all students and staff. This Student Code of Conduct applies to all students of the QIBA, across all courses and locations.

Student Conduct
Students are required to follow all rules of QIBA and the instructions from staff representing the QIBA. Students are required to act in a non discriminatory manner at all times and respect the rights of other students, staff and visitors. Students are also required to adhere to academic rules and regulations as directed by QIBA or its representatives. Where a student is found to have acted in a way that QIBA deems to be misconduct, then QIBA may implement disciplinary action in the form of suspension or cancellation of a student’s enrolment.
Important Policies for Students

QIBA Privacy Guarantee
In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Australian Skills Quality Authority (ASQA) Standards for Registered Training Organisations, Government designated authorities, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

QIBA may pass on a student’s details in the following situations:

- When a government designated authority requests student information (e.g. the Department of Immigration checking students’ information, enrolment attendance, progress details).
- Appeals processes that the student has taken outside of QIBA
- Verification of results required by another training organisation when the student is enrolling in other courses.
- Where a student is a minor and a guardian is acting on behalf of the parents, QIBA may provide the guardian or parents information related the student’s enrolment.
- Where providing the information is required as a duty of care to ensure the safety of the student.

Access by participants to their personal records is available upon request. A copy of the Privacy Policy Statement is also available upon request.

Student transfer – International Students
QIBA is restricted from enrolling or transferring students between registered providers before the student has completed six months of their principal course of study in accordance with standard 7 of the National code.

After completion of the first six months of the principal course no restrictions apply.

Principal Course – International Students
The principal course of study is the main course that an overseas student is enrolled in. where the overseas student arrives in Australia with a student visa that covers multiple courses (or pathway), this would be the final course of study.

<table>
<thead>
<tr>
<th>Pathway (multiple courses)</th>
<th>Principal Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>English course</td>
<td>Certificate IV</td>
</tr>
<tr>
<td>English course</td>
<td>Diploma</td>
</tr>
<tr>
<td>Certificate IV</td>
<td>Diploma</td>
</tr>
<tr>
<td>Diploma</td>
<td>University course</td>
</tr>
<tr>
<td>English course</td>
<td>Certificate IV</td>
</tr>
<tr>
<td>English course</td>
<td>Diploma</td>
</tr>
<tr>
<td>English course</td>
<td>University course</td>
</tr>
</tbody>
</table>
Releasing a student to study at another Registered Training Organisation

International students wishing to transfer from QIBA to another registered course provider must complete a transfer application form. After the application has been evaluated, QIBA will notify the student within 10 working days of the outcome of their transfer request.

QIBA will provide the student with a Letter of Release if the application is successful.

The following conditions are essential for international students wishing to transfer from QIBA to another registered provider:

- The student must have a valid enrolment offer from the receiving provider; and
- A student under 18 must have written evidence that the student's parent or legal guardian supports the transfer AND, if appropriate, written confirmation that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements as per Standard 5.

A letter of release will normally be granted in the following situations:

- QIBA is unable to continue to provide the course; or
- The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at QIBA and can demonstrate clearly how this will be alleviated through a transfer; or
- It has been agreed by QIBA that the student would be better placed in a course that is not available at QIBA; or
- The current course of study is clearly not consistent with documented course requested for on their application.

A letter of release will normally not be granted in the following situations:

- Student fees are in arrears;
- The proposed transfer will jeopardise the student’s progression through a package of courses;
- The student has unsatisfactory academic progress;
- The student has unsatisfactory attendance;
- The student’s progress is likely to be academically disadvantaged;
- QIBA is concerned that the student’s application to transfer is a consequence of the adverse influence of another party;
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.
If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using QIBA’s Complaints and Appeals Procedure.

**Enrolling a transferring student to QIBA**

International students wishing to transfer to QIBA from their course provider must complete a transfer application form. QIBA will not knowingly enrol a student wishing to transfer from another registered provider’s course before they have completed six months of their principal course of study.

QIBA may accept a transferring student before they have completed six months of their principal course of study if one or more of the following conditions occur:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- The original registered provider has provided a written letter of release;
- The original registered provider has had a sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course, or
- 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.
Transfer request is granted

The request is assessed in accordance with the International Student Transfer between Registered Providers Policy and Procedure

Transfer request is denied

Student appeals

The decision is documented and the student is provided with a letter informing the student of their right to appeal the decision

Student does not appeal

The decision is documented and the student is provided with a letter informing the student the outcome of the appeal

Appeal is successful

1) The student is granted a Letter of Release and advised to contact DIAC; or 2) The Student begins the enrolment process at QIBA. All documentation is kept and filed in the Student’s file

Appeal is unsuccessful

1) The student is notified of the result of the appeal; or, 2) There is no change to the student’s enrolment. All documentation is kept on file
QIBA Complaints and Appeals

Students have access to the QIBA complaints and appeals process. This allows for a fair and equitable process to be implemented for any complaint against QIBA in its assessment process, decisions relating to academic or attendance records, and any other concerns students may have.

Students are able to submit a complaint against QIBA, any person employed by QIBA, or another student if they feel a person has acted inappropriately, or the systems and practices of QIBA are not meeting expectations, or QIBA is treating a person unfairly. Students can access a complaints form through reception. Receipt of the grievance will be acknowledged by QIBA within five working days and commences the complaints process. All complaints are handled with confidence and are reviewed by QIBA management. Complaints and appeals are at no cost to the student.

A student may also appeal a decision made by QIBA in relation to a complaint, assessment outcome or QIBA decision that impacts on a student. Where a student feels they have been treated unfairly or incorrectly judged and assessed on a specified task, project, or assessment requirement they may have the decision reviewed by QIBA by submitting an appeal form. Students may also appeal on the grounds of compassionate and compelling circumstances (Please read important policies for students). Students must provide explanations or supporting evidence as to why they feel the decision or outcome was unfair or why the decision / outcome should be reviewed.

If a student is still dissatisfied with the decision of QIBA management, a student may wish to refer the matter to an external independent / third party mediator. QIBA identifies the Overseas Students Ombudsman, Office of Fair Trading and ASQA and will cooperate with these organisations in reviewing any decisions as a result of an international student complaint or appeal. Overseas students Ombudsman (www.oso.gov.au).

The availability of the QIBA complaints and appeals process does not remove the right of the student to take action under Australia’s consumer protection laws.
Complaints and appeals process

- Student talks to support staff (or teachers) about complaint
- Stage 1: (if needed) Complaint Form
  - Student explains complaint in writing to Director of Studies
  - Meeting with Director of Studies to discuss complaint. The Student has the right to bring a support person
- Report of decision given to student in writing
- Student satisfied with outcome. No further action

Stage 2: (if needed) Internal Appeal

- Student gives their appeal in writing to Principal Administrator
  - Review of the facts by Principal Administrator
  - Review meeting with student. The Student has the right to bring a support person
- Appeals Report and answer given to student
- Student satisfied with outcome. No further action

Stage 3: (if needed) External Appeal

- International student writes to the Overseas Students Ombudsman & Domestic students contact the office of fair trading.
- International and domestic students may also register their complaint with ASQA

International Student Ombudsman will make decision and tell student
QIBA Deferring, Suspending or Cancelling an Enrolment

Students are able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances as described below. Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by QIBA to defer, suspend or cancel their studies and QIBA will not notify the appropriate government agency(s) of a change to the enrolment status until the internal complains and appeals process is completed.

It is important to note that deferring, suspending or cancelling a student’s enrolment may affect the students Visa.

Student Initiated Deferral

A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an ‘Application to Defer, Suspend or Cancel Enrolment’ and submit to the Student Administrations Department.

Student Initiated Suspension

QIBA is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or
- A traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
  - Where the QIBA is unable to offer a pre-requisite unit
  - Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Students will be required to complete an ‘Application to Defer, Suspend or Cancel Enrolment’ in and submit to the Student Administrations Department. Students will also be required to provide evidence of the compassionate or compelling circumstances in their application. (i.e. a medical certificate or police report, etc.)

Student Initiated Cancellation

Students wishing to cancel their enrolment must complete an ‘Application to Defer, Suspend or Cancel Enrolment’ and submit to the Student Administrations Department.
• Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the ‘Transfer between Providers Policy and Procedure’.

**Provider Initiated Deferral**

• QIBA may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason QIBA deems necessary to cancel the course.

**Provider Initiated Suspension**

QIBA has the ability to suspend a student’s enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, vilification, or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.

• Academic Misconduct
• General Misconduct

**Provider Initiated Cancellation**

In some cases where the student’s misconduct is severe, QIBA has the right to cancel the enrolment. All students are to be given 20 days to access the ‘Complaints & Appeals Policy and Procedure’ before reporting any provider initiated suspensions or cancellations of enrolments to the Department of Immigration and Citizenship.

**Compassionate and Compelling Circumstances**

In order for a student to establish compassionate and compelling circumstances they must provide proof of these circumstances. The evidence will be reviewed and a decision made at the discretion of QIBA

**Definition**

Compassionate or compelling circumstances are generally those beyond the control of the student, when they have an impact on the student’s course progress or wellbeing. These could include:

• Serious medical condition or injury
• Bereavement of close family members such as parents or grandparents.
• Major political upheaval or natural disaster in the home country requiring their immediate travel
• A traumatic experience which could include but is not limited to:
  o Involvement in or witnessing of an accident or
  o A crime committed against the student or
  o The student has been a witness to a crime and this has impacted on the student.
Guidelines for Compassionate and Compelling Circumstances

- Medical certificates provided as evidence must:
  - Be issued by a registered doctor and include the doctor’s contact details
  - State that the student has a “medical condition and is unfit for class”
  - State the length of time the student will be unfit for class
- Death certificates provided as evidence must be certified and translated into English.
- Evidence of a major political upheaval or natural disaster must be within reasonable proximity to the students’ family and will be investigated by QIBA.
- Evidence of a traumatic experience must include a police report or psychologists’ report/letter or a report/letter issued by a suitably qualified professional.

QIBA Refunds
QIBA will ensure that all students are treated fairly and with integrity when applying for refunds. All applications for refund must be made in writing and submitted to the Student Administration Manager. All ‘refunds’ are to be signed off by the Student Administrations Manager and applications processed within 14 days of the application being placed.

Please note that ‘Registration’ fees and ‘accommodation placement’ fees are non-refundable. The assessment of refund applications shall be granted as indicated below:

**Outline of Refunds**

<table>
<thead>
<tr>
<th>Registration fee</th>
<th>No refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation placement fee</td>
<td>No refund</td>
</tr>
<tr>
<td>Airport met and pick up – changes with less than 48 hours notice</td>
<td>No refund</td>
</tr>
<tr>
<td>Agent Fees <em>(Fees paid to agents by students are the responsibility of the agent)</em></td>
<td>No refund</td>
</tr>
</tbody>
</table>

**Tuition fees**

- Visa refused prior to course commencement: Full refund
- Student withdrawal 4 weeks or more prior to agreed start date: 70% refund
- Student withdrawal less than 4 weeks prior to agreed start date: 50% refund
- Student withdrawal after the agreed start date: No Refund
- Visa cancelled due to actions of the student: No refund

**Course withdrawn by College**

- The College is unable to provide the course for which the original enrolment and payment has been made *(including enrolment and accommodation placement fees)*: Full refund
- The College is unable to continue to provide the course after the student commences in the course: Refund of the unexpended portion of pre-paid tuition fees.

* A copy of the Refund Policy and Procedure can be obtained from Student Administration.
QIBA Equity Commitment

All staff is required to have an awareness and understanding of access and equity issues, and will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. QIBA has a complaint procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals Policy and Procedure).

QIBA acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Racial Discrimination Act, 1975 (Commonwealth)
- The Sex Discrimination Act, 1975 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- Australian Human Rights Commission Act, 1992 (Commonwealth)
- Competition and Consumer Act, 2012 (Commonwealth)
- Information Privacy Act, 2010 (Queensland),
- Privacy and personal information Act, 1998 (New South Wales)

All legislation can be accessed at: www.comlaw.gov.au

QIBA fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, and sexual orientation, physical or intellectual impairment.

QIBA Privacy Guarantee

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Australian Skills Quality Authority (ASQA) Standards for Registered Training Organisations, Government designated authorities, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

QIBA may pass on a student’s details in the following situations:

- When a government designated authority requests student information (e.g. the Department of Immigration checking students’ information, enrolment attendance, progress details).
- Appeals processes that the student has taken outside of QIBA
- Verification of results required by another training organisation when the student is enrolling in other courses.
- Where a student is a minor and a guardian is acting on behalf of the parents, QIBA may provide the guardian or parents information related the student’s enrolment.
- Where providing the information is required as a duty of care to ensure the safety of the student.

Access by participants to their personal records is available upon request. A copy of the Privacy Policy Statement is also available upon request.
QIBA Workplace Health and Safety
QIBA complies with all relevant Workplace Health and Safety legislation. All QIBA staff will actively take steps to identify hazards that could cause harm to participants in the learning environment. Where possible, staff will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of QIBA staff.

Additional Information for International Students:

Overseas Student Health Cover (OSHC)
As an International Student, it is a condition of your Student Visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to out of hospital and in hospital medical services to help you maintain your health. QIBA obtains cover through the health cover provider called BUPA. Overseas Student Health Cover is approximately $440.00 for 12 months.

For more information about what BUPA’s OSHC covers and to get a direct quote please visit their website: http://www.bupa.com.au/health-insurance/cover/oshc

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 education 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 2007.

More information about the legislation can be accessed through the following links:

Protection for overseas students
As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.deewr.gov.au/.
CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.
Your rights
The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study another information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider’s requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- A complaints and appeals process. One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider’s permission.

Your Responsibilities
As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions.
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay.
- Meet the terms of the written agreement with your education provider.
- Inform your provider if you change your address or contact details (within 7 days).
- Maintain satisfactory course progress.
- If attendance is recorded for your course, follow your provider’s attendance policy.
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements.
Key information and department contacts

<table>
<thead>
<tr>
<th>Who</th>
<th>Why</th>
<th>How</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your provider</td>
<td>For policies and procedures that affect you</td>
<td>Speak with your provider. Go to your provider’s website.</td>
</tr>
<tr>
<td>Department of Education Science and Training (DEST)</td>
<td>For your ESOS rights and responsibilities</td>
<td><a href="http://www.aei.dest.gov.au/ESOS">www.aei.dest.gov.au/ESOS</a> ESOS Helpline +61 2 6240 5069 Email: <a href="mailto:esosmailbox@dest.gov.au">esosmailbox@dest.gov.au</a></td>
</tr>
<tr>
<td>Department of Immigration and Citizenship (DIAC)</td>
<td>For visa matters</td>
<td><a href="http://www.immi.gov.au">www.immi.gov.au</a> Phone 131 881 in Australia Contact the DIAC office in your country.</td>
</tr>
<tr>
<td>Overseas students Ombudsman</td>
<td>Third party appeals and complaints</td>
<td>Web: <a href="http://www.oso.gov.au">www.oso.gov.au</a> Email: <a href="mailto:overseas.students@ombudsman.gov.au">overseas.students@ombudsman.gov.au</a> Phone: 1300 362 072 (Local call charge)</td>
</tr>
</tbody>
</table>

School Aged Dependants
If you are to be accompanied by any school aged dependant’s you are required to ensure that they are enrolled in a school. The options are enrolling in a Government or Private School. In both cases you will be required to pay any fees to those schools.

Living and Studying in Australia
Australia is a land of contrasts - sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants that are unique on the planet. The surface geology is typically old and flat, with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Further information can be found from visiting the following website by the Australian government about living in Australia:

Living and studying in Parramatta
Parramatta city is predominantly a business centre because of its ideal location on several major national highways as well as its close proximity to Sydney. Parramatta city has some of the finest cafés and restaurants and offers a rich shopping experience.

There are plenty of social opportunities around Parramatta such as rugby league, movies, theatre, music or performing arts. The city is open for business seven days a week.
Parramatta is also an educational hub for schools, vocational training providers and a university.

Parramatta Park is only minutes walking distance from the College where students can enjoy open space and where visitors can take part in a range of recreational activities along the banks of Parramatta River or its fields, cycle ways and other facilities such as, picnicking, walking, cycling, field sports or just exploring the historical monuments and buildings throughout the Park. There are also many other venues for entertainment such as movie cinemas, a bowling alley and retail outlets.

Climate
Sydney has a temperate climate with an average of 240 days of sunshine annually. The winters are cool and mild, while the summers are warm
- Average Summer temperature: 26 degrees Celsius (22 degrees Fahrenheit)
- Average Winter temperature: 16 degrees Celsius (61 degrees Fahrenheit)

Transport
Parramatta City Council runs a daily free bus service that loops around the various parts of the Parramatta CBD including the Ferry Wharf on Charles Street. Ferry services run between Circular Quay and Parramatta every day via the Parramatta River

For further information on transport:
- Sydney buses including timetables and fares go to http://www.sydneybuses.info/routes/timetables-route-maps
- Sydney Trains including timetables and fares go to http://www.sydneytrains.info/timetables/#landingPoint
- Sydney water transport, including timetables and fares go to http://www.131500.com.au/

Accommodation while living in Australia
The Student Support officer can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival in the case of a need to change arrangements whilst in Australia. The types of accommodation available in Australia are many and varied and brief descriptions of some of the options are listed below:

Homestay / Private Board
This is a common form of accommodation is where students live with an Australian family. Homestay or private board is where you live with a family, couple or single person/s in their own home. There are many ‘Homestay Providers’ operating in Australia and these arrangement will vary from Full Board, Part board, or Board in Exchange.
Hostels & Guesthouses
Generally these are temporary accommodation arrangements and are available from $50.00 per day to $600.00 per week. Prices will depend on shared facilities, meals provided, shared rooms, etc.

Private Leasing / Rentals
The rental market offers a wide range of housing options. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy. You may also plan to stay in this property for the duration of your course.

It can however be very expensive if you choose to live by yourself, as you are solely responsible for the rental payments plus the connection fees for utilities and then ongoing bills. Generally tenants are responsible for connection and usage of water, electricity and gas. Tenants are also responsible for connection and payment of the telephone. Rental prices vary according to the location and condition of the property. It can be useful to familiarise yourself with the average price of properties in the various suburbs

Living Costs
This is only a guide to the living costs in Australia and these expenses will vary depending on the student’s lifestyle.

Accommodation Costs
Accommodation costs will vary from City to City and suburb to suburb. The following is an estimate of various types of accommodation in the extended Sydney area.

<table>
<thead>
<tr>
<th>Accommodation type</th>
<th>No. of weeks</th>
<th>Weekly rent range $Aus</th>
<th>Estimated total $Aus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homestay</td>
<td>QIBA arranged local family</td>
<td>52</td>
<td>230</td>
</tr>
<tr>
<td>House</td>
<td>3 Bedroom</td>
<td>52</td>
<td>400 - 800</td>
</tr>
<tr>
<td></td>
<td>3 Bedroom shared with 2 others</td>
<td>52</td>
<td></td>
</tr>
<tr>
<td>Apartment or townhouse</td>
<td>1 Bedroom</td>
<td>52</td>
<td>230 – 350</td>
</tr>
<tr>
<td></td>
<td>3 Bedroom</td>
<td>52</td>
<td>300 - 800</td>
</tr>
<tr>
<td></td>
<td>3 Bedroom shared with 2 others</td>
<td>52</td>
<td></td>
</tr>
<tr>
<td>Hostel</td>
<td>Shared kitchen, bathroom and, lounge (*shared room)</td>
<td>52</td>
<td>189* - 525</td>
</tr>
</tbody>
</table>

General costs
The below estimates are in Australian dollars (AUD$) and these estimates are subject to change.

<table>
<thead>
<tr>
<th>Weekly costs other than rent</th>
<th>Establishment costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Contribution $50.00 – $75.00</td>
<td>Bond (usually 1 months’ rent)</td>
</tr>
<tr>
<td>Takeaway Lunches &amp; Drinks $30.00 – $45.00</td>
<td>Bills / Utilities (Electricity, Gas etc.)</td>
</tr>
<tr>
<td>Telephone (not Mobile and $20.00 – $25.00</td>
<td>Telephone</td>
</tr>
<tr>
<td></td>
<td>Electricity</td>
</tr>
</tbody>
</table>
Weekly costs other than rent | Establishment costs
--- | ---
not including phone calls) | General furniture items | 400 - 650
Public Transport fares | $20.00 – $30.00
Spending Money | $30.00 – $60.00
| $40.00 – $70.00

Don’t forget these costs do not include expenses relating to mobile phones, car or computer expenses. In Australia many internet plans are based on downloads (if you use more than your plan significant charges are added)

It is recommended that students allow a minimum of $18,000.00 per year to cover their living costs. It is also recommended to allow an extra $2000.00 for costs that you may incur while settling in – such as food, transport, and any personal items you may require.

Further Information
QIBA Sydney
Level 2, 207 Church Street
Parramatta NSW 2150
PO Box 1242
Parramatta NSW 2124
Ph- (+61 2) 96359819
Email: infosydney@qiba.edu.au
Website: http://www.qiba.edu.au

The ESOS Framework
Please refer to the Australian Government explanation of how the Education Services to Overseas Students Act 2000 works:


Australian Skills Quality Authority
Level 6 595 Collins Street
ASQA’s postal address is GPO Box 9928, Melbourne, VIC, 3001.

ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time, Monday to Friday. If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone the Australian Skills Quality Authority on 1300 701 801, between 9:00 am and 7:00 pm EST, Monday to Friday.

http://www.asqa.gov.au

Checklist
The decision to study in Australia and choose the best RTO to suit your needs is important. A checklist is provided by the ASQA (Australian Skills Quality Authority) to help you with the decision. The checklist has been developed to assist prospective international students and their parents on choosing appropriate education and training in Victoria, Australia.

We encourage you to use this checklist to determine if studying at QIBA Sydney is appropriate for you.
Visit the ASQA web site to access the checklist: www.asqa.gov.au

Enrolment Process – Domestic and International Students

The enrolment process is completed by following the steps outlined below:
1. Read and understand the information contained in this booklet
2. Select the course of study you wish to undertake and complete an ‘Enrolment Application’ form
3. Sign the ‘Enrolment Application form to declare that you understand all of the information provided Return the ‘Enrolment Application’ form to QIBA with the application fee of AU $220.00 and registered copies of supporting documents. Please note that application without payment of application fee will not be assessed but returned to the sender.
4. The application form will then be assessed by QIBA. Where correct evidence is supplied and the application is successful, QIBA will then send an ‘Enrolment Agreement’ and ‘Letter of Offer’ that is required to be signed and returned to QIBA with required payments and documentation.
5. Students will be sent a confirmation of their enrolment if successful.

Please Note: The information collected on the Enrolment Application is used for administrative and statistical purposes and will remain confidential. Upon commencing in a program, the Trainer will provide you with detailed information about the course you are undertaking and your rights and responsibilities as a valued student.

Key College Staff Contacts

<table>
<thead>
<tr>
<th>Services</th>
<th>Name</th>
<th>Email</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions and Student Services Manager</td>
<td>Smita Bastola</td>
<td><a href="mailto:smitab@qiba.edu.au">smitab@qiba.edu.au</a></td>
<td>(02) 88 441 000</td>
</tr>
<tr>
<td>Numeracy and Literacy/ VET Academic Manager</td>
<td>Bachar Naja</td>
<td><a href="mailto:bnaja@qiba.edu.au">bnaja@qiba.edu.au</a></td>
<td>(02) 88 441 000</td>
</tr>
<tr>
<td>ELICOS Academic Manager</td>
<td>Joumana Naja</td>
<td><a href="mailto:jnaja@qiba.edu.au">jnaja@qiba.edu.au</a></td>
<td>(02) 88 441 000</td>
</tr>
<tr>
<td>Emergency Health Service</td>
<td>Khalil Allahwala</td>
<td><a href="mailto:kallahwala@qiba.edu.au">kallahwala@qiba.edu.au</a></td>
<td>(02) 88 441 000</td>
</tr>
<tr>
<td>Complaints and Appeals</td>
<td>Smita Bastola</td>
<td><a href="mailto:smitab@qiba.edu.au">smitab@qiba.edu.au</a></td>
<td>(02) 88 441 000</td>
</tr>
<tr>
<td>Student Visa</td>
<td>Smita Bastola</td>
<td><a href="mailto:smitab@qiba.edu.au">smitab@qiba.edu.au</a></td>
<td>(02) 88 441 000</td>
</tr>
<tr>
<td>Critical Incident</td>
<td>Khalil Allahwala</td>
<td><a href="mailto:kallahwala@qiba.edu.au">kallahwala@qiba.edu.au</a></td>
<td>(02) 88 441 000</td>
</tr>
<tr>
<td></td>
<td>Smita Bastola</td>
<td><a href="mailto:smitab@qiba.edu.au">smitab@qiba.edu.au</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Student Representatives</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TBA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety and Security</td>
<td>Khalil Allahwala</td>
<td><a href="mailto:kallahwala@qiba.edu.au">kallahwala@qiba.edu.au</a></td>
<td>(02) 8844 1000</td>
</tr>
<tr>
<td>Student counsellor</td>
<td>Bachar Naja/ Joumana Naja</td>
<td><a href="mailto:bnaja@qiba.edu.au">bnaja@qiba.edu.au</a></td>
<td>(02) 8844 1000</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------------------------</td>
<td>---------------------</td>
<td>----------------</td>
</tr>
<tr>
<td></td>
<td>Judith Bowler (By Appointment)</td>
<td><a href="mailto:jnaja@qiba.edu.au">jnaja@qiba.edu.au</a></td>
<td>(02) 8753 1330</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:jbowler@rtoadvance.com.au">jbowler@rtoadvance.com.au</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:bnaja@qiba.edu.au">bnaja@qiba.edu.au</a></td>
<td>(02) 8844 1000</td>
</tr>
<tr>
<td>First Aid Officers</td>
<td>Khalil Allahwala</td>
<td><a href="mailto:kallahwa@qiba.edu.au">kallahwa@qiba.edu.au</a></td>
<td>(02) 8844 1000</td>
</tr>
</tbody>
</table>

After Hours Contact:

Contact Person: Khalil Allahwala

Mobile: 0414887354
### Other Helpful contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parramatta Police</td>
<td>95 Marsden Street, PARRAMATTA 2150</td>
<td>(02) 9633 0799</td>
</tr>
<tr>
<td>Doctor</td>
<td>Shop 2, Entrada Building, 20 Victoria Rd, Parramatta</td>
<td>9762 1041</td>
</tr>
<tr>
<td>Hospital</td>
<td>Cnr Mons &amp; Darcy Rd, Westmead, NSW, 2145:</td>
<td>(02) 8837 9000</td>
</tr>
<tr>
<td>Community Health Centres</td>
<td>Parramatta Community Health Centre, Jeffrey House, 162 Marsden Street, Parramatta</td>
<td>(02) 9843 3222</td>
</tr>
<tr>
<td></td>
<td>Auburn Community Health Centre, Norval Street, Auburn NSW 2144</td>
<td>(02) 8759 4000</td>
</tr>
<tr>
<td>Legal Assistance</td>
<td>Law Partners, Shop 1136/1137, Level 1, Westfield (159-175 Church Street, Parramatta)</td>
<td>(02) 9891 6650</td>
</tr>
<tr>
<td>Life Line 24 hour Counselling, Advice and Referral Services</td>
<td>Lifeline Saving Lives</td>
<td>131114</td>
</tr>
<tr>
<td>Poison Control Centre (National 24 hours)</td>
<td>Online Service</td>
<td>131126</td>
</tr>
<tr>
<td>Counselling, Advice and Referral Services</td>
<td>Bridges Counselling, Shop 7, Burnside Shopping Village, 1 Blackwood Place, Oatlands - North Parramatta NSW 2117</td>
<td>9683 1444</td>
</tr>
<tr>
<td>Pharmacies</td>
<td>Chemist Warehouse, 202/208 Church St, Parramatta NSW</td>
<td>(02) 9635 0488</td>
</tr>
<tr>
<td>Service</td>
<td>Details</td>
<td>Contact Information</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>Parramatta Plus</td>
<td>1/179 Church St, Parramatta, NSW</td>
<td>Phone: (02) 9893 7626</td>
</tr>
<tr>
<td>Translating and Interpreting Service</td>
<td>Online Service</td>
<td>Phone: 131 450</td>
</tr>
<tr>
<td>For External Appeals</td>
<td>Overseas Students Ombudsman</td>
<td>Phone: 1300 362 072</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.oso.gov.au">www.oso.gov.au</a></td>
<td></td>
</tr>
<tr>
<td>Physiotherapist</td>
<td>BJC Health Physiotherapy</td>
<td>Phone: (02) 9890 7633</td>
</tr>
<tr>
<td></td>
<td>101 Victoria Rd, North Parramatta, NSW 2151 (corner of Wandsworth St &amp; Victoria Rd)</td>
<td></td>
</tr>
<tr>
<td>Security Measures</td>
<td>All international students have access to Overseas Student Contact Officer (OSCO) 24 hours. Emergency contact number of OSCO is provided to students to contact him/her whenever required</td>
<td></td>
</tr>
<tr>
<td>Religious institutions</td>
<td>Anglican</td>
<td>Phone: (02) 9891 0700</td>
</tr>
<tr>
<td></td>
<td>St John Anglican Cathedral Church</td>
<td></td>
</tr>
<tr>
<td></td>
<td>195 Church St, Parramatta, NSW</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Catholic</td>
<td>Phone: (02) 9630 1115</td>
</tr>
<tr>
<td></td>
<td>St Patrick's Catholic Church</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 Marist Pl, Parramatta, NSW, 2150</td>
<td>Phone: 0418218676, 0402247683</td>
</tr>
<tr>
<td></td>
<td>Islamic</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Parramatta Mosque</td>
<td></td>
</tr>
<tr>
<td></td>
<td>150 Marsden Street, Parramatta, NSW 2150</td>
<td></td>
</tr>
<tr>
<td>Religious Group</td>
<td>Organisation</td>
<td>Address</td>
</tr>
<tr>
<td>-----------------</td>
<td>--------------</td>
<td>---------</td>
</tr>
<tr>
<td>Hindu</td>
<td>Shri Swaminarayan Hindu Mandir (B.A.P.S)</td>
<td>40 Eleanor Street, Rosehill</td>
</tr>
<tr>
<td>Buddhists</td>
<td>Nan Thien Vihara IBBA Buddhist Centre</td>
<td>22 Cowper Street, Parramatta</td>
</tr>
<tr>
<td>Jewish</td>
<td>Parramatta and District Synagogue</td>
<td>116 Victoria Rd, Parramatta, Sydney, NSW</td>
</tr>
<tr>
<td>Orthodox Christian</td>
<td>St Mary Antiochian Orthodox Church</td>
<td>Burnett Street, Parramatta, NSW 2150</td>
</tr>
</tbody>
</table>