QIBA INTERNATIONAL STUDENT PROSPECTUS
(Brisbane Campus)
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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 Nationally Recognised Training package qualifications. All courses are taught by qualified and experienced trainers and teachers.

QIBA Brisbane
76 Park Road
Woolloongabba
Brisbane, QLD 4102
Australia

Telephone: 1300 651 775
Fax: (+67 7) 5536 7008
Email: principal@qiba.edu.au
Website: http://www.qiba.edu.au

QIBA Sydney
207 Church Street
Parramatta NSW

Woolloongabba

QIBA is located in the Brisbane suburb of Woolloongabba which lies just south of the Brisbane River and is approximately 5 minutes drive from the Brisbane CBD and Southbank Parklands & shopping precinct. The school location is 5 minutes walk from the Parl Road train station and near café’s and food outlets. The campus also has ample, free off street parking.

Facilitates

The RTO has suitable facilities and resources available to International Students and provides support and guidance in all areas of student's life. This includes library, computer room with free internet, student lounge and drink & snack vending machines.

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. It will enable you to conduct research and access web based e-mails during college hours.
Living in Brisbane

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, which 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.

Queensland

Queensland (abbreviated as Qld) is the second-largest and third-most populous state in Australia. Situated in the north-east of the country, it is bordered by the Northern Territory, South Australia and New South Wales to the west, south-west and south respectively. To the east, Queensland is bordered by the Coral Sea and Pacific Ocean. The capital and largest city in the state is Brisbane, Australia's third largest city. Referred to as the 'Sunshine State', Queensland is home to 10 of Australia's 30 largest cities and is the nation's third largest economy.

Brisbane

Brisbane is the capital city of Queensland and home to 2.3 million people is located in the south east corner of the state. It is the biggest city in QLD and the third largest in Australia. Brisbane is named after the Brisbane River on which it is located, which in turn was named after Scotsman Sir Thomas Brisbane, the Governor of New South Wales from 1821 to 1825. It lies on the Eastern coast of Australia and is a central point for those looking to live in and explore Australia.

Due to its proximity to the Coral Sea and warm ocean current, Brisbane’s climate is quite temperate with the average summer temperature around 25 – 30 degrees, and winter ranging from 18 – 25 degrees. Brisbane is located just north of the beautiful Gold Coast which boasts many spectacular beaches, amazing nightlife, and exhilarating theme parks including Dreamworld, Seaworld and Movieworld.

Major cultural events in Brisbane include the Ekka (the Royal Queensland Exhibition), held each August, and the River festival, held each September at South Bank Parklands and surrounding areas. Brisbane is also home to several professional sporting teams including the Brisbane Broncos (Rugby League), the Brisbane Lions (Australian Football), Queensland Reds (Rugby Union), Brisbane Roar (Soccer) and Brisbane Heat (Cricket), meaning there is always something to watch and do in Brisbane!
A Good Choice for Study
There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian universities, colleges and schools have established networks of welfare and support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Study Methods
Much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student at QIBA you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

Climate
The City of Brisbane's climate is sub tropical with an average of 300 days of sunshine annually.

- Average Summer temperatures: 21 to 28 degrees Celsius (69 to 82 degrees Fahrenheit)
- Average Winter temperatures: 12 to 21 degrees Celsius (54 to 69 degrees Fahrenheit)

Art
More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia’s dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Multiculturalism
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Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse cities many Australians are naturally fluent in other languages.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but sectors of education and training provide tuition in many other languages as well. English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Religion

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean up Australia campaign is being adopted worldwide.

Health care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Food

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our ‘bush tucker’.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.
Transport
Brisbane offers a variety of transport options, many of which have a strong recreational flavour well-suited to the city's outdoor lifestyle. This includes a network of trains, buses and river ferries.
  • go card

  go card is TransLink's electronic ticket. It allows you to travel seamlessly on all TransLink bus, train and ferry services and entitles you to travel savings and discounts. Students that intend to use public transport will be required to purchase a go card to ride on public transport in Queensland.


Telephones
Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of $A5, $A10, $A20 and $A50. Credit phones take most major credit cards such as American Express, Visa, Master card and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from a number of retailers.

Entertainment
Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Travel
During semester breaks, you may like to venture beyond the capital cities to experience more of Australia’s spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

Australia welcomes overseas students
Overseas students are welcomed in Australia because they:
  • Contribute to the development of people and institutions both in their home country and in Australia.
  • Contribute to the Australia’s research capability
  • Develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

Cost of living and money matters

Money and banks
Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash travellers cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Most banks will offer a student account with minimal fees if you provide them a copy of your COE. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.
Normal bank trading hours
9.30 am – 4.00 pm Monday to Thursday
9.30 am – 5.00 pm Friday
Some banks are open Saturday mornings

Credit cards
Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa and their affiliates.

Currency
Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are $5, $10, $20, $50 and $100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured $1 and $2 coins.

Australia’s development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Tipping
Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Budgeting
You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about $360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about $265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

Accommodation
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 $38.00 per day to $525.00 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.

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 Brisbane / Gold Coast area.

<table>
<thead>
<tr>
<th>Accommodation type</th>
<th>No. of weeks</th>
<th>Weekly rent range $Aus</th>
<th>Estimated total $Aus</th>
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<tbody>
<tr>
<td>Homestay</td>
<td>52</td>
<td>250</td>
<td>13,000</td>
</tr>
<tr>
<td>House</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Bedroom</td>
<td>52</td>
<td>400 - 800</td>
<td>20,800 - 41,600</td>
</tr>
<tr>
<td>3 Bedroom shared with 2 others</td>
<td>52</td>
<td>6,933 - 13,866</td>
<td></td>
</tr>
<tr>
<td>Apartment or townhouse</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Bedroom</td>
<td>52</td>
<td>230 – 350</td>
<td>11,960 - 18,200</td>
</tr>
<tr>
<td>3 Bedroom</td>
<td>52</td>
<td>300 - 800</td>
<td>15,600 - 41,600</td>
</tr>
<tr>
<td>3 Bedroom shared with 2 others</td>
<td>52</td>
<td>5,200 - 13,866</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>

Working in Australia
Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 40 hours per fortnight during QIBA study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

Overseas Student Health Cover (OSHC)
International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees. Annual rates are AU$498* for single coverage and AU$* for family coverage. OSHC is also charged on a pro-rata basis for shorter courses.

Cost of Living
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>
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<tbody>
<tr>
<td>Food Contribution</td>
<td>Bond (usually 1 months’ rent)</td>
</tr>
<tr>
<td>Takeaway Lunches &amp; Drinks</td>
<td>4.333 x weekly rent</td>
</tr>
<tr>
<td>Bills / Utilities (Electricity, Gas etc)</td>
<td>100 - 150</td>
</tr>
<tr>
<td>Telephone (not Mobile and not including phone calls)</td>
<td>100 -150</td>
</tr>
<tr>
<td>Public Transport fares</td>
<td>Electricity</td>
</tr>
<tr>
<td>Spending Money</td>
<td>General furniture items</td>
</tr>
<tr>
<td>$50.00 – $75.00</td>
<td>400 - 650</td>
</tr>
<tr>
<td>$30.00 – $45.00</td>
<td></td>
</tr>
<tr>
<td>$20.00 – $25.00</td>
<td></td>
</tr>
<tr>
<td>$20.00 – $30.00</td>
<td></td>
</tr>
<tr>
<td>$30.00 – $60.00</td>
<td></td>
</tr>
<tr>
<td>$40.00 – $70.00</td>
<td></td>
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</tbody>
</table>
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.

For more information about Brisbane please visit the following websites:

School-aged dependents
There are requirements for compulsory school attendance for children or dependents of international students. In Queensland it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia. School fees vary depending on the school. Details about the Queensland public school system are available at http://education.qld.gov.au/.

Intending students with dependents should budget for school fees, living costs and health insurance in their calculations. If you are intending that your dependents will attend a private school in Queensland you will have to contact the specific school to obtain information of fees. Information on private school in Australia is available at http://education.qld.gov.au/

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:
- It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
- You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
- The Australian Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
  - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
  - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
- **You will be responsible** for school fees and other costs including school uniforms, books, excursions and stationery.
- When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
- You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

Visa requirements
The Department of Immigration and Border Protection publishes a full list of mandatory and discretionary student visa requirements on their web site. www.immi.gov.au Follow the Student Visa Conditions link for details.

Upon arriving in Australia you are required to advise QIBA of your residential address and telephone number and of any subsequent changes to these details within 5 working days. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 QIBA is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour: or academic progress. QIBA may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your
responsibility and in your own interests to ensure that you always update your address details at QIBA to ensure you receive important information about your course, fees and possible breaches of your student visa. Additional information on student visa issues is available on the DIBP web site.

**Student Safety and Security Measures**

**Be prepared**

- Keep emergency contact numbers with you.
- Carry a mobile telephone, and program your emergency numbers into your phone
- Be aware of your surroundings
- Stick to main roads rather than quiet, unlit paths
- Avoid isolated areas
- Pay attention to your intuition. If any area doesn't feel safe - avoid it
- Change direction if you think you are being followed
- Don't walk alone at night
- If in trouble, make a lot of noise
- Be alert and walk purposefully

If you have trouble speaking English, carry a small document with your name, address, date of birth, telephone number and native language. If you have a local friend who can help interpret for you, include their contact details too
- Do not carry large amounts of money

**If you have a car**

- If possible, park your car close to your building in a well-lit, busy area
- Don't leave valuable items in your car
- Lock all your car doors and windows when you leave your car
- Consider installing security technology in your car
- Before you return to your car, check the surrounding area
- If you notice any strangers hanging around the car park, call the police
- Carry your keys in your hand so you can get into your car quickly

QIBA recognises the importance of providing a safe and healthy environment for students and visitors during their participation in work and training activities with the organisation.

QIBA aspires for excellence in workplace health and safety and is committed to providing an environment which is free from risks and conducive to the productivity and efficiency needs of its students and others.
The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007.

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 and other 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 are arrangements in place for your accommodation, welfare and support.

- 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 Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au.

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 welfare and 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 welfare and support assistance 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
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider’s attendance policy, and
• if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Contact Details

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<thead>
<tr>
<th>Who?</th>
<th>Why?</th>
<th>How?</th>
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<tbody>
<tr>
<td>Your provider</td>
<td>For policies and procedures that affect you</td>
<td>• Speak with your provider.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Go to your provider's website</td>
</tr>
<tr>
<td>Department of Education</td>
<td>For your ESOS rights and responsibilities</td>
<td>• <a href="http://www.education.gov.au">www.education.gov.au</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• ESOS Helpline +61 2 6240 5069</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Phone 131 881 in Australia</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Contact the Immigration office in your country.</td>
</tr>
</tbody>
</table>

The PDF version of the ESOS Framework is available [here](http://www.asqa.gov.au).

**Standards for Registered Providers**

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

ASQA regulates providers according to the Standards for Registered Training Organisations 2015 (SNRs).

QiBA is a Registered Training Provider (RTO).

For further information regarding the Standards for NVR Registered Training Organisations 2015, refer to the below link.


As a provider of vocational training and education programs, QiBA provides competency based training and assessment. This means that students are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards (known as units of competency) describe the discrete work tasks and knowledge, as well as the technical and employability skills that a person needs to perform a task effectively in the workplace.

Competency is assessed by comparing the prescribed units of competency with the student's workplace performance and their ability to apply their skills and knowledge in a range of routine and non-routine situations.

**Dimensions of competency**

The student's ability to perform in a range of situations forms part of assessment and these skills are referred to collectively as the dimensions of competency. The student must be able to demonstrate:

• Task skills – completing tasks to the required standard.
• Task Management skills – managing a number of different tasks at once to complete the whole job function.
• Contingency Management skills – appropriately responding to problems and unforeseen events when completing a task.
• Job/role Environment skills – appropriately dealing with the responsibility and expectations of the work environment such as working with others, interacting with clients and following procedures.

• Transfer skills – transferring the skills and knowledge to different contexts/environments.

Employability skills
Another set of skills also forms part of the assessment decision and they are referred to as ‘employability skills’. Employability skills are those generic skills that are gained throughout work and life experiences that are required in most jobs by most of today’s employers. A student must show they have these skills and can perform at a certain level as outlined in the competency standards. The eight (8) employability skills are:

- communication
- teamwork
- problem-solving
- initiative and enterprise
- planning and organising
- self-management
- learning
- technology.

Quality training
QIBA ensures that all training services provided are of the highest quality standard possible and are reflective of current industry trends and delivered by appropriately qualified trainers who have extensive industry experience via face to face and supported learning. The training philosophy held by QIBA is that students learn best by doing and gaining practical experience in real situations. Therefore, where possible, training practices will reflect and incorporate simulated work experiences and examples from students and trainers, as well as the workplace environment that students can expect for the industry which they are learning about.

Assessment
Students are provided with tasks to completed throughout each unit of competency.

The assessment process includes the gathering of evidence to demonstrate competence. Students are assessed using a range of methods; written questions, practical demonstration, research/project or case studies.

Students are required to submit all tasks, to their trainer/assessor in person. Assessments will be marked by trainers/assessors and feedback provided to the students.

Re-Assessment
Students, who are deemed Not Yet Competent in any assessment, have the right to a reassessment. Student will need to repeat the unit where the student has been deemed Not Yet Competent after a re-assessment attempt. Where an additional assessment is required after the attempt, in order to achieve competency, QIBA reserves the right to charge a student, an additional unit re-enrolment fee.

Duration of Courses
All enrolments have a maximum duration and students need to complete the course within the specified enrolment duration to avoid additional fees. Students who do not complete all units within the maximum timeframe will receive a Statement of attainment listing the units they have completed at no additional cost. Enrolment begins from the course commencement.
Reasonable adjustment

Reasonable adjustment refers to measures or actions taken to provide a student with a disability [or a language or literacy disadvantage the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for a registered training organisation and must be allowable within rules defined by the Training Package or Course Curriculum.

Where necessary appropriate, adjustments will be made to methods of delivery and assessment (with approval of Campus Manager) to suit the needs of the individual so that the student has a reasonable chance of success in their program.

Under the Disability Standards for Education 2005, education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While ‘reasonable adjustment’ and ‘unjustifiable hardship’ are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of students with and without disability.

An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student’s disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment.

Reasonable adjustment activities could involve:
• modifying or providing equipment
• changing assessment procedures
• changing course delivery
• modifying premises.

The determination of ‘reasonableness’ requires judgement that must take into account the impact on the organisation and the need to maintain the integrity of the unit of competency.
Course Progress and Intervention Strategy

Purpose

The purpose of this policy is to ensure that QIBA systematically monitors students 'in order to provide all students with the best opportunity to meet their study goals and aspirations and to ensure who are at risk of failing to meet course progress requirements are notified and counsels students

This Policy meets the requirements of Standard 10 of the National Code 2007. Registered providers systematically monitor students’ course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements

Management process and Responsibility

Overall responsibility for implementation of the policy rests with the CEO with delegation to: Compliance Manager, and Trainers/Assessors. Support staff to the implementation process include: Administration officer, Student support Officer and welfare officer.

Scope

The policy applies to all international students currently enrolled in VET Courses with QIBA. QIBA monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled in

Policy

1. The monitoring of a student's course progress allows QIBA to assess whether a student is meeting course progress requirements and to identify and offer support to those students who are at risk of not achieving satisfactory course progress.

2. Study period is defined as one term which is generally 8-11 weeks long and students are advised at the commencement of the term the units schedule to be delivered and assessed and the duration of the term.

3. Unsatisfactory/not meeting course progress is where;

   - the student is deemed Not Yet Competent in 50% of the units student is scheduled to attempt in a study period
   - the student has failed a pre-requisite unit
   - The student has failed to attend 6 classes in a study period (QIBA will record attendance)
   - Student identified will be immediately put on intervention strategy and the cause of the unsatisfactory course progress will be identified.
   - QIBA identifies a student who is at risk of making unsatisfactory course progress before the end of the study period, implements its intervention strategy as early as practicable.

4. Possible interventions may include but are not limited to:

   - Advising students on the suitability of the course in which they are enrolled and possible alternatives;
   - Advising students of opportunities for reassessment (attend classes during the term break and be given support as part of the intervention strategy) and
   - Advising students of assistance such as:
     - attending tutorial or study groups;
     - receiving individual case management;
5. Students, who are deemed Not Yet Competent in any assessment, have the right to a reassessment. Student will need to repeat the unit and pay the additional fees where the student has been deemed Not Yet Competent after three re-assessment attempts.

6. QIBA provides all students with clear expectations on course progress requirements in the International Student Prospectus and Student Handbook which are provided to students prior to or upon commencement of a course. These are also available on QIBA’s website at www.qiba.edu.au

7. Trainers and Assessors will monitor each students progress and record each unit outcome for the units studied within the students chosen course

8. Trainers are to provide the Administration staff with the academic progress sheets so that the student’s academic result is recorded using the student management system (SMS). It is the responsibility of the Administration staff to ensure that assessment is recorded accurately.

9. At a minimum, the intervention strategy must be activated where the student has been deemed not yet competent in 50 per cent or more of the units attempted in any study period. QIBA may activate an intervention strategy at any point before the end of the study period.

10. Each student’s course progress will be assessed at the end of each study period. However, Trainers/Assessors will monitor students’ progress throughout the term and provide a student at risk form to the Student Support Officer where a student has been identified as not meeting course progress. At this point intervention is activated

11. The Student Support Officer will contact the student via phone, text or email and organize a meeting to offer counselling/support/advice with a view to improve student course progress. If the reason identified is related to student welfare the student will be referred to Student Welfare Officer.

12. In consultation with the campus manager, the student support officer will tailor intervention strategies to each student's needs whether academic or personal. QIBA will obtain a copy of the agreed intervention strategy
signed by the student and support officer and place this in the student’s file. The 1st warning letter will be issued. The student’s trainer will be provided details of the intervention strategy implemented so that monitoring the students progress continues.

13. As soon as the student fails 2nd unit within the same study period and the total course progress is 50% or below student will be sent a 2nd warning letter and an intervention support meeting is conducted with the student and student support officer In consultation with the campus manager

14. Documentary evidence of the interventions implemented will be kept on the student’s file.

15. Where the student continues to demonstrate unsatisfactory course progress despite two warnings, as well as intervention and time has been allowed for the intervention to run its course, QIBA will provide written notice to the student of its intention to report the student to the Secretary of the Department of Education via PRISMS.

16. The written notice of the intention to report will also indicate to the student that he or she can appeal against the decision by accessing QIBA Complaints and Appeals process and has 20 working days in which to do so. If the student chooses to access this process, QIBA will maintain the students enrolment while the complaints and appeals process is ongoing.

17. An appeal will only be considered if QIBA has not recorded or calculated the student’s marks correctly, has not implemented intervention strategies as set out in this policy, or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

18. If the student chooses not to access QIBA Complaints and Appeals process, withdraws from the process, or the process is completed and results in a decision supporting QIBA, then QIBA will notify the Secretary of The Department of Education via PRISMS of the student not achieving satisfactory course progress as soon as practicable.

19. DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student’s visa. Students will be given an opportunity to respond to the NOICC and explain their situation

20. All records and correspondence will be kept on the student’s file
Course Attendance Policy

Purpose

This policy contains requirements that apply to ELICOS students only that are currently studying at QIBA.

Definitions

<table>
<thead>
<tr>
<th>QIBA</th>
<th>Queensland International Business Academy</th>
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<tbody>
<tr>
<td>EDUPOINT</td>
<td>QIBA’s Student Management System</td>
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<tr>
<td>at risk</td>
<td>any student identified as having an attendance percentage between 80%- 90% but still able to achieve satisfactory attendance for the study period</td>
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Compassionate and compelling circumstances

As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, (standard 11), compassionate and compelling circumstances generally are circumstances beyond the control of the student and have had an impact upon the student's course progress or wellbeing. These may include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (death certificate must be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student's studies;
- a traumatic experience, such as involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by police or psychologists’ reports where possible);

Approved Leave

As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, Standard 13, the registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of:

a. Compassionate or compelling circumstances; or
b. Misbehaviour by the student.

Approved Leave is a period of approved absence from the college based on the above.

eCOE

Electronic Confirmation of Enrolment

Session

Delivery period, within a day, divided into morning, middle & afternoon or 1, 1 ¾, 2 hour increments

Study Period

QIBA records and monitors attendance on a daily and weekly basis over the length of the student's enrolment with QIBA.

The attendance study periods for QIBA are:

the length of the program as stated on the COE if the COE is less than 24 weeks in length or:
24 weeks if the program as stated by the length of the COE is longer than 24 weeks.

For example, a student studying over 45 weeks and with a corresponding COE will be monitored and reported over three separate periods eg. 24 weeks and 21 weeks (Refer Standard 11 of National Code which states that if the length of the COE is more than six months, attendance should be monitored over six month periods).
Each student’s attendance will be regularly recorded for each session & Study Period.

QIBA provides all students with clear expectations on the attendance required.

QIBA provides information on the above in the International Student Handbook, which are provided to students prior to or upon commencement of a course. These are also available on QIBA’s website at http://www.qiba.edu.au

A student is immediately contacted when they miss 3 consecutive days by the Student Services & Support Officer. This is to establish their interest in the course and more importantly their safety and wellbeing.

A student may provide evidence of compassionate or compelling circumstance i.e. those beyond the control of the student and which have an impact upon the student’s attendance or wellbeing.

QIBA will always use its professional judgment in making decisions and each case will be judged on its individual merits. These circumstances could include (but are not limited to):

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists’ reports.

In such cases as described above, QIBA may approve a temporary suspension of the student's studies as per the Deferral, Suspension and Cancellation Policy.

**In order to remain compliant with Student visa conditions, what percentage of classes must a student attend?**

1) For a student to achieve a satisfactory attendance, students need to attend at least 80% of scheduled classes during their course.

2) At any point during a study period, if a student’s attendance has fallen below 80% and it is clear that, even if the student attends every class until the end of the study period, 80% attendance will not be reached, QIBA is required to report the student to the Secretary of Department of Education via PRISMS for unsatisfactory attendance. Before reporting the student to the Secretary of Department of Education via PRISMS for unsatisfactory attendance, QIBA issues the student the Intent to Report letter advising the student they can appeal the decision to report within 20 working days.

**How is attendance monitored?**

1) Attendance is monitored over each study period. During the study period, students are required to attend 20 hours of classes each week. 100% attendance is calculated on the number of academic weeks in the study period multiplied by 20 hours. Public holidays are excluded when the attendance is calculated.

2) Teachers are required to mark attendance at the beginning of every session. Teachers are advised to use the symbol “✓” for Present, “A” for Absent & “L” for Late on the attendance rolls. If a student is late by more than 30 minutes for a session, he or she will be marked absent for that particular whole session.
3) At the end of each academic week, student's attendance rolls are passed to the Student Services Support Officer who updates the student's attendance percentage. Please note, at any point in time, attendance percentages are always calculated to indicate the student's maximum possible attendance on the last day of the study period, should the student not miss any classes from the last day on which attendance was calculated until the last day of the study period.

Hence, if student's attendance percentage at the end of Week 5 is calculated to be 85%, this means that if students do not miss any class between the last day on which attendance was monitored and the last day of the study period, student attendance will be 85% on the last day of the study period. In other words, the attendance percentage remains the same if the student continues to attend classes but never increases and it always decreases if the student misses any of the classes.

Additional Notes:
1) If a student commences study after a study period has started, attendance is monitored from the first day on which the student was officially enrolled in the class

2) If a student disappears from the session without the teacher's permission after being marked present on the attendance roll, the teacher has the right to change the student's attendance status to absent for that session.

3) A student must be physically present in class during the class hours in order to be marked 'present' on the attendance roll. An absence supported by a medical certificate is not counted towards the student's total absences when calculating attendance.

If I am absent due to illness, should I bring in a medical certificate?
Presentation of a medical certificate will not automatically result in your attendance not being monitored during the period covered by your medical certificate. Only in compelling or compassionate circumstances, on a case by case basis will a medical certificate be taken into consideration.

Procedure for warning students in danger of breaching student visa conditions because of unsatisfactory attendance

If I am at risk of breaching my visa conditions because of unsatisfactory attendance, will the College notify me?
Yes, the Academy will issue you with a warning letter in accordance with the following policy:

1. First warning letter:
   If a student's attendance is between 86% - 90% of scheduled classes within a study period, the student is issued the First Warning Letter advising the student that he/she is at risk of breaching their student visa conditions because of unsatisfactory attendance. The warning letter is hand delivered during class times. If not available in class, it is sent to the student's Australian residential address. It is therefore essential that the student should notify the College within 7 working days whenever the student changes his or her address.

2. Second warning letter:
   If a student's attendance falls between to 81% - 85% of scheduled classes within a study period, the student is issued a second warning letter advising the student that he/she is at risk of breaching student visa conditions because of unsatisfactory attendance. The letter also advises the student to attend an appointment with the Student Services Support Officer to discuss the reasons for the absence and to find if there is some way in which the Academy may assist the student so that the student does not breach the student visa condition 8202 because of unsatisfactory attendance. The second warning letter is issued to the student in the same manner as the first warning letter (Please see FIRST WARNING LETTER). A summary of this meeting is updated in EDUPOINT (QIBA's student management system).
3. **Intent to report letter:**

   If, at any point during the study period, a student’s attendance of scheduled classes falls below 80% but remains at or above 70%, QIBA may choose not to report the student to the Secretary of Department of Education via PRISMS for unsatisfactory attendance. (Please refer to the ‘Complaints and Appeals’ policy on the QIBA website www.qiba.edu.au for more information)

**Complaints and Appeals Process:**

1. If the student undertakes an internal appeal, processing starts within 10 working days of the appeal and the student's course enrolment is maintained during the processing.
   
   a) If the internal appeal is successful, the letter of the appeals outcome is sent to the student advising him/her to continue student course and the student's enrolment is maintained.
   
   b) If internal appeal is unsuccessful, the letter of the appeals outcome is sent to the student advising him/her of the opportunity to an external appeals process within 10 working days.

2. If the student undertakes an external appeal, the student has to provide the proof of appeal and his/her enrolment is maintained.

Should you have any queries about our attendance monitoring policy and procedure, please do not hesitate to contact QIBA
Courses

Accredited Non Award English Courses

**Cambridge First Certificate**
Course Code: 076429J
**Duration:**
Maximum 12 weeks

**Course Description:**
This is a program of English language development and integrated First Certificate Exam practice for international students, who require evidence of Upper-Intermediate Level English proficiency for one of the following reasons:

- entry into international education institutions,
- employment in international companies,
- credits for English language proficiency in foreign University degree programs

**Entry Requirements:**
Applicant must be 18 years of age or above

**Delivery Mode:**
Face to Face

**Assessment:**
Assessment will be examination based with practice tests in the four language skills: Reading and Use of English, Writing, Listening and Speaking.

**Fees**
$280.00 per week + $220.00 Application Fee + $15.00 per week material fee

**English for Academic Study**
Course Code: 022758E
**Duration:**
Maximum 48 weeks

**Course Description:**
The English for Academic Study course is designed for International students who are preparing to enter Bachelor and Post-graduate Degree programs at Universities in Australia. Bachelor Degree programs usually require a minimum English Language level of IELTS Band 5.5 or an equivalent performance level in another international English test. Masters Degree programs normally require a minimum of IELTS Band 6.0 or 6.5 (or equivalent).

The course aims to develop:

- General English language skills
- Subject-specific vocabulary across a range of disciplines
- Research and Study Skills to an advanced level, so that the learner can confidently participate in the Australian ‘academic culture’ and successfully negotiate all aspects of research and enquiry-based learning

**Entry Requirements:**

- Applicant must be 18 years of age or above

**Delivery Mode:**
Face to Face
Assessment:
Assessment will every 5 weeks and will include listening to lectures, note-taking, Academic Reading comprehension, timed academic essay writing, research assignments, reflective writing and oral presentations.

Fees
$310.00 per week + $220.00 Application Fee + $12.50 per week material fee

**General English (Beginner/Elementary/Intermediate/Advanced)**

Course Code: 080115D

**Duration:**
Maximum 48 weeks

**Course Description:**
This is a program of English language development and integrated skill practice for international students, who require a higher level English proficiency for:

- International communication or global travel
- International education and internet research
- International employment and business

The program also prepares students for more specialized programs such as: English for Academic Study

**Entry Requirements:**
- Applicant must be 18 years of age or above

**Delivery Mode:**
Face to Face

**Assessment:**
Assessment will be ongoing and based around the four skills of Speaking, Listening, Reading, Writing and English Grammar.

**Fees**
$280.00 per week + $220.00 Application Fee + $12.50 per week material fee

**Nationally Recognised Training:**

**BSB50215 Diploma of Business**

**Duration:**
40 weeks full time including 4 weeks holidays

**Course Description:**
This qualification reflects the role of individuals with substantial experience in a range of settings and who are seeking to further develop their skills across a wide range of business functions. This qualification is also suited to the needs of individuals with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to further develop in order to create further educational and employment opportunities.
Entry Requirements:
- Minimum English level of IELTS 5.5 or equivalent ([http://www.immi.gov.au/students/english-requirements.htm](http://www.immi.gov.au/students/english-requirements.htm))
- Applicant must be 18 years of age or above

Pre-requisites:
There are no pre-requisites

Pathways into the Qualification:
Preferred pathways for candidates considering this qualification include:
- BSB40207 Certificate IV in Business or other relevant qualification
  OR
- with vocational experience in a range of work environments in senior support roles but without a qualification.

Pathways from the Qualification:
BSB60207 Advanced Diploma of Business or a range of other Advanced Diploma qualifications.

Job Roles:
Job roles and titles vary across different industry sectors. Possible job title relevant to this qualification include:
- Executive Officer
- Program Consultant
- Program Coordinator

Units:

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<thead>
<tr>
<th>Unit Code</th>
<th>Title</th>
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<tbody>
<tr>
<td>BSBADM502</td>
<td>Manage meetings</td>
</tr>
<tr>
<td>BSBHRM506</td>
<td>Manage recruitment, selection and induction processes</td>
</tr>
<tr>
<td>BSBINM501</td>
<td>Manage an information or knowledge information system</td>
</tr>
<tr>
<td>BSBITU402</td>
<td>Develop and Use complex spreadsheets</td>
</tr>
<tr>
<td>BSBMKG502</td>
<td>Establish and adjust the marketing mix</td>
</tr>
<tr>
<td>BSBMKG506</td>
<td>Plan market research</td>
</tr>
<tr>
<td>BSBRSK501</td>
<td>Manage risk</td>
</tr>
<tr>
<td>BSBWOR501</td>
<td>Manage personal work priorities and professional development</td>
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</tbody>
</table>

Course Delivery:
Classroom based training sessions to develop the knowledge and theoretical understandings required to undertake business services based work and prepare for and practice dealing with situations that arise in a business services setting

Assessment:
The assessment process includes the gathering of evidence to demonstrate the student’s competence. Students are assessed using Report, Project, Observation, Presentation, Role Play, Written Assessment

RPL / Course Credit
QI BA offers Recognition of Prior Learning (RPL) and Credit Transfer to students through the enrolment process.
Completion
At the successful completion of the course students will be awarded with the “Testamur” and a "Record of Results" which provides detailed Units of Competency completed in the course.

At the Partial Completion of the course students will be awarded with a "Statement of Attainment" which will detail only the Units of Competency that student has achieved competency from the course.

Fees
Total Fees: AU $10670 (Tuition Fee AU$ 9950, Registration Fee AU $220, Course Material Fee AU $500)

QIBA’s Additional Fees and Charges

i. Re-Issue of student ID $20.00
ii. Re-Issue of Testamur or statement of attainment $50.00
iii. Recognition of Prior Learning (RPL) per unit $250.00
iv. Reassessment fee - $220 (It will be free for the first three attempts)
v. Late Payment of semester fees $250.00 per instalment
vi. Unit re-enrolment fee $500.00 (for students who exceed the maximum duration period)

Unique Student Identifier (USI)
A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications. The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students’ VET records are not lost. The USI will be is available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI came into effect on 1 January 2015.

The USI initiative will:
• Seamlessly link information about a student's VET achievements, regardless of where they studied
• Enable students to easily access secure digital transcripts of their achievements
• Give students access to, and more control over, their educational information

For further information or to apply for a USI please visit www.usi.gov.au.

Credit transfer
Credit Transfer’ (CT) defined by AQF as a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in contact and learning outcomes between matched qualifications

The granting of exemption or credit by a Registered Training Organisation (RTO) to students for units of competency completed under accredited training. These unit codes must identically match the units that you are applying for credit

Students can apply for a credit transfer through the credit transfer application at the commencement of course or as soon as possible.

All applications are to be submitted to Administration and students are to provide original documents so that these can be sighted and copied.

Recognition of Prior Learning (RPL)
Recognition of Prior Learning is the formal process by which the skills and knowledge gained through work and life

External validation may occur by another external party comparing assessment methods, tools, guides and tasks with the requirements of the related training package and/or accredited course guidelines
Recognition of Prior Learning is the formal process by which the skills and knowledge gained through work and life experience and outside formal training arrangements are formally recognised. This process allows competency to be determined without the student being required to complete formal assessment tasks. When recognition is gained for a unit this means it will not be required to be included in the student’s course of study.

QIBA has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option.

**Student Orientation**

Orientation is conducted on the first week of your course. Its purpose is to fully inform new students of most aspects of life at QIBA and to provide an introduction to studying, Australia’s costs of living, transportation, facilities, banking and accommodation. In addition College staff will be introduced, a tour of will take place and an opportunity to ask questions will be given. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, your visa or your enjoyment of your stay in Australia.

**Orientation Program**

1.1 Before course commencement an orientation program will be provided to all students. The orientation program will cover the following information:

- Student welfare services
- Fees and fee refunds
- English skills and study
- Assessment
- Recognition of prior learning / credit transfer
- College contact people
- Student visa conditions
- Working and your student visa
- Health insurance
- Banking and tax file numbers
- Transport and travel between campuses
- Communication (e.g. internet and mobile phones)
- Complaints and appeals
- Student code of behaviour
- Attendance requirements
- Course progress requirements
- Completion of the course in the normal amount of time
- Keeping address and contact details up-to-date
- Welfare services for students
- Legal services for students
- Emergency and health services for students
- College facilities and resources
- A tour of the college

1.2 The following information will be provided at the orientation program:

- Student Handbook
- Recognition of Prior Learning (RPL)Credit Transfer (CT) application form
- Deferral, suspension or cancellation application form
- Student letter of release application form
- Refund application form
- Course Progress and Intervention Strategy
- Complaints and Appeals
- Library facilities
1.3 List of College staff and contact details

**Student Plagiarism and Cheating**

**Definitions**

*Cheating* – seeking to obtain an unfair advantage in the assessment of any piece of work.

*Plagiarism* – to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

QIBA is committed to upholding standards of student integrity and honesty in regards to the assessment of their work and places value in the declarations of authenticity made by students. Students are expected to act with integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilized in the development of the work.

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

**Unacceptable behaviour**

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

Student plagiarism and cheating in any form are unacceptable and will be treated seriously by QIBA.

**Responding to incidents**

A student found to have plagiarized or cheated will be given an opportunity to respond to the allegations. Where, following discussion with the student, the trainer forms the view that the student is has plagiarized, the trainer may take the following appropriate action, including:

(a) explaining referencing guidelines,
(b) explain to the student that they would need to resubmit the assessment;
(c) provide the student with another form of assessment;
(d) failing the assessment in question
(e) failing the unit of study.

The student will be referred to the student Support Officer, to discuss the matter and a 1st warning letter will be issued. If on the 2nd submission the work is still found to be plagiarised, the student will be issued a 2nd written warning letter. On the third submission if the work submitted is plagiarized, the Campus Manager may cancel the student’s enrolment on the grounds of misconduct.
Access and equity policy

QiBA is committed to ensuring that:

i. Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all students, prospective students and other clients.

ii. No person is discriminated against, harassed or treated unfairly in their dealings with QiBA.

iii. Each student has access to the level of support required to enable them to reach their full potential without causing unjustifiable hardship to the organisation.


QiBA recognizes and values the individual differences of its students and the community and recognises that students come into its programs with a wealth of personal knowledge and life experiences.

QiBA recognizes that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:

- providing a welcoming and supportive training community
- offering flexibility in the way in which training and assessment is provided
- providing reasonable adjustments to training and assessment activities
- having transparent student and staff recruitment and selection procedures
- determining the needs of all individuals upon engagement with the organisation
- providing students, staff and clients access to a range of support services.

Discrimination

In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, color, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

Harassment

QiBA is committed to providing all people with an environment free from all forms of harassment. QiBA will not tolerate any behavior that harms, intimidates, threatens, victimizes, offends, degrades or humiliates another person.

Fairness

The principles and practices adopted by QiBA aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with QiBA.

QiBA aims to provide open, fair, clear and transparent policies and procedures for use by staff and students. QiBA has fair and equitable processes for selecting students for enrolment into its courses. Decisions about student selection are based on clearly defined entry requirements. Entry requirements as well as application and enrolment procedures are published in QiBA’s marketing materials, course guides and on the organisation’s website.

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

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

QIBA provides equitable access to training and education services by:

- offering culturally appropriate training and assessment resources that are relevant to student needs and circumstances
- referring students to support and counseling services where needed
- offering a wide range of course and learning options
- assisting students to arrange additional services if required such as interpreters or trained note takers
- providing courses that are self-paced and flexibly delivered
- encouraging students to be involved in their own feedback and decision making processes to ensure realistic training goals and progress.

Student Welfare and Support Services

QIBA is committed to providing high quality support services to students including the maintenance of sufficient support staff to meet the needs of all students enrolled with QIBA. Student support services will be regularly reviewed through QIBA Continuous Improvement Policy. Services provided by QIBA are at no additional cost to the students. Where external support services may be required, QIBA will not charge the students for the referral.

Orientation Program

QIBA is committed to ensuring that all students receive support to adjust to life and study at QIBA. An orientation program will be compulsory for all students prior to starting their course.

Orientation programs will be conducted at the beginning of each course intake. Where a student is admitted to a course late, the Campus Manager will go through the orientation on an individual basis.

QIBA will ensure that the orientation program is culturally sensitive so as not to offend any student or their families.

The orientation program will include information provided through a power point presentation on:

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

Learning Support

Students are provided with a range of learning support options and resources to help them meet course requirements and maintain attendance. This includes:

- Mentoring from appropriately qualified trainers including their phone and email contact details.
- Tutorial support assistance.
Where a student is identified as not meeting course requirements, the procedures for dealing with students at risk are identified in the QIBA Course Progress and Intervention Policy.

Additional Support Services

QIBA recognizes that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing: issues such as disability and access or any other issues that may affect their ability to achieve their training goals.

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

Welfare Services

Welfare services can include services that address the mental, physical, social and spiritual well-being of students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

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

Should you require additional support during the term of your course, please advise your Trainer / Assessor who will endeavour to refer you to an appropriate support service.

QIBA offers a free training support service available to all students who have any questions or difficulties regarding their current training or employment as well as their future career development. The service aims to provide students with the information they need to help their own academic and career path. Our staff can assist you with questions regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training / industry related questions.

This service offers practical answers to most of the questions and challenges faced by students in relation to their training and/or career. We are here to help and will always try to source the information you need to feel supported or refer you to an appropriate internal or external service if required.

We will respect your right to privacy. Any information disclosed will remain strictly confidential.

For our Training Support Service call 1300 651 775 during office hours from Mon-Fri 8.00-5.00
## Key College Staff

<table>
<thead>
<tr>
<th>Services</th>
<th>Name</th>
<th>Email</th>
<th>Phone Number</th>
<th>After Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation</td>
<td>Bradley Manson</td>
<td><a href="mailto:bmanson@qiba.edu.au">bmanson@qiba.edu.au</a></td>
<td>1300 651 775</td>
<td></td>
</tr>
<tr>
<td>Language, Numeracy and Literacy</td>
<td>Helmer Lich</td>
<td><a href="mailto:hlich@qiba.edu.au">hlich@qiba.edu.au</a></td>
<td>1300 651 775</td>
<td></td>
</tr>
<tr>
<td>Emergency health Services</td>
<td>Bradley Manson</td>
<td><a href="mailto:bmanson@qiba.edu.au">bmanson@qiba.edu.au</a></td>
<td>1300 651 775</td>
<td>04 1180 2416</td>
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<tr>
<td></td>
<td>Jodie Heylen</td>
<td><a href="mailto:jheylen@qiba.edu.au">jheylen@qiba.edu.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complaints and Appeals</td>
<td>Bradley Manson</td>
<td><a href="mailto:bmanson@qiba.edu.au">bmanson@qiba.edu.au</a></td>
<td>1300 651 775</td>
<td>-</td>
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<tr>
<td>Student Services</td>
<td>Bradley Manson</td>
<td><a href="mailto:bmanson@qiba.edu.au">bmanson@qiba.edu.au</a></td>
<td>1300 651 775</td>
<td></td>
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<tr>
<td>Critical Incident</td>
<td>Simon Chaplin</td>
<td><a href="mailto:schaplin@qiba.edu.au">schaplin@qiba.edu.au</a></td>
<td>1300 651 775</td>
<td>0411 802 416</td>
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<tr>
<td></td>
<td>William Renwick</td>
<td><a href="mailto:wrenwick@qiba.edu.au">wrenwick@qiba.edu.au</a></td>
<td></td>
<td>04 0219 2324</td>
</tr>
<tr>
<td>Safety and Security</td>
<td>Bradley Manson</td>
<td><a href="mailto:bmanson@qiba.edu.au">bmanson@qiba.edu.au</a></td>
<td>1300 651 775</td>
<td>0411 802 416</td>
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<td>(Simon Chaplin)</td>
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<tr>
<td>Student counsellor</td>
<td>Harpreet Dhillon</td>
<td></td>
<td>1300 651 775</td>
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<tr>
<td>First Aid Officers</td>
<td>Merla Cabardo</td>
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<td>1300 651 775</td>
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<tr>
<td></td>
<td>Bradley Manson</td>
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## Helpful contacts

<table>
<thead>
<tr>
<th>Country</th>
<th>Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Wooloongabba Police Beat</td>
<td>6 Logan Rd Wooloongabba, 4102</td>
<td>07 3008 6688</td>
</tr>
<tr>
<td>Brisbane CBD Police</td>
<td>46 Charlotte Street Brisbane QLD 4000</td>
<td>07 3258 2582</td>
</tr>
<tr>
<td>Doctor</td>
<td>Mater Hill Family Medical Centre</td>
<td>07 3828 6300</td>
</tr>
<tr>
<td></td>
<td>7/40 Annerley Road QLD Wooloongabba 4102</td>
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<tr>
<td>Hospital</td>
<td>Princess Alexandra Hospital</td>
<td>07 3176 2111</td>
</tr>
<tr>
<td></td>
<td>237 Ipswich Road, Wooloongabba QLD 4102</td>
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<tr>
<td></td>
<td>Mater Private Hospital</td>
<td>07 3163 8111</td>
</tr>
<tr>
<td></td>
<td>301 Vulture Street, South Brisbane QLD 4224</td>
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<tr>
<td><strong>Study in Australia - Community Health Centres</strong></td>
<td><strong>Study in Australia</strong></td>
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<tr>
<td>Brisbane Sexual Health Clinic</td>
<td>Phone: 07 3837 5611</td>
<td></td>
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<tr>
<td>270 Roma Street</td>
<td></td>
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<tr>
<td>Brisbane QLD 4000</td>
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<tr>
<td>Legal Assistance</td>
<td>Wilson Lawyers</td>
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<tr>
<td>Phone: 07 3217 4630</td>
<td>32 Logan Road</td>
<td></td>
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<tr>
<td></td>
<td>Wooloongabba QLD 4102</td>
<td></td>
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<tr>
<td>Life Line 24 hour Counselling, Advice and Referral Services</td>
<td>Phone 131 114</td>
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<tr>
<td>Phone: 131 11 26</td>
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<tr>
<td>Poison Control Centre (National 24 Hours)</td>
<td>Chemist Warehouse</td>
<td></td>
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<tr>
<td>Phone: 07 3217 3288</td>
<td>110 Logan Road,</td>
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<tr>
<td>Pharmacies</td>
<td>Wooloongabba QLD 4102</td>
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<tr>
<td></td>
<td>Taylor Centre Pharmacy</td>
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<td></td>
<td>Phone: 07 3391 1396</td>
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<tr>
<td></td>
<td>40 Annerley Road,</td>
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<tr>
<td></td>
<td>Wooloongabba, QLD, 4102</td>
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<tr>
<td>Legal Aid</td>
<td>Legal Aid Queensland (Brisbane)</td>
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<tr>
<td>Phone: 1300 651 188</td>
<td>44 Herschel Street</td>
<td></td>
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<tr>
<td></td>
<td>Brisbane QLD 4001</td>
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<tr>
<td>Translating and Interpreting Service</td>
<td>Phone: 131 450</td>
<td></td>
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<tr>
<td>For External Appeals</td>
<td>Overseas Students Ombudsman</td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.oso.gov.au">www.oso.gov.au</a></td>
<td>Phone: 1300 362 072</td>
<td></td>
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<tr>
<td>Physiotherapist</td>
<td>Wolloongabba Physiotherapy Clinic</td>
<td></td>
</tr>
<tr>
<td>Phone: 07 3391 3331</td>
<td>40 Annerley Road QLD Wolloongabba 4102</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><strong>Anglican</strong></td>
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<tr>
<td></td>
<td>Anglican Church of Australia</td>
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<tr>
<td></td>
<td>115 Cornwall Street, Annerley QLD 4103</td>
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<tr>
<td></td>
<td>Phone: 07 3391 3915</td>
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<tr>
<td></td>
<td><strong>Catholic</strong></td>
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<td></td>
<td>Protection of the Mother of God</td>
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<tr>
<td></td>
<td>36 Broadway Street, Wolloongabba QLD 4102</td>
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<tr>
<td></td>
<td>Phone: 07 3391 6004</td>
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<td></td>
<td><strong>Islamic</strong></td>
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<td></td>
<td>Darul Uloom Islamic Academy of Brisbane</td>
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<tr>
<td></td>
<td>6 Agnes Street, Wolloongabba Qld 4102</td>
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<td></td>
<td>Phone: 07 3392 1310</td>
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</tbody>
</table>
Student Code of Behaviour

1. **Students’ rights**
   All students have the right to:
   
   - Be treated fairly and with respect by all students and staff.
   - Not be harassed, victimised or discriminated against on any basis.
   - Learn in a supportive environment which is free from harassment, discrimination and victimisation.
   - Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
   - Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy.
   - Access the information QIBA holds about them.
   - Have their complaints dealt with fairly, promptly, confidentially and without retribution.
   - Make appeals about procedural and assessment decisions.
   - Receive training, assessment and support services that meet their individual needs.
   - Be given clear and accurate information about their course, training and assessment arrangements and their progress.
   - Access the support they need to effectively participate in their training program.
   - Provide feedback to QIBA on the client services, training, assessment and support services they receive.

2. **Students’ responsibilities**
   All students, throughout their training and involvement with QIBA, are expected to:
   
   - Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
   - Not harass, victimise, discriminate against or disrupt others.
   - Treat all others and their property with respect.
   - Respect the opinions and backgrounds of others.
   - Follow all safety policies and procedures as directed by staff.
   - Report any perceived safety risks as they become known.
   - Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
• Notify us if any of their personal or contact details change.
• Provide relevant and accurate information to QIBA in a timely manner.
• Approach their course with due personal commitment and integrity.
• Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
• Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
• Make regular contact with their Trainer/Assessor.
• Prepare appropriately for all assessment tasks, visits and training sessions.
• Notify QIBA if any difficulties arise as part of their involvement in the program.
• Notify QIBA if they are unable to attend a visit or training session for any reason at least 24 hours prior to the commencement of the activity.
• Refrain from smoking at training venues and on the premises of QIBA.
• Make payments for their training within agreed timeframes.

Diversity
QIBA recognises and values the individual differences of its students and the community and recognises that students come into its programs with a wealth of personal knowledge and life experiences.

QIBA recognises that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:

▪ providing a welcoming and supportive training community
▪ offering flexibility in the way in which training and assessment is provided
▪ providing reasonable adjustments to training and assessment activities
▪ having transparent student and staff recruitment and selection procedures
▪ determining the needs of all individuals upon engagement with the organisation
▪ providing students, staff and clients access to a range of support services.

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In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, color, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

Harassment
QIBA is committed to providing all people with an environment free from all forms of harassment. QIBA will not tolerate any behavior that harms, intimidates, threatens, victimizes, offends, degrades or humiliates another person.
Refund Policy

This Policy meets the requirements of Standard 3 of the National Code 2007 ‘Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.’

This Policy meets the requirements of NVR Standard 22.2 payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee and the organisation’s refund policy.’

1. Refunds in full

1.1 Tuition fees will be refunded in full where:

- the course does not start on the starting date notified in the Letter of Offer
- the course is discontinued after it starts and before it is completed; stops being provided after it starts and before it is completed;
- the course is not provided fully/not being delivered to the student because QIBA has a sanction imposed by a government regulator; or
- an offer of a place is withdrawn by QIBA and no incorrect or incomplete information has been provided by the student.

1.2 Instead of refunding all tuition fees, QIBA may offer the student a place on an alternative course and the student can decide whether to accept this offer or not.

1.3 QIBA may also arrange for another course, or part of a course, to be provided to the student at no additional cost to the student as an alternative to refunding the course money. Where the student agrees to this arrangement, QIBA will not be liable to refund the money owed for the original enrolment.

1.4 If the student accepts the place on another course within QIBA, a new letter of offer and written agreement will be developed and provided to the student for acceptance.

1.5 If QIBA is unable to provide a refund or offer the student a place in another course, the Tuition Protection Service of which QIBA is a member will place the student in an alternative course at no extra cost to the student. If this is not possible, the final course of action is for the Tuition Protection Service to attempt to place the student in an alternative course and if this is not possible, the student is entitled to a refund as calculated by the Authority.

The Tuition Protection Service (TPS)

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.

In the unlikely event QIBA is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider’s ‘default obligations’), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The reforms aim to protect the considerable investment international students make in an Australian education, and to protect and enhance Australia’s global reputation.
Some of the key features are:

- A new national TPS which will replace a range of existing tuition assurance arrangements.
- A limit of up to 50 per cent of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less).
- Specified providers to keep initial prepaid fees in a separate account until a student commences study.
- Student refunds will be based on unexpended tuition fees (Application and material fees are non-refundable).

1.6 A full refund will also be provided to students in the following circumstances:

- a student is unable to obtain a student visa
- a student cannot commence the course because of illness or a disability;
- where there is death of a close family member of the student (parent, sibling, spouse or child); or
- at the discretion of the CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.

2. Partial Refunds

2.1 Partial refunds will be provided in the following circumstances:

- If a student who has accepted an offer of a place gives more than 28 days written notice before the commencement of the study period that they will not be undertaking the course, the tuition fees paid for the study period are refundable less a 20% administration fee.
- Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before Course commencement, the tuition fees paid for the term period will be refunded less a 20% administration fee.
- Where a student withdraws from a course 0 – 28 days before the course commencement, except for the reasons set out in 1.6, 50% of the tuition fees paid thus far will be refunded.

3. Student is not eligible for a refund

3.1 Where QIBA terminates the student’s enrolment, because of a failure to comply with QIBA policies, misbehaviour or unsatisfactory course progress or attendance,

3.2 If a student’s visa is cancelled during a study period

3.3 If the student withdraws from a course after the course start date

3.4 If QIBA makes an offer and the student provides incorrect or incomplete information, the offer will be withdrawn and no refund will be payable.

4 Refunds for students who have a packaged offer for multiple courses

4.1 Where students have a packaged offer for multiple courses within QIBA or a partner college and does not receive their results until less than 28 days before the course commencement date and the results show that the student does not meet the entry requirements for the next course, and if the student submits a Cancellation Form to QIBA of the intention to defer or withdraw from a course of study within 14 days of receiving their results, then one of the following will occur:
• All fees except the enrolment deposit are refundable less an administrative fee of 20% of the tuition fee for the term period
• the student can transfer the fees to the next available study period.

5 Payment of refunds

5.1 Eligibility for a refund will be assessed based on this Policy.

5.2 If a student’s refund application is approved, the student’s enrolment will be cancelled and fees refunded as per this policy. (this includes any tuition/course fees collected by education agents on behalf of the QIBA)

5.3 Students, who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to QIBA in writing using the Refund Application Form. Students who have not completed these forms are not eligible for consideration of a refund or reduction in fees.

5.4 Refunds will be paid within 14 days in full to students when(provider default section - 27.1 of ESOS Act 2000):
  • a course doesn’t start on the agreed starting date or
  • a course is stopped after the course has commenced and before it is completed or
  • a course is not fully provided to the student because of a sanction put on QIBA.

5.5 In all other circumstances agreed refunds will be paid within 28 days of receiving the completed Refund Application Form with supporting documentation as required (student default section - 27.2 of ESOS Act 2000).

5.6 The outcome of the refund assessment will be provided by written notice to the student’s registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

5.7 Refunds will be paid in Australian dollars to the person who made the original payment.

5.8 Where a student does not agree with the refund decision, he or she may access QIBA Complaints and Appeals process.

5.9 This process does not circumscribe the student’s rights to pursue other legal remedies.

Requests for Refund of Tuition Fees

A student who wishes to apply for a Refund in accordance with this Refund Policy should do so by filling in a Refund Application form and submitting it to QIBA.

NOTE: The availability of complaints and appeals processes does not remove the rights of the student to take action under the Australia’s Consumer Protection Laws.

Please note, in all of the above cases, course commencement date is the date indicated on the student’s most current and approved e-CoE. There will be no refund of any bank or courier charges.
Student complaints and appeals

Definitions

Complaint – a person's expression of dissatisfaction with any service provided by QIBA.

Appeal – a request to review a decision that has previously been made.

Complaints and appeals systems

Despite all efforts of QIBA to provide satisfactory services to its students, complaints may occasionally arise requiring formal resolution. QIBA is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge. QIBA aims to:

- develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
- set in place a complaints and appeals handling system that is client focused and helps QIBA to prevent these events from recurring
- ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality
- ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised
- ensure that there is a consistent response to complaints and appeals.

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register. In addition, the register will be regularly reviewed by management and used as an opportunity for improvement and reflection.

Nature of complaints and appeals

Complaints and appeals may be made be in relation to any of QIBA’s services, activities and decisions such as:

- the enrolment, induction/orientation process
- the quality of education provided
- training and assessment matters, including student progress, assessment, curriculum and awards in a course of study
- access to personal records
- decisions made by QIBA
- the way someone has been treated.

Resolving issues before they become a complaint

Students are encouraged, wherever possible; to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. QIBA’s Student Welfare Officers and other staff members are available to assist students to resolve their issues at this level.

Lodging a complaint

Formal complaints and appeals may be made in writing to the Student Welfare Officer according to the Complaints and Appeals Procedure. All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation. QIBA acknowledges the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally.
Resolution timeframe
All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) days or as soon as practicable. However in some cases, particularly if the matter is complex, the resolution may take longer.

Timeframe for assessment appeals
Students have the right to make an appeal against the academic decisions made by QIBA. Appeals against any decisions of a non-academic nature are to be made in writing following the Formal Complaints and Appeals procedure. Appeals against assessment decisions and other academic matters must be made within twenty-one (21) days of the original decision being made.

Enrolment status
Where a student chooses to access this policy and procedure, QIBA will maintain the student’s enrolment while the complaints handling process is ongoing.

Non-limitation of policy
This complaints and appeals policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in the policy and related procedure limits the rights of individuals to take action under Australia’s Consumer Protection laws. Also, the policy does not define an individual’s rights to pursue other legal remedies.
Deferment, Suspension and Cancellation Policy

Definitions
To defer or suspend enrolment means to temporarily put studies on hold. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. For the purposes of this policy, deferral is defined as postponement of the commencement of enrolment and suspension is a temporary postponement of enrolment.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists’ reports.
- where QIBA is unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Students wanting to defer, suspend or cancel enrolment will be required to complete an application to defer, suspend or cancel form. Students will be advised to speak to the Student Support Officer (where applicable) and documentation will be kept in the student admin file. Students will be notified of the outcome within 10 working days from the date of receipt of application.

Deferment
Students must complete an application to defer enrolment and supporting documentation will need to be provided with this application. Once approved the documentation be kept in the student file and Department of Education shall be notified via PRISMS.

QIBA will always use its professional judgement to assess each student’s case on its individual merits when determining whether compassionate or compelling circumstances exist.

Suspension
Students must complete an application to suspend enrolment and supporting documentation will need to be provided with this application. Once approved the documentation be kept in the student file and Department of Education shall be notified via PRISMS.

QIBA is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

Cancellation
Students must complete an application to cancel enrolment and supporting documentation will need to be provided with this application. Once approved the documentation be kept in the student file and Department of Education shall be notified via PRISMS.

Under Standard 7 of the National Code, students wanting to cancel their enrolment prior to completing 6 months of their principle course must provide a Letter of Offer from another provider.
Once approved the documentation be kept in the student file and Department of Education shall be notified via PRISMS.

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

**QIBA Initiated Suspension or Cancellation**

QIBA may also initiate suspension or cancellation of a student’s enrolment on the grounds of misconduct of the student. QIBA Student Discipline Policy and Procedures will be followed to investigate the incident. In the case of student plagiarism or cheating, QIBA Student Plagiarism and Cheating Policy and Procedure will be followed.

Where QIBA has intention to suspend or cancel the student’s enrolment, QIBA will provide the student with 20 working days to access the internal complaints and appeals process. If the student accesses the internal complaints and appeals process, the suspension or cancellation cannot take effect until the internal process is completed.

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

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

Extenuating circumstances relating to the welfare of student may include;

Student is missing; has medical concerns, severe depression of psychological issues which lead the provider to fear for the student’s well being; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

In most cases, QIBA will continue to provide learning opportunities to students during the appeal process.
Student Transfer

Definitions

Six months means six calendar months from the date that the student commences their principal course.

Principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

Student transferring from another registered provider

QIBA will not knowingly enrol a student wishing to transfer from another registered provider’s course of study except where:

- 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 Australia 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.

If any of the above conditions apply, QIBA can enrol a student before they have completed six months of their principal course.

QIBA will check all enrolling students on Provider Registration and International Student Management System (PRISMS) to ensure that students who have not completed six months of their principal course of study are not enrolled except in the circumstances outlined in 1.1.

Students wishing to transfer to another registered provider

Students may transfer to another registered provider once they have completed six months of their course or at least 2 study periods.

In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.

All decisions made with regard to student’s requests to transfer to another provider will be fair and take into account the student’s individual circumstances and any other relevant factors.

The circumstances in which a transfer will be granted include:

- Where it is considered that the course that the student wishes to transfer to:
  - Better meets the study capabilities of the student; and/or
  - Better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
  - Offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.
- The student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
A transfer to another course will usually not be granted where:

- the transfer may jeopardise the student's progression through a package of courses
- the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- the student is trying to avoid being reported to Department of Education for failure to meet the provider's academic course progress requirements.

There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with QIBA Refund Policy.

Where students are granted a letter of release, they must contact DIBP to seek advice on whether a new visa is required. To find out more about visa requirements, student should call DIBP on 131881 or visit their web site at www.immi.gov.au

Complaints and appeals

Where the decision is made to refuse a student or QIBA does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing QIBA Complaints and Appeals process. The student has 20 working days in which to do this.

If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.