



QIBA

INTERNATIONAL STUDENT HANDBOOK

2018

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Introduction

Thank you for your interest in Queensland International Business Academy, also known as QIBA and QIBA Sydney. The purpose of this handbook is to introduce you to the services available to you here at our Registered Training Organisation (RTO) and provide you with some general information about our courses and processes.

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

Our Guarantee to You

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

QIBA is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Our expectation of you

QIBA expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of QIBA.
- To be honest and respectful, this includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with your learning.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To respect other students and QIBA staff members and their right to privacy and confidentiality.

About QIBA

QIBA is equipped with air-conditioned classrooms, additional learning resources, student recreational areas including a computer lab with free access to internet and email. QIBA is a CRICOS Registered Training Organisation (RTO) that meets federal and state educational

standards. QIBA delivers a range of courses including Nationally Recognised Training package qualifications. All courses are taught by qualified and experienced trainers, teachers and assessors.

College Campus Locations

QIBA Sydney City

Level 3 and 7, 114-120 Castlereagh Street
Sydney
New South Wales 2000
Australia

Telephone: (+61 2) 96359819

Email: info@qiba.edu.au

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

Facilities

QIBA has suitable facilities and resources available to International Students and provides support and guidance in all areas of student's life.

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

QIBA Courses

QIBA provides a range of courses for students:

- English Courses

- General English
- English for Academic Study
- Preparation for the Pearson Test of English Academic (PTEA)
- Nationally Recognised Training in the following qualifications:
 - BSB50215 Diploma of Business
 - BSB51915 Diploma of Leadership & Management
 - BSB61015 Advanced Diploma of Leadership & Management
 - ICT40515 Certificate IV in Programming
 - ICT50715 Diploma in Software Development

For further information about our courses please refer to our website: vocational courses [click here](#) English courses [click here](#).

Course extensions

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

Student Support Services

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

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

Student orientation

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

English language assistance programs

QIBA employs a full time English language teacher who is also available for English language support programs. The Academic Manager is available for any other language, literacy or numeracy support required.

Academic support and counselling service

Students are able to gain advice and support in ensuring they maintain appropriate academic levels. All students' progress is monitored and guidance and support

provided where a student is considered to be at risk and where non satisfactory results are identified.

Personal and social counselling and referral service

QIBA provides guidance and advice across a range of issues or will refer the student to an appropriate personal counselling support service if required.

Emergency services

International Student 24 hour emergency contact:

Mr Simon Chaplin: 0411 802 416

In any emergency, students/staff should call 000 for Police, Fire, Ambulance
QIBA displays list of other emergency contacts

Medical and health referral service

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

Legal referral service

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

Employment advice service

QIBA provides advice and guidance on the Australian work environment, tax file numbers, resume preparation, and job skill requirements. We can also assist students to access information on employment rights and conditions and how to resolve workplace issues.

Accommodation referral service

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

Social activities and advice service

Up-to-date information is available to students on local activities, clubs, events and QIBA organised activities. The Student Support Officer ensures notice boards and Face book updates are current.

Information and Communications Technology Support

QIBA has an I.T support person available to assist you if you are having any technological concerns.

Arrival Services

Please let us know if you would like a representative of QIBA to meet you at the airport. A representative of the QIBA will greet you at the airport and transfer you to your prearranged accommodation.

Learning Resource Centres

QIBA has a small learning resource centre with computers, English language learning material and vocational study material. If you wish to borrow an item please see student services.

The State Library of NSW is in Macquarie Street and very close to the city campus. It is free for students to join you just need identification and a home address.

Studying Vocational Education (Certificate IV, Diploma and Advanced Diploma)

Competency-Based Training & Assessment Process

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

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

Delivery of training will occur in a classroom using workplace simulations and workplace learning may apply to ensure an overall understanding of all skills and knowledge is available. QIBA has structured the Competency-based training to be delivered in the classroom as the main form of delivering training to international students.

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

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

Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of QIBA to provide two opportunities for additional training and re-assessment at no additional cost to the student. Students who require additional training and re-assessment after they have exhausted their two opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Recognition of Prior Learning (RPL) & Credit transfers

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

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

Where a student has gained skills and knowledge from sources such as life experience, work experience, and other related learning experiences, they may be able to demonstrate their competence in required skills and knowledge by completing a Recognition of Prior Learning (RPL) application. This requires the students to provide detailed explanation of how the learning was gained and provide evidence of how such skills and knowledge meet the detailed requirements of the Unit of Competence recognition is being applied for. Please contact QIBA for further information and an RPL assessment kit.

Issuing Qualifications and Statement of Attainments

QIBA will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes to QIBA have been paid.

Our Trainers

Our Trainers and Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is kept continually up to date by participating in professional development activities, therefore giving our students the best practical industry experience.

At QIBA we deliver a nationally accredited qualification via training face-to-face. When you study with QIBA, your Trainer will always be there to assist you throughout your course. Our trainers deliver their training in a way that students will enjoy.

Unique Student Identifier

If you're studying nationally recognised training in Australia you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you.

Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: [Click Here](#).

Student Requirements

Satisfactory Attendance (ELICOS/ English Students)

Students enrolled in English courses are required to maintain a full time study load as part of the Student Visa requirements, which means 20 hours a week. The attendance of the student is monitored by QIBA. Where a student is at risk of falling below the required 80% attendance, QIBA will counsel the student to help prevent an unsatisfactory attendance report.

Attendance %	Action
86 - 90 %	1 st warning letter issued
81 - 85 %	2 nd warning letter issued and must attend a meeting with the Academic Manager
< 80 %	The student will be issued a letter informing them of QIBA's intention to report the student to The Department of Home Affairs for a breach of attendance requirement. The student has 20 days to appeal this decision.

Satisfactory Course Progress Requirements

All international students are required to maintain satisfactory academic progress as a condition of their Visa. This progress is also monitored by QIBA and support and guidance will be given where progress is not being achieved.

Intervention strategies will be implemented for students who are at a risk of not achieving a satisfactory course progress. In VET this means where a student is unable to maintain the required 50% competency requirement over two consecutive Terms and in ELICOS this means when a student is unable to meet 50 % of the learning outcomes over two consecutive terms of study.

If you cannot meet the 50% 'progress requirement in one term you will be designated as an "at risk" student, interviewed and out on a learning contract. The learning contract will outline the steps you must take to maintain satisfactory progress.

QIBA will help you by advising you on how to improve and by offering you learning or English language support according to your needs but if you continue to make unsatisfactory progress after an intervention then you may be reported to the Australian Department of Home Affairs and possible cancellation of the visa.

Possible intervention strategies may include:

- Extra tuition

- Reducing workload
- Study support
- Changing enrolment if it is too difficult
- Attending make up classes
- Extension in course duration
- Mentoring programs
- Access to counselling services
- English language support
- Or a combination of the above to suit individual students needs.

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

Non commencement of studies

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

Student Code of Conduct

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

Student Conduct

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

QIBA Privacy Guarantee

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

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

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

Access by participants to their personal records is available upon request. A copy of the Privacy Policy is also available upon request and on the QIBA website.

Student transfer – International Students

QIBA is restricted from enrolling or transferring students between registered providers before the student has completed six months of their principal course of study in accordance with Standard 7 of the National code 2018, except in the following cases:

- The provider or the course in which the student is enrolled has ceased to be registered;
- The releasing provider has had a sanction imposed that prevents the overseas student from continuing his or her course;
- The releasing provider has agreed to the release and recorded this in PRISMS;
- Any government sponsor considers the change to be in the student's best interest.

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

Principal Course – Overseas Students

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

Pathway (multiple courses)		Principal Course
	English course	Certificate IV
	English course	Diploma
	Certificate IV	Diploma
	Diploma	University course
English course	Certificate IV	Diploma
English course	Diploma	University course
Certificate IV	Diploma	University course

Releasing a student to study at another Registered Training Organisation before completion of six months of principal course

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

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

- The student must have a valid enrolment offer from the receiving provider.

A release will normally be granted in the following situations because the transfer is in your best interests:

- You are unable to achieve satisfactory progress at the level you are studying; or
- There is evidence of compassionate and compelling circumstances; or
- QIBA is unable to continue to provide the course as outlined in the written agreement; or
- There is evidence that your reasonable expectations about your current course are not being met; or
- There is evidence that you were misled by QIBA or by an agent representing QIBA about the course and the course is therefore unsuitable to your needs or study objectives; or
- An appeal on another matter results in a decision or recommendation for your release.

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

- Student fees are in arrears;
- The proposed transfer will jeopardise the student's progression through a package of courses;
- Your progress is likely to be academically disadvantaged;
- QIBA is concerned that your application to transfer is a consequence of the adverse influence of another party;
- You cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

If a release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using QIBA's Complaints and Appeals Procedure.

Enrolling a transferring student to QIBA

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

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

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- The original registered provider has provided a written letter of release;
- The original registered provider has had a sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course, or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Accessing your records

You are entitled to have access to your records. These records include you're:

- student file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by QIBA, you are welcome to have access anytime just ask the student support staff and it will be organised immediately.

You can access hard copy records and reports from our student management system, but only relating to you personally. Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours. Learners should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, QIBA reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from QIBA. To obtain this you must complete the Student Request Form

and return this to the Student Support Manager. The cost of \$50.00 will apply for each re-issued AQF certificate. These monies must be paid in advance.

Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A student may also nominate another person to collect the certificate, however these persons must be notified to QIBA Sydney beforehand and the person must provide photo ID to validate their identity.

Changes to terms and conditions

QIBA reserves the right to amend the conditions of the learner's enrolment at any time. If amendments are made that effect the learner's enrolment the learner will be informed 7 days prior to changes taking effect.

QIBA Complaints and Appeals

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

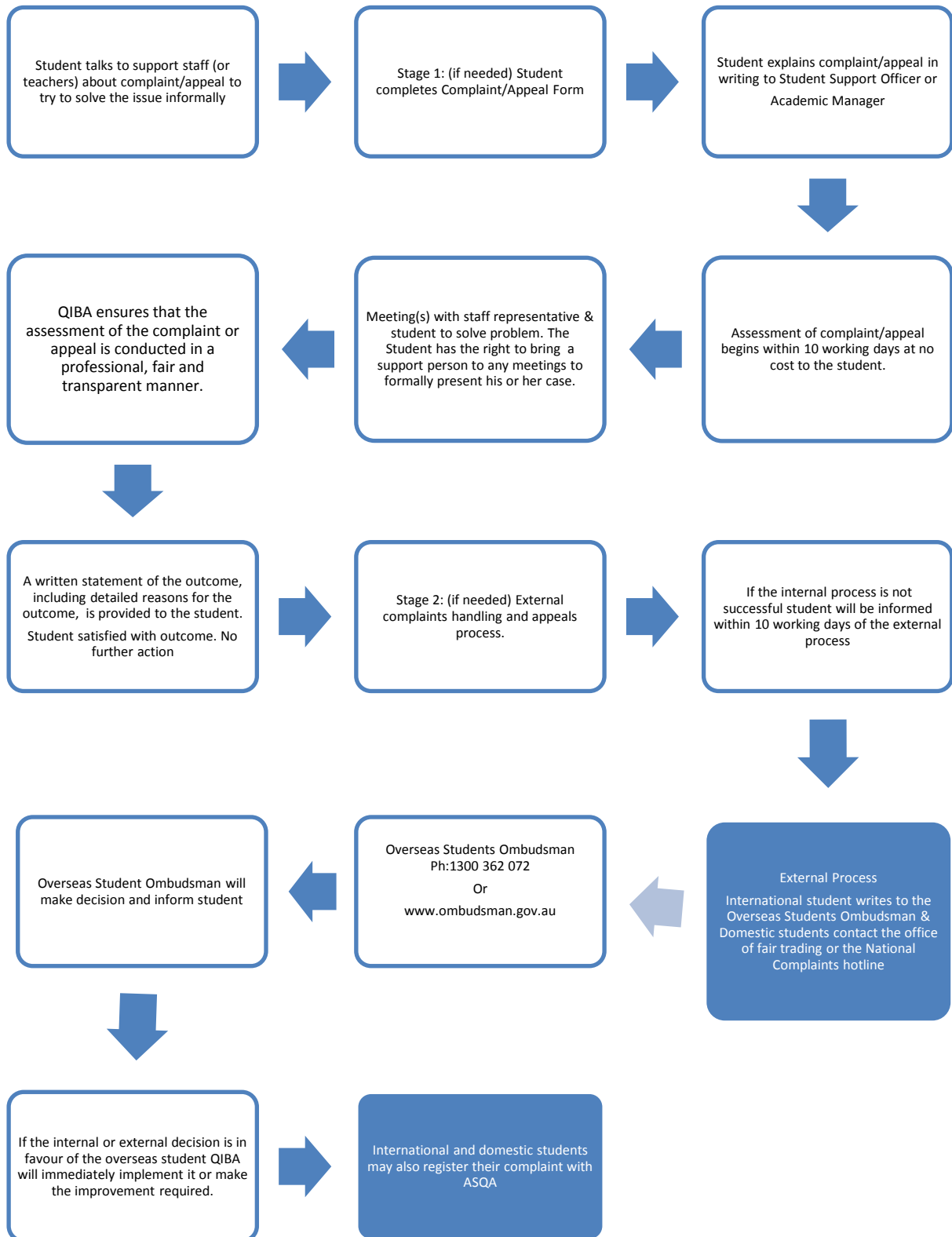
Students are able to submit a complaint against QIBA; any person employed by QIBA; or another student if they feel a person has acted inappropriately; or the systems and practices of QIBA not meeting expectations; or QIBA is treating a person unfairly; or an education agent or any related party QIBA has an arrangement with. Students can access complaints and appeals form through reception and it is available on the website. Receipt of the grievance will be acknowledged by QIBA within ten working days and the complaints process will commence. All complaints are handled in confidence and are reviewed by QIBA management. Complaints and appeals are at no cost to the student.

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

If a student is still dissatisfied with the decision of QIBA management, a student may wish to refer the matter to an external independent / third party mediator. QIBA identifies the Overseas Students Ombudsman, Office of Fair Trading, ASQA and the National Training Complaints Service as appropriate external mediators. QIBA will cooperate with these organisations in reviewing any decisions as a result of a student complaint or appeal.

Overseas students Ombudsman (www.oso.gov.au).

Complaints and appeals process



QIBA Deferring, Suspending or Cancelling an Enrolment

Students are able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances as described below.

Student Initiated Deferral or Suspension

QIBA is only able to grant a deferral or temporarily suspension of the enrolment of a student on the grounds of compassionate or compelling circumstances

Students will be required to complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit to the Student Administration Department. Students will also be required to provide evidence of the compassionate or compelling circumstances in his or her application. (i.e. a medical certificate or police report, etc.).

Student Initiated Cancellation

Students wishing to cancel their enrolment must complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit to the Student Administration Department.

- Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider.

Provider Initiated Deferral

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

Provider Initiated Suspension or Cancellation

Students may also have their enrolment suspended or cancelled due to:

- misbehaviour
- failure to pay an amount you are required to pay according to your written agreement
- a breach of course progress or attendance requirements.

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

- Academic Misconduct
- General Misconduct

Notification of a Suspension or Cancellation

If QIBA decides to cancel your enrolment for any of the above reasons QIBA will:

1. Inform you in writing of that intention and the reasons for doing so.
2. Advise you of your right to appeal through QIBA's complaints and appeals process within 20 working days.
3. Inform you of the need to seek advice from immigration on the potential impact on your student visa
4. Report the change to your enrolment under section 19 of the ESOS Act.

Note: Any suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Compassionate and Compelling Circumstances

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

Definition

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

- Serious medical condition or injury
- Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country requiring their immediate travel
- A traumatic experience which could include but is not limited to:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime and this has impacted on the student.

Guidelines for Compassionate and Compelling Circumstances

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

Fees payable

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from QIBA Sydney. QIBA Sydney may discontinue training if fees are not paid as required.

QIBA Refunds

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

Please note that 'Registration' fees are non-refundable. The assessment of refund applications shall be granted as indicated below:

Outline of Refunds	
Registration fee (if required)	No refund
<i>Agent Fees (Fees paid to agents by students are the responsibility of the agent)</i>	
Tuition fees	Full refund
Visa refused prior to course commencement	80% refund
Student withdrawal 28 days or more prior to agreed start date	50% refund
Student withdrawal less than 28 days prior to agreed start date	No Refund
Student withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	
Course withdrawn by College	Full refund
The College is unable to provide the course for which the original enrolment and payment has been made (<i>including enrolment fees</i>)	
The College is unable to continue to provide the course after the student commences in the course.	
	Refund of the unexpended portion of pre-paid tuition fees.

*A copy of the Refund Policy and Procedure can be obtained from Student Administration and is available on the website.

If QIBA is unable to deliver a course

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

Australia has a well-established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).

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

Statutory cooling off period

The Standards for Registered Training Organisations require QIBA to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that QIBA does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program. For refund option in other circumstances, learners must refer to the below refund policy.

QIBA Equity Commitment

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

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

- The Racial Discrimination Act, 1975 (Commonwealth)
- The Sex Discrimination Act, 1984 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- Australian Human Rights Commission Act, 1992 (Commonwealth)
- Competition and Consumer Act, 2012 (Commonwealth)
- Privacy and personal information Protection Act, 1998 (New South Wales)
- Anti-Discrimination Act, 1977 (NSW)
- Disability Services Act 1993 & Disability Services Regulation 2003 (NSW)

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

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

QIBA Privacy Guarantee

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

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

- When a government designated authority requests student information (e.g. the Department of Home Affairs checking students' information, enrolment attendance, progress details).
- Appeals processes that the student has taken outside of QIBA
- Verification of results required by another training organisation when the student is enrolling in other courses.
- Where providing the information is required as a duty of care to ensure the safety of the student.

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

QIBA Training Safety Arrangements

QIBA complies with all relevant Workplace Health and Safety legislation. All QIBA staff will actively take steps to identify hazards that could cause harm to participants in the learning environment. Where possible, staff will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Your safety

QIBA is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;

- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Fire safety

- QIBA will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.

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

Changes to terms and conditions

QIBA reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the learner will be informed 7 days prior to changes taking effect.

Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and also under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees and sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#)

Continuous improvement

QIBA Sydney is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the student surveys. Students are encouraged to provide feedback to QIBA so we can improve our services in the future.

Learner satisfaction survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to QIBA for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Additional Information for International Students:

Overseas Student Health Cover (OSHC)

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

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

ESOS Framework

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

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.education.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:

- You're right to receive, before enrolling, current and accurate information about the courses, fees, modes of study information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

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

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students

- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- A complaints and appeals process.
- One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.
- *For further information on the ESOS Framework and the protection of international students please [click here](#)*

Your Responsibilities

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

- Satisfy your student visa conditions.
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay.
- Meet the terms of the written agreement with your education provider.
- Inform your provider if you change your address or contact details (within 7days).
- Maintain satisfactory course progress.
- If attendance is recorded for your course, follow your provider's attendance policy.

Key information and department contacts

Who	Why	How
Your provider	For policies and procedures that affect you	Speak with your provider. Go to your provider's website www.qiba.edu.au
Department of Education Training	For your ESOS rights and responsibilities	https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx
Department of Home Affairs	For visa matters	https://www.homeaffairs.gov.au/ Phone 131 881 in Australia Contact the Australian Home Affairs office in your country.
Overseas students Ombudsman	Third party appeals and complaints	Web: www.ombudsman.gov.au Phone: 1300 362 072 (Local call charge)

School Aged Dependents

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

Living and Studying in Australia

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

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

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

<http://www.studyinaustralia.gov.au/>

And from the NSW government about living in NSW and Sydney

<http://www.study.sydney/>

Climate

Sydney has a temperate climate with an average of 240 days of sunshine annually. The winters are cool and mild, while the summers are warm

- Average Summer temperature: 26 degrees Celsius (22 degrees Fahrenheit)
- Average Winter temperature: 16 degrees Celsius (61 degrees Fahrenheit)

Transport

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

Sydney City is easily accessed by train and bus.

For further information on transport:

<https://transportnsw.info/#/>

Accommodation while living in Australia

The Student Support officer can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival in the case of a need to

change arrangements whilst in Australia. The types of accommodation available in Australia are many and varied and brief descriptions of some of the options are listed below:

Home stay / Private Board

This is a common form of accommodation is where students live with an Australian family. Home stay or private board is where you live with a family, couple or single person/s in their own home. There are many 'Home stay Providers' operating in Australia and this arrangement will vary from Full Board, Part board, or Board in Exchange.

Hostels & Guesthouses

Generally these are temporary accommodation arrangements and are available from \$90.00 to \$150.00 per week. Prices will depend on shared facilities, meals provided, shared rooms, etc.

Private Leasing / Rentals

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

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

Living Costs

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

Accommodation Costs

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

Type of accommodation	Number of weeks	Weekly rent range \$Aus	Estimated total \$Aus
Home stay	52	235-325	12,220-16,900
Hostels and Guesthouses	52	90-150	4,680-7,800
Shared Rental	52	85-215	4,420 – 11,180
Rental	52	165-440	8,580-22,880

General costs

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

Items	Weekly costs \$Aus	Estimated total \$Aus
Groceries and eating out	80-280	4,160-14,560
Gas, electricity	35-140	1,820-7,280
Phone and internet	20 – 55.	1,040-2,860
Public transport	15-55	780-2,860
Car (after purchase)	150-260	7,800-13,520
Entertainment	80-150	4,160-7,800

Don't forget these costs do not include expenses relating to 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 \$20,290.00 per year for each individual 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 [CLICK HERE](#)

Australian Skills Quality Authority

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

<http://www.asqa.gov.au>

Checklist

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

We encourage you to use this checklist to determine if studying at QIBA Sydney is appropriate for you.

You may find the Checklist [here](#)

Enrolment Process – Domestic and International Students

The enrolment process is completed by following the steps outlined below:

1. Read and understand the information contained in this booklet
2. Select the course of study you wish to undertake and complete an 'Enrolment Application' form
3. Sign the 'Enrolment Application' form to declare that you understand all of the information provided. Return the 'Enrolment Application' form to QIBA with the application fee of AU \$200.00 and registered copies of supporting documents.
4. The application form will then be assessed by QIBA. Where correct evidence is supplied and the application is successful, QIBA will then send an 'Enrolment Agreement' and 'Letter of Offer' that is required to be signed and returned to QIBA with required payments and documentation.
5. Students will be sent a confirmation of their enrolment if successful.

Please Note: The information collected on the Enrolment Application is used for administrative and statistical purposes and will remain confidential.

Key College Staff Contacts-Sydney City

Services	Name	Email	Phone Number
Admissions and Student Support Manager	Kate Lee	kate@qiba.edu.au	1300 361 955
Numeracy and Literacy/ Academic Manager	Simon Chaplin	schaplin@qiba.edu.au	1300 361 955
Emergency Health Service	Simon Chaplin	schaplin@qiba.edu.au	1300 361 955
Complaints and Appeals	Sally Mooney	sallym@qiba.edu.au	1300 361 955
Student Visa	Kate Lee	kate@qiba.edu.au	1300 361 955
Critical Incident	Simon Chaplin	schaplin@qiba.edu.au	1300 361 955
	Kate Lee	kate@qiba.edu.au	
Safety and Security	Simon Chaplin	schaplin@qiba.edu.au	1300 361 955

Student counsellor	Academic: Simon Chaplin Personal: Sally Mooney	schaplin@qiba.edu.au sallym@qiba.edu.au	1300 361 955
First Aid Officer	Kate Lee	kate@qiba.edu.au	1300 361 955
Marketing activities	Lucy Weil	lucy@qiba.edu.au	1300 361 955
After Hours Contact:	Simon Chaplin	schaplin@qiba.edu.au	0411 802 416

Other Helpful contacts

Emergency Services	Fire, Ambulance, Police	Phone: 000
Police	Police Attendance	Phone: 13 14 44
Life Line 24 hour Counselling Advice and Referral Services	Lifeline Saving Lives	Phone: 13 11 14
Poison Control Centre (National 24 hours)	Online Service	Phone: 13 11 26
Translating and Interpreting Service	Online Service	Phone: 13 14 50
For External Appeals	Overseas Students Ombudsman Website: www.oso.gov.au	Phone: 1300 362 072

Further Information

QIBA Sydney City
Level 3 and 7, 114-120 Castlereagh Street
Sydney NSW 2000
Ph:1 300 361 955
Email:info@qiba.edu.au
Website: <http://www.qiba.edu.au>