



QUEENSLAND
INTERNATIONAL
BUSINESS
ACADEMY

VET & ELICOS STUDENT HANDBOOK

2020

Version 6.7

Queensland International Business Academy

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Level 3 & 7 114-120 Castlereagh Street SYDNEY NSW 2000 t: 02 9267 3040

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WELCOME

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

This handbook is designed to answer your questions about QIBA and living in the beautiful cities of Sydney and Brisbane.

ABOUT QIBA

QIBA is a CRICOS Registered Training Organisation (RTO) that meets federal and state educational standards and an approved ELICOS Provider. QIBA is equipped with air-conditioned classrooms, additional learning resources, student recreational areas including computer labs with free access to the internet through the student Wi-Fi. QIBA delivers a range of courses including Nationally Recognised Training package qualifications and ELICOS programs and all courses are taught by qualified and experienced trainers, assessors and teachers.

USEFUL CONTACTS

Services	Name	Email	Phone Number
Admissions and Student Support Manager	Kate Lee (Sydney)	kate@qiba.edu.au	+61 2 9267 3040
	Maria Garcia (Brisbane)	maria.garcia@qiba.edu.au	+61 7 3186 6449
VET Academic Manager	Johnny Soi (Sydney)	johnny.soi@qiba.edu.au	+61 2 9267 3040
ELICOS Academic Manager	Roxanne Brock (Brisbane)	roxanne.brock@qiba.edu.au	+61 7 3186 6449
Complaints and Appeals	Sally Mooney	principal@qiba.edu.au	+61 7 3186 6449
Student Visa	Kate Lee (Sydney)	kate@qiba.edu.au	+61 2 9267 3040
	Maria Garcia (Brisbane)	maria.garcia@qiba.edu.au	+61 7 3186 6449
Critical Incidents	Kate Lee (Sydney)	kate@qiba.edu.au	+61 2 9267 3040
	Maria Garcia (Brisbane)	maria.garcia@qiba.edu.au	+61 7 3186 6449
First Aid Officers SYDNEY CAMPUS	Kate Lee	kate@qiba.edu.au	+61 2 9267 3040
	Sarthak Joshi	sjoshi@qiba.edu.au	
First Aid Officers BRISBANE CAMPUS	Maria Garcia (Brisbane)	info@qiba.edu.au	+61 7 3186 6449

Student Counsellors	Academic: Johnny Soi (Sydney) Roxanne Brock (Brisbane)	johnny.soi@qiba.edu.au	+61 2 9267 3040
	Academic & Personal: Helen Anderson	helen.anderson@qiba.edu.au	+61 7 3186 6449
	After Hours Contact: Sally Mooney	sallym@qiba.edu.au	+61 455 504 416

QIBA PROVIDER DETAILS

CRICOS Provider Number	01515J
RTO Provider Number	5304
Australian Business Number (ABN)	35 071 667 108

ACCREDITATION

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 and all courses are taught by qualified and experienced trainers, teachers and assessors.

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.

CAMPUS LOCATIONS

BRISBANE CAMPUS

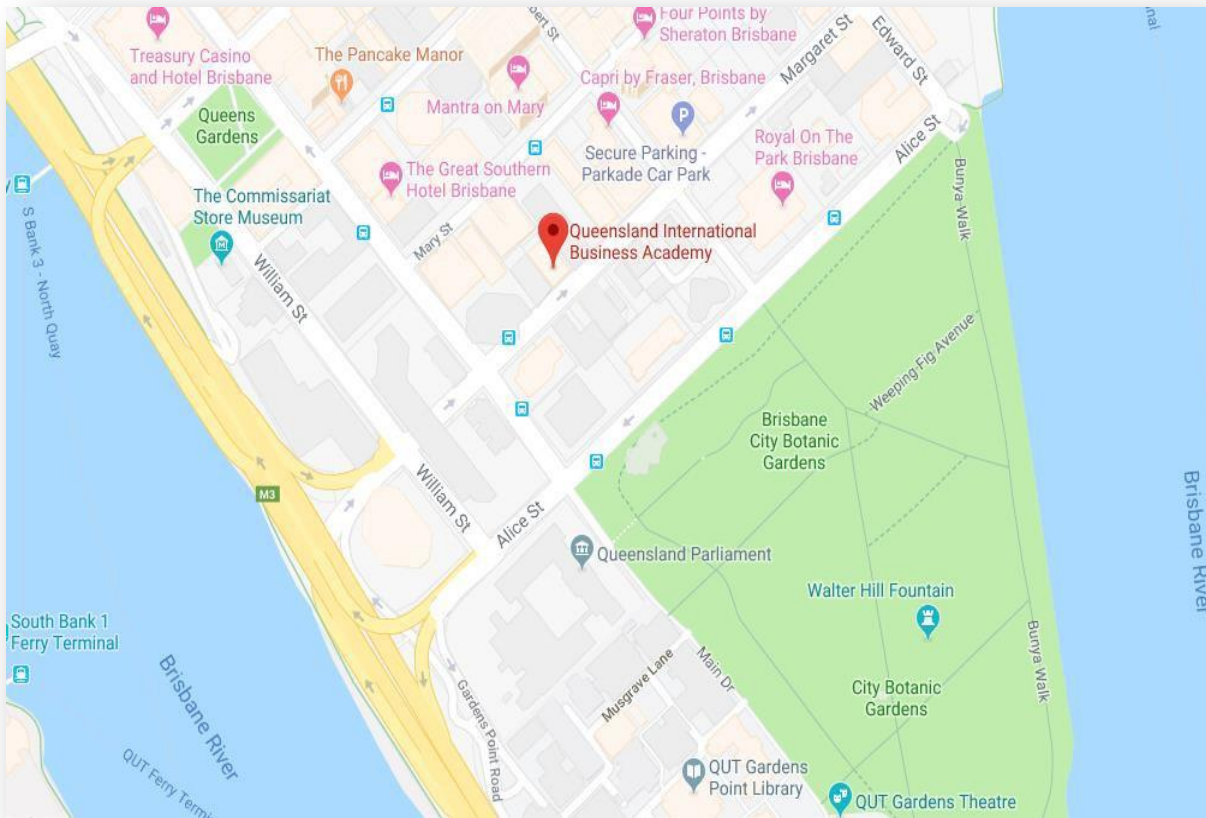
Level 2
108 Margaret Street
Brisbane
Queensland 4000 Australia

telephone: (+61) 7 3186 6449
email: info@qiba.edu.au
website: <https://www.qiba.edu.au/>

Queensland International Business Academy (QIBA) Brisbane campus is conveniently located in the city of Brisbane next to the beautiful Brisbane City Botanic Gardens. It is a 15-minute walk from Central Railway Station and easy to travel to by bus (See the red marker on the map below).

To plan your trip using public transport, please visit:

<https://jp.translink.com.au/plan-your-journey/journey-planner>



SYDNEY CAMPUS

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

telephone: (+61) 2 9267 3040

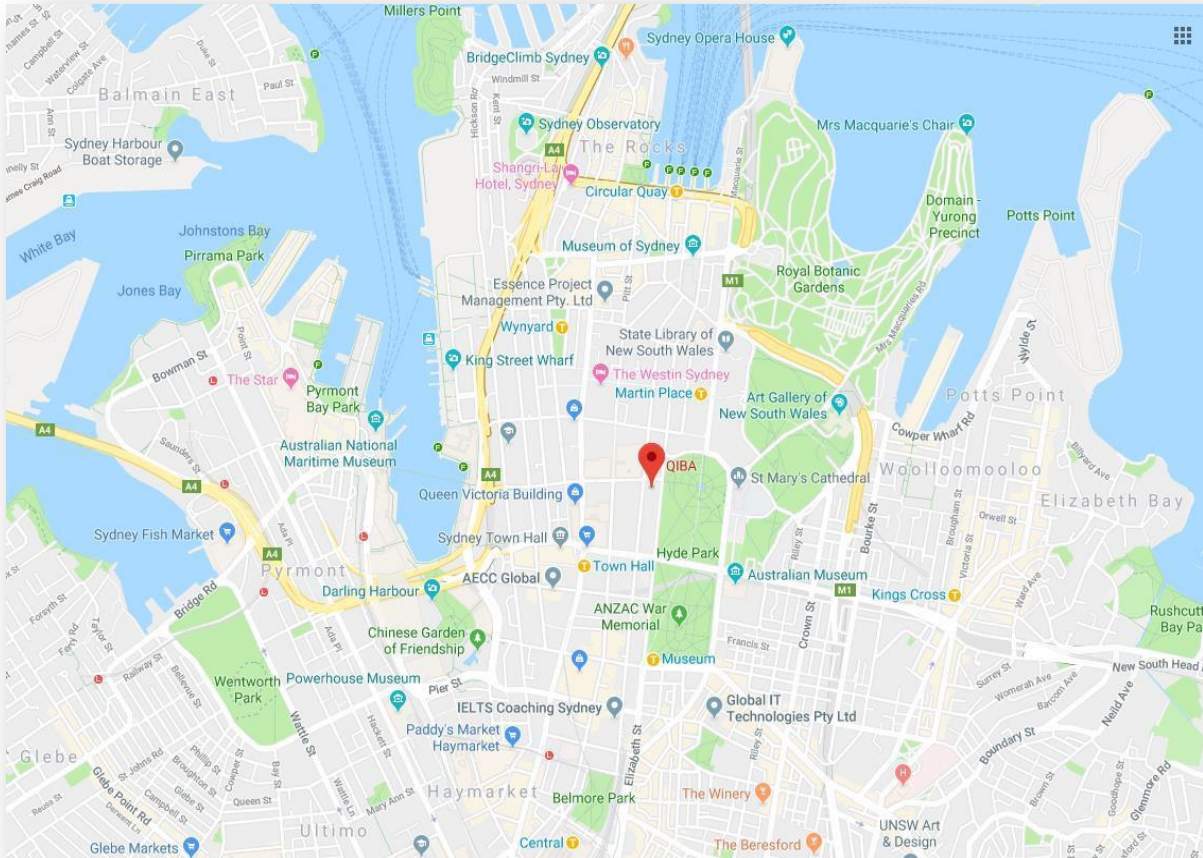
email: info@qiba.edu.au

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

Queensland International Business Academy (QIBA) Sydney campus is conveniently located in the heart of Sydney city at Level 3 and Level 7 of 114-120 Castlereagh Street (see the red marker on the map below).

It is a short 2-minute walk from St. James train station and 8-minute walk from Town Hall station.

To plan your trip using public transport, please visit <https://transportnsw.info/>



CAMPUS FACILITIES

QIBA has suitable facilities and resources available to International Students and provides support and guidance in all areas of the 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 SERVICES HUB

QIBA provides a student services hub for students to relax, meet others, and converse in English. The hub is also used to find information on social activities, and other general information related to international students living in Australia.

In Sydney, this area is on Level 3 and in Brisbane, it is on Level 2.

INTERNET AND COMPUTER ACCESS

There is shared access to computers and the internet for student use within the college. It will enable you to conduct research and access web-based e-mails during college hours. Please ensure you save

your work onto a USB as work saved on computers will not be saved.

QIBA COURSES

QIBA provides a range of courses for students to improve your proficiency in English and a range of vocational education and training courses to improve career options for the future.

ELICOS ENGLISH LANGUAGE PROGRAMS

Course	CRICOS	Duration
General English 20 hours/week https://www.qiba.edu.au/080115d/	080115D	4 to 60 weeks
English for Academic Study 20 hours/week https://www.qiba.edu.au/022758e/	022758E	4 to 26 weeks
PTE-A Exam Preparation Course 20 hours/week https://www.qiba.edu.au/096939k/	096939K	4 to 24 weeks

NATIONALLY RECOGNISED TRAINING (VET) COURSES

Course	CRICOS	Duration
ICT40518 Certificate IV in Programming https://www.qiba.edu.au/ict40515/	096941E	52 weeks
ICT50718 Diploma of Software Development qiba.edu.au/ict50715-diploma-of-software-development-2/	096940F	52 weeks
ICT60115 Advanced Diploma of Information Technology qiba.edu.au/advanced-diploma-of-it/	09834M	52 weeks
BSB50215 Diploma of Business https://www.qiba.edu.au/bsb50215/	087156E	40 weeks
BSB51918 Diploma of Leadership and Management https://www.qiba.edu.au/bsb51918/	098687J	52 weeks
BSB61015 Advanced Diploma of Leadership and Management https://www.qiba.edu.au/bsb61015/	089023B	76 weeks
10118NAT Diploma of Social Media Marketing https://www.qiba.edu.au/10118nat/	097838G	52 weeks

ENTRY REQUIREMENTS

For entry into the English language courses, you will be assessed based on your prior English language scores, or on a QIBA English Placement Test.

For entry to Vocational training courses, you will need to provide evidence of your English language proficiency and meet academic entry requirements.

Vocational training courses	English language requirements
Certificate IV, Diploma and Advanced Diploma courses	IELTS 5.5 or its equivalent and/or above or Upper intermediate Level of General English at QIBA

Vocational training courses	Academic requirements
Certificate IV, Diploma and Advanced Diploma courses	Have completed an equivalent secondary schooling level of an Australian Higher School Certificate

*All candidates must be 18 years or over.

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 Attainment 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 note that gaining RPL or Course Credit may reduce the length of your Confirmation of Enrolment. For further information, please refer to our policy page on our website. www.qiba.edu.au/policies-forms-2/

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.

When applying for your student visa you will be asked to provide evidence of having OSHC for the entire duration of your stay in Australia.

Some students may be exempt from enrolling in the OSHC such as students from countries whose governments have reciprocal health agreements in Australia. You should determine if you are eligible before you apply for your visa to come to Australia.

For more information please see:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/OSHC%20fact%20sheet%20-%20for%20education%20providers.pdf>

MEETING YOUR STUDENT VISA REQUIREMENTS

If you are granted a visa, you must abide by its conditions and failure to do so may result in the cancellation of your visa. These conditions include, but are not limited to:

- Working for up to 40 hours per fortnight while your course is in session (there is no limit on the number of hours an international student can work during recognised vacation periods offered by your provider.
- Remaining enrolled in a registered course that is the same level as, or at a higher level than, the course for which you were granted a visa.
- Maintaining satisfactory attendance in your course for each study period as required by QIBA.
- Maintaining satisfactory course progress for each study period as required by QIBA.
- Maintaining Overseas Student Health Cover (OSHC) during your stay in Australia.
- Notifying QIBA immediately of any change to your residential address, contact number and/or email address.

For more information on visa conditions for students please see the Australian Department of Home Affairs information at:

<https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

SATISFACTORY ATTENDANCE (VET & ELICOS)

Students enrolled in VET and ELICOS 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.

The process is as follows:

- You must attend 80 % of your scheduled hours (20 hours per week)
- Your minimum attendance requirement will be worked out as 80% of the number of weeks you are studying at 20 hours per week
- Your teacher will record attendance on the roll and record P for present and A for absent. QIBA has a 15 minute late policy. If you are late to class you will be marked absent after 15 minutes. This applies to the start of class and class breaks.
- Please provide a medical certificate to your teacher if you have been absent due to illness or any other health issue (physical or mental).
- Every week your attendance level will be calculated and if at risk of being below 80% over your study period, you will be sent a warning letter.
- QIBA will help you to improve your attendance by counselling you and you may be sent a second warning letter if this still doesn't improve and be required to come for an intervention interview.
- Any student who is absent for 3 days in a row without approval must come for an immediate intervention interview.
- If you still do not improve attendance after 2 warnings and an intervention then QIBA will notify you in writing of our intention to report you to the Department of Home Affairs.
- You will have 20 days to appeal this decision.
- QIBA may decide not to report you if you are attending 70% and you have evidence of genuine reasons, such as medical certificates.
- After the appeal process is finished and there is no resolution QIBA will cancel the COE.

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 put on an intervention contract. The contract will outline the steps you must take to maintain satisfactory progress.

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.

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.

If this happens you will have 20 days to appeal and if the appeal is unsuccessful your COE will be cancelled.

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 14 working days of the scheduled commencement date.

COURSE EXTENSIONS

QIBA can only extend the duration of your course for the following reasons:

- There are compassionate or compelling circumstances with evidence
- You are undertaking an intervention to meet course progress requirements and need more time to complete your course, or

- You have applied to defer or suspend your course and it has been approved.

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.

ISSUING RELEASES

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;
- 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

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 provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- The original provider has released the student;
- The original 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.

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. These external links may have fees so please check with the service before you make any appointments.

STUDENT ORIENTATION

You must attend your scheduled Orientation and you will be notified of the exact date and time of the Orientation for your course.

Orientation will cover important information you need to know during your studies with QIBA and your time in Australia.

Information discussed at Orientation will include but may not be limited to:

- Support services available to assist overseas students and to help you adjust to study and life in Australia
- English language and study assistance programs
- Any relevant legal services
- Emergency and health services
- QIBA's facilities and resources
- Complaints and appeals processes
- Requirements for course attendance and progress as appropriate
- Support services available for any personal issues which may affect your life in Australia
- Information on employment rights and how to resolve work issues

LEARNING RESOURCES CENTRES

QIBA has a learning resource centre with computers, English language and vocational learning materials. If you wish to borrow an item, please see the Student Services Hub staff.

The State Library of NSW is in Macquarie Street and is located near the Sydney campus. It is free for students to join, you will only need an ID and a home address.

In Brisbane, there is a public library located at Brisbane Square, 266 George Street, Brisbane.

ARRIVAL SERVICES

Please let us know if you would like a representative of QIBA to meet you at the airport. If you make this arrangement a representative of QIBA will greet you at the airport and transfer you to your pre-arranged accommodation.

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 guarantee 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.

STUDENT'S RIGHTS

The ESOS framework protects your rights, including:

- The 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.
- The 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.
- The 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](#)*

UNIQUE STUDENT IDENTIFIER (USI)

If you are 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).

You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. If you don't have one, you will need to create one at Orientation.

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. 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.

Click here to see our [Student Code of Conduct](#)

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 to 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.

Find this policy located: [Privacy and Personal Information Policy](#)

USE OF QIBA COMPUTER FACILITIES

Each campus has computers available for student use at all times in opening hours. QIBA expects students to act responsibly in computer rooms and follow these guidelines:

- Save your files to a USB or email them to yourself as all files saved on the Desktop will be deleted upon restart
- No food in the computer area and only water to drink
- No downloading videos and/or music
- Inappropriate or offensive sites will be blocked
- Please log off and turn off the monitor at the end of your session.

SCHEDULE OF ADDITIONAL FEES

Below is a list of fees that you may encounter while studying at QIBA. Please contact our student services hub if you have any questions about these fees. They are also displayed on our website www.qiba.edu.au/future_students/#schedule

Reason	Fee
Replacement Student ID Card	\$20.00
Replacement Certificate/Testamur (original copy is provided free of charge)	\$50.00
Additional Statement of Attainment (one Statement of Attainment will be provided free of charge)	\$50.00
Late payment of term fees (all courses)	\$100 per month
VET Late submission of assessment fee (per assessment task)	\$100 per unit
VET Reassessment fee for 3 rd submission of an assessment (per assessment task)	\$100.00 per task
VET RPL Assessment (per unit of competency)	\$250.00 per unit
VET Unit re-enrolment (if required)	\$500.00 per unit

NON-PAYMENT OF FEES

QIBA reserves the right to take any or all of the following actions should a student not have paid their fees and charges:

- a. bar access to the computers
- b. bar access to lessons
- c. bar access to examinations
- d. withhold transcripts, certificates and other documents

- e. suspend or dismiss the student from the College
- f. collect an administrative and interest fee on the amount outstanding
- g. pursue legal action to recover the debt.

If students continue to default on payment of fees and charges, legal action may be taken to recover the debt. QIBA reserves the right to recover from the student the costs of any such action taken.

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 using the form available on our website.

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. The Refund Application Form can be found on the QIBA website.

OUTLINE OF REFUNDS

Reason	Refund Amount
the course does not start on the starting date notified in the Letter of Offer and Written Agreement	Full refund
the course is discontinued after it starts and before it is completed; stops being provided after it starts and before it is completed	Full refund
the course is not provided fully/not being delivered to the student because QIBA has a sanction imposed by a government regulator	Full refund
an offer of a place is withdrawn by QIBA and no incorrect or incomplete information has been provided by the student	Full refund
a student is unable to obtain a student visa	Full refund
a student cannot commence the course because of illness or a disability	Full refund
where there is death of a close family member of the student (parent, sibling, spouse or child)	Full refund
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 the application fee	Partial Refund – full refund of prepaid tuition fees (less application fee)

Where a student has not met the conditions included in the letter of offer and withdraws 1 – 28 days before Course commencement, the tuition fees paid for the term period will be refunded less the application fee	Partial Refund – full refund of prepaid tuition fees (less application fee)
Where a student withdraws from a course 1 – 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. The application fee will not be refunded.	Partial Refund – 50% of the prepaid tuition fees will be refunded (the application fee is non refundable)
Where QIBA terminates a students’ enrolment, because of a failure to comply with QIBA policies such as the Student Code of Conduct, or unsatisfactory course progress or attendance	No refund
If a student’s visa is cancelled during a study period	No refund
If the student withdraws from a course after the course start date	No refund
If QIBA makes an offer and the student provides incorrect or incomplete information, the offer will be withdrawn and no refund will be payable	No refund

Refunds will be paid within 14 days for the following reasons:

- a. a course doesn’t start on the agreed starting date; or
- b. a course is stopped after the course has commenced and before it is completed or
- c. a course is not fully provided to the student because of a sanction put on QIBA.

In all other circumstances agreed refunds will be paid within 28 days of receiving the completed Refund Application Form with supporting documentation as required.

For more information see the **QIBA Fee Refund Policy** (VET and ELICOS) on the website <https://www.qiba.edu.au>

QIBA COOLING OFF PERIOD

QIBA provide a ten (10) business day cooling off period to students, during which time the student can withdraw their acceptance. THE COOLING OFF PERIOD COMMENCES FROM THE DATE THE STUDENT SIGNS THE LETTER OF OFFER (AND PAYMENT AGREEMENT). A full refund of prepaid tuition fees (less the Application Fee) is available to the student during this period so long as the course has not yet commenced.

IF QIBA IS UNABLE TO DELIVER A COURSE – 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:

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

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

For further information regarding TPS [click](#) here.

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 emphasises 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.

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.

TRAINING AND ASSESSMENT

At QIBA, we engage and train students towards successful completion of their qualification with a wide variety of learning and assessment methods to address individual needs.

Our Trainers and Assessors measure learning progress and assess students in a fair and equitable manner aligned with the requirements of the relevant VET accredited course and the principles of assessment and rules of evidence outlined in the Standards for Registered Training Organisations (RTOs) 2015.

ASSESSMENT METHODS

Assessments are structured throughout the course. Students who are unable to achieve competency, will be provided with additional academic and non-academic support as mentioned in the QIBA

Student Intervention Policy. Students are required to achieve competency across all tasks to demonstrate overall competence in the unit. This course includes a variety of assessment methods including:

- Practical demonstration / Observation
- Questioning
- Interview
- Case study/Scenario Problem solving
- Role play
- Assignment
- Written test/Knowledge Test
- Report
- Assignments
- Portfolio
- Short questions and answers
- Project
- Presentations

STUDENT RESOURCES AND FACILITIES

Students will be provided with access to the following resources required to complete the qualification successfully upon enrollment:

- Classroom
- Tables and chairs
- Whiteboard
- Data projector
- VCR/DVD Player and TV
- Computer Lab
- PPT Slides
- MS Office
- Unit of Competency
- Assessments

ADDRESS AND CONTACT DETAILS

Student visa requires you to notify QIBA of your residential address in Australia within 7 days of arriving in Australia. Further, it is a condition of your Student visa to notify QIBA of any change to your residential address, phone number and/or email address within 7 days of the change. It is your responsibility to ensure that you always update your address details ensuring you receive important information including details related to your course, fees etc.

When providing QIBA with these changes it must be submitted via the Change of Details Form; located on the QIBA website under Administration Forms <https://www.qiba.edu.au/policies-forms-2/>

ACCESSING YOUR RECORDS

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

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

You may require these records to monitor your progress. 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.

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 Student Services. The cost of \$50.00 will apply for each re-issued AQF certificate.

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.

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 EDUCATION AGENTS

QIBA welcomes your decision to study in Australia. Study experience in Australia can be highly rewarding. QIBA also acknowledge that it may present challenges. QIBA uses education agents both in Australia and overseas to assist with the recruitment of international students to its Vocational program in Sydney and Brisbane. QIBA ensures that all education agent representatives partnered with QIBA fulfil their responsibility to provide ethical and accurate advice and services to prospective international students.

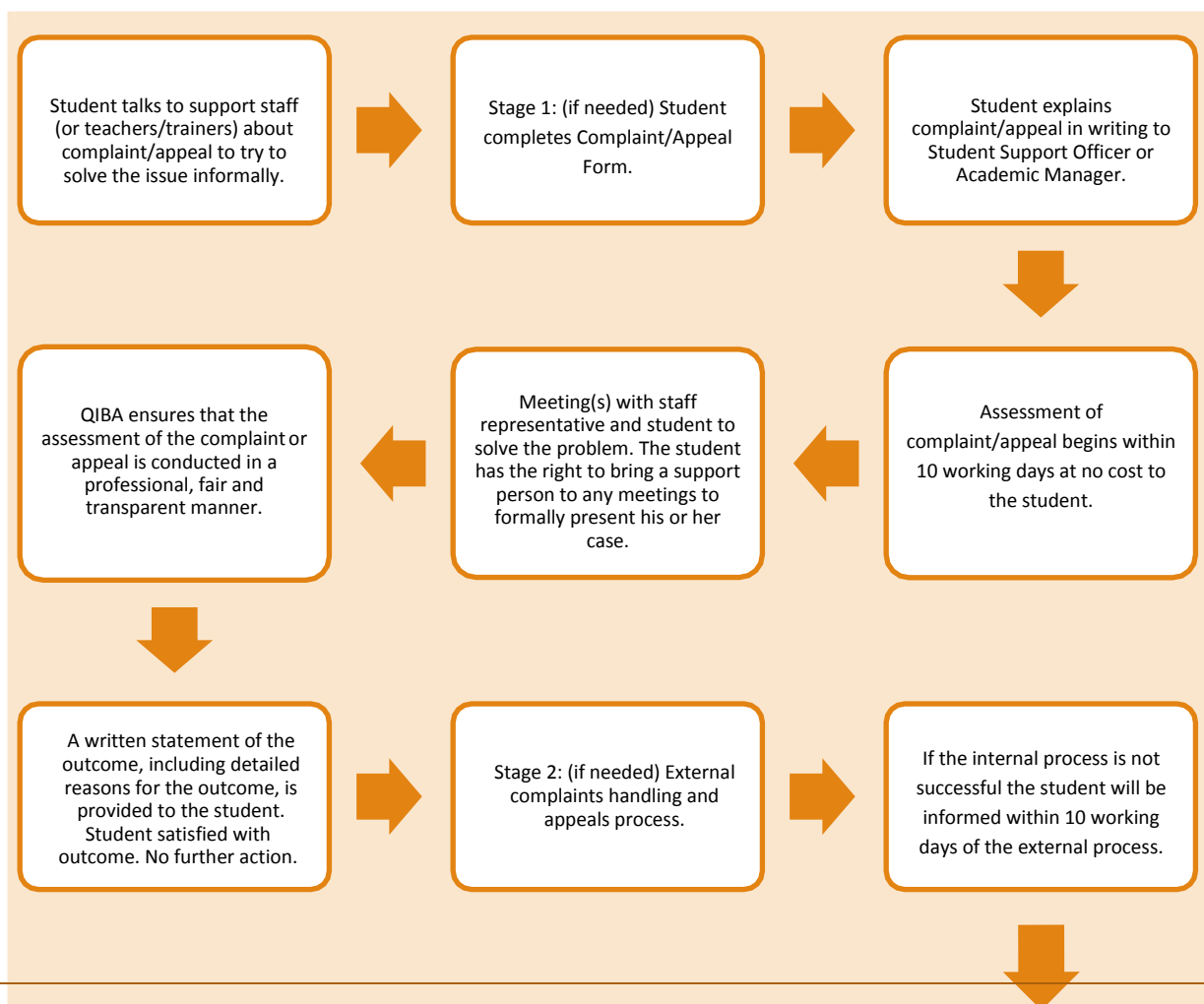
QIBA currently holds Third Party Agreements with its education agents, listed to recruit students on its behalf, who have a proven track record in service delivery to international students and have demonstrated a commitment to meeting their obligations under the National Code of Practice for Providers of Education and Training to Overseas Students (2018). This ensures QIBA takes all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and who are operating with integrity.

Under the provisions of the Education Services for Overseas Students Amendment (Re-registration of Providers and Other Measures) Act 2010, QIBA has published the list of Education Agents. Refer to Agents section - <https://www.qiba.edu.au/agent-zone-2/> for a full list of Education Agents and other persons representing Australian International College’s education services.

QIBA COMPLAINTS AND APPEALS PROCESS

If you have any concern at all with QIBA, our trainers, assessors, support staff, other students at QIBA or our education agents please talk to us and we will help you and try to resolve the situation.

If it cannot be resolved though the following process will be applied. You can also find the [Complaints and Appeals Policy](#) on our website.



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 their application. (i.e. a medical certificate or police report, etc.).

STUDENT INITIATED CANCELLATION

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

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 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
- 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.

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.

FIRST AID

If you or someone else are injured and require assistance, report to your trainer or teacher immediately or approach a Student Support Officer at Student Services Hub.

QIBA has staff trained in First Aid and can assist as required. 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.

CRITICAL INCIDENT

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Examples of events which may be critical incidents include:

- Any fatality, near fatality, or incident likely to seriously affect you
- Serious traffic accidents
- Threats of violence and/or sexual assault to staff/students
- Murder, suicide, or attempted suicide involving students, staff or family members
- Fire, explosion, bomb threat or similar
- Storms/natural disasters causing major damage.

Students may contact any member of QIBA staff to inform us of a Critical Incident and we have designated Student Contact Officers to help.

In Sydney, please contact:

Kate Lee, kate@qiba.edu.au (02) 9267 3040

In Brisbane, please contact:

Maria Garcia, maria.garcia@qiba.edu.au (07) 3186 6449

EMERGENCY PROCEDURES

Each campus has an evacuation plan in case of emergencies and this will be explained to you during orientation. You will be shown where the fire exits are and where the assembly area is if there is in an emergency. Each campus has a clear evacuation plan which you must follow.

If there's a life-threatening emergency, call 000 (zero zero zero). It's a free call, even from your mobile. An operator will answer and will ask which of the following services you need:

- Police
- Fire
- Ambulance

It is important to remain calm. The operator will ask questions, such as: where are you located, what the emergency is, and how many people are involved.

PERSONAL SAFETY

Australia is generally a safe place to live and study, yet it is still important to be careful and take precautions. Below are some important things to consider when going out with friends or by yourself:

- Always plan your trip home, especially at night
- Try to travel with a friend or in a group
- Keep your bag and belongings close to your body and where you can always see them
- Leave valuables at home if you don't need to take them with you
- Don't carry large amounts of money with you.
- Call 000 in the event of any emergency. It is free of charge

For more information on personal safety including on public transport please follow the link [Personal safety](#)

SUN AND WATER

The Australian sun can be very hot and may be stronger than what you are used to. There are some steps you can take to protect your skin:

- Wear sunscreen protection before you go outside
- Wear a hat and UV protective sunglasses
- Avoid spending long periods of time in the sun between 10am and 3pm, as this is when the sun is strongest.

Australia has many beautiful beaches and waterways but again, you need to take care.

- Never dive into water if you are not sure how deep it is
- Only swim at beaches where there are lifeguards on duty and swim between the red and yellow flags.

For more information on water safety, visit the [Surf Life Saving](#) website.

FIRE SAFETY

Fire awareness is very important in Australia, even in city areas. If you experience a fire emergency, follow these steps:

1. Call 000 from any phone or mobile
2. Say the word 'fire' to the operator
3. Answer the questions the operator asks

For more information please see [fire safety](#)

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 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.

SCHOOL AGED DEPENDANTS

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

LIVING AND STUDYING IN AUSTRALIA

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

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

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

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

Living in Sydney

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

Living in Brisbane

[The Brisbane Student Hub](#) by Study Queensland

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)

Brisbane has a humid subtropical climate with hot, wet summers and dry, moderately warm winters.

- Average Summer temperatures: 21-29.8 degrees Celsius (69.8-85.6 degrees F)
- Average Winter temperatures: 11-21 degrees Celsius (51.8-69.8 degree F)

ACCOMODATION 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.

ACCOMODATION COSTS

Accommodation costs will vary from City to City and suburb to suburb. The following websites can help with information on various types of accommodation in the Brisbane and Sydney areas.

http://www.choosebrisbane.com.au/study/living-in-brisbane/accommodation?sc_lang=en-au

<https://www.study.sydney/live/accommodation>

GENERAL COSTS

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

Items	Weekly costs \$Aud	Estimated total \$Aud
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 please see [Living costs in Australia](http://studyinaustralia.gov.au) from studyinaustralia.gov.au

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](#)

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.

WORKING IN AUSTRALIA

Your student visa allows you to work for up to 40 hours every two weeks during term time and full time during your holidays.

FINDING WORK

Australia has a wide range of industries and many have part time employment opportunities, including:

- Retail-clothing stores, supermarkets
- Hospitality-cafes, bars and restaurants
- Tourism-hotels and motels
- Administration or Clerical roles
- Tutoring

Before you find a job and start working in Australia you have to obtain a tax File Number. Application forms are available from the Australian Taxation Office website www.ato.gov.au

There are many ways to find work that suits you, including:

- Online job sites such as:
www.seek.com.au
www.mycareer.com.au
<https://au.indeed.com/>
- Register your details with a recruitment firm, many of them help place people in casual or short-term work

YOUR RIGHTS

As an international student you have basic rights at work which entitle you to:

- A minimum wage and superannuation
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods
- A healthy and safe work environment

You can find out more about your work rights through the [Fair Work Ombudsman's](#) website or call them on 13 13 94.

All visa holders who believe they might have been exploited or underpaid should approach the Fair Work Ombudsman (FWO) on 13 13 94.

Please visit the websites below to find out all about studying in Australia including visa requirements, student support services, cost of living, education agents, health cover, working in Australia, insurance, accommodation options and costs, weather, transport, safety and much more.

Study in Australia

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

Living in Australia

<https://www.studyinaustralia.gov.au/english/live-in-australia>

Sydney

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

Brisbane

<https://www.studyqueensland.qld.gov.au/>

USEFUL LOCAL SERVICES (BRISBANE)

Police Stations	Brisbane City Police Station	46 Charlotte Street Brisbane Qld 4000	07 3258 2582
	Brisbane City Police Beat Shopfront	67 Adelaide Street Brisbane Qld 4000	07 3224 4444

HEALTH CONTACTS

GENERAL PRACTITIONER/DOCTOR		
CENTRAL STATION MEDICAL CENTRE	Corner of Edward Street & Adelaide Street Anzac Square Arcade Brisbane Qld 4000	07 3236 3409
<p>OPENING HOURS Monday – Friday 8am-5pm Weekends – closed</p> <p style="text-align: right;">*discounted fees apply to International students. http://www.centralstationmc.com.au/</p>		
CBD 7 DAY MEDICAL CENTRE	Level 1, 245 Albert Street Corner of Adelaide Street (next to BUPA health) opposite King George Square Brisbane Qld 4000	07 3211 3611
<p>OPENING HOURS Monday – Friday 7am -7pm Saturdays 8.30am – 5pm Sundays 9am – 5pm Public Holidays 9.30am-4pm</p> <p style="text-align: right;">*OSHC partners – medibank, BUPA, Allianz, nib https://www.cbdmedical.com.au/student-health</p>		

HOSPITAL	Mater Hospital Brisbane	Raymond Terrace	07 3163 8111
	Brisbane Private Hospital	259 Wickham Terrace Brisbane Qld 4000	07 3834 6111
PHARMACY	Terry White Chemist	230 Brunswick Street Fortitude Valley QLD 4006	07 3252 8034
	Priceline Pharmacy Spring Hill	Spring Hill Market Place 365 Turbot Street Spring Hill QLD 4000	07 3831 3331
Dental Clinic	Brisbane City Dental	Silverton Place 108/101 Wickham Terrace Spring Hill QLD 4000	
	Queen Street Dental	300 Queen Street Brisbane City Qld 4000	07 3221 6427
Physiotherapist	Spring Hill Physiotherapy	Shop 6 Ground Floor Silverton Place 101 Wickham Terrace Spring Hill Qld 4000	07 3832 2125
Sexual Health	Metro North Sexual Health and HIV Service Metro North Hospital and Health Service	Level 1, 270 Roma Street Brisbane Qld 4001	07 3837 5611
	Brisbane Centre for Sexual Health	1380 Anzac Avenue Kallangur Qld 4503	07 3204 4222
National Sexual Assault, Domestic Family Violence Counselling Service	Confidential 24 hour support service 1800RESPECT		1800 737 732 Interpreter: 13 14 50
Library	Brisbane Square Library Public Library	Brisbane Square 266 George Street	07 3403 4166

	Brisbane QLD 4000	
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USEFUL LOCAL SERVICES (SYDNEY)

Police Stations	Sydney City Police Station	192 Day Street Sydney NSW 2000	02 9265 6499
	Sydney Police Centre	151-241 Goulburn Street Sydney NSW 2000	02 9265 4144

HEALTH CONTACTS

General Practitioner/Doctor	Sydney Premier Medical and Health Centre	Ground Floor 309 Pitt Street Town Hall Sydney NSW 2000 Mon - Fri 8am to 6pm	02 8964 8677
	Sydney City Medical Centre	92 Pitt Street Sydney NSW 2000	02 8004 2660
	Sydney CBD Medical Centre	242 Castlereagh Street Sydney NSW 2000	02 9268 0133
HOSPITAL	Public Hospital	St. Vincents Hospital 390 Victoria Street Darlinghurst NSW 2010	02 8382 1111
	Private Hospital	St. Vincents Hospital 406 Victoria Street Darlinghurst NSW 2010	02 8382 7111
PHARMACY	Chemist Warehouse (open late)	249 Pitt Street Sydney NSW 2000	02 9261 2305
	Castlereagh Pharmacy	242 Castlereagh Street Sydney NSW 2000	02 9261 3664
Primary Dental	Sydney Medical Centre	580 George Street Sydney NSW 2000 (payment plans available)	02 9267 7569
Physiotherapist	Sydney Health Physiotherapy	8/151 Castlereagh Street Sydney NSW 2000	02 8197 3388

Sydney Sexual Health Centre	Sydney Eye Hospital	Level 3, Nightingale Wing Macquarie Street Sydney NSW 2000	02 9382 7440
Mental and Emotional Health Care	Mindscape Health	Suite 1, Level 3, William Bland Centre 229-231 Macquarie St. Sydney NSW 2000	02 9232 5391
National Sexual Assault, Domestic Family Violence Counselling Service	Confidential 24 hour support service 1800RESPECT		1800 737 732 Interpreter: 13 14 50
Headspace	Headspace Bondi Junction	20 Bronte Road Bondi Junction Sydney NSW 2022	02 9366 8800
National Youth Mental Health Service for 12-25 year olds	Headspace Camperdown	Level 2, 97 Church Street Camperdown NSW 2050	02 9114 4100
Library	Library Express Public Library	Town Hall House 456 Kent Street Sydney NSW 2000	02 9242 8555
	City of Sydney Public Library	483 George Street Sydney NSW 2000	02 9298 3110

OTHER USEFUL CONTACTS – INCLUDING STUDENT GUIDANCE AND WELFARE

Contact Name	Service	Contact Details
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Australian Consumer Law	Understand your legal rights in regards to shopping or purchasing services	www.consumerlaw.gov.au
Australian Taxation Office	Arrange a Tax File Number or learn more about payments made to you while you're here	www.ato.gov.au
Beyond Blue	A free counselling service that you can contact if you are feeling depressed or anxious	1300 224 636 www.beyondblue.org.au
Brisbane Student Hub	Provides information, advice, referrals on healthcare, employment, accommodation and legal services For Brisbane students	07 3337 5400 https://mdaltd.org.au/brisbanestudenthub
Emergency Services	Fire, Ambulance, Police	Phone: 000
Fair Work Ombudsman	If you require assistance understanding your workplace rights and responsibilities	13 13 94 www.fairwork.gov.au
Overseas Student Ombudsman	This resource investigates complaints about problems that overseas students have with providers	1300 362 072 www.oso.gov.au
Life Line	If you need to someone to talk to about your state of mind, this resources is a crisis support hotline.	www.lifeline.org.au Phone: 13 11 14
Translating and Interpreting Service		Phone: 13 14 50

Redfern Legal centre	This independent community centre offers free legal advice, referral and casework to international students studying in Sydney, NSW.	02 9698 7277 www.rlc.org.au
Service NSW	The NSW International Student Support Service provides free information and referral advice to international students in NSW	13 77 88 www.service.nsw.gov.au
Transport info line	To find out about trains, buses and ferries including timetables	131 500 (Sydney) www.transportnsw.info 13 12 30 (Brisbane) www.translink.com.au

FOR FURTHER INFORMATION

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