



CRICOS Provider No: 01515J

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QIBA

**PROFESSIONAL
YEAR
PROGRAM**

**STUDENT
HANDBOOK**

October 2021

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About QIBA

QIBA is a registered training organisation delivering government accredited vocational education courses. QIBA specialises in Professional Year Programs (PYP) for Computer Science as well as Business, ELICOS (English Language Intensive Courses for Overseas Students) and University Pathway programs.

QIBA Mission

To empower learners of diverse backgrounds in their transition to rewarding employment through quality language, business and internship programs.

Our mission is further activated through QIBA's Core Values:

- **Collaboration** – All staff and clients are expected to work together in all situations, without reservation
- **Service Excellence** – Everyone does service of some kind and should aim for the best client experience (both internal and external)
- **Integrity** – We expect everyone to tell the truth and deliver what they promise
- **Empowerment** – We believe that empowered staff and students perform much better and achieve greater results
- **Creativity** – We believe everyone has a creative side and we encourage playful interaction, sharing of individual personality and contribution to innovation

We, the management and staff of QIBA are fully committed to our mission and work together to:

1. Build a community of committed learners, teachers and support staff;
2. Promote global communication, international understanding and lifelong learning;
3. Develop innovative techniques and resources for successful student achievement in ELICOS, VET and Professional Year programs;
4. Give international learners the best experience of Australian culture, lifestyle and education.

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.

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

Student Orientation

Welcome to QIBA Professional Year Program. Congratulations on taking the first step in your transition from university to the Australian professional workforce.

QIBA Professional Year Program has been designed to ensure on completion of the course you are work ready for an Australian professional placement.

Our experienced staff and facilitators are committed to supporting you on your journey of self- growth and look forward to sharing that journey with you.

You will receive practical hands-on learning with an emphasis on workplace preparation: culture, ethics, career planning; including CV writing and interview skills, workplace information, professional writing and workplace health and safety.

Core Learning Outcomes

- Work within Australian legislative requirements
- Work safely and participate in WHS processes
- Work effectively within the organisation's requirements
- Communicate effectively in the workplace
- Provide effective service to internal and external clients
- Participate successfully in a team environment
- Apply skills and knowledge to professional work situations
- Implement strategies to manage personal career development

Requirements

Students are expected to treat the program as a workplace; therefore, punctuality and participation is mandatory.

You must remain in Australia for the entirety of the PY Program.

There are four main requirements for successful completion of the PYP:

- 100% Attendance
- Successfully complete all Assessment Tasks
- Internship Placement
- ACS PE Online Course

Attendance

100% attendance – this is a requirement of both the Department of Home Affairs (DHA) and the professional bodies.

There are 2 categories for missed classes:

- Extenuating circumstances – unforeseen circumstances such as personal illness, bereavement,

trauma (must be accompanied by documented proof)

- Non-extenuating circumstances – holiday, festival, undocumented absence*

Attending missed classes – both categories require an application for Disruption to Studies to be completed and returned to py.student@qiba.edu.au

A copy of this form is available in the Forms Folder in LMS Orientation.

*There will be an administration fee of \$250 for non-extenuating absences.

Leave of Absence

Students who choose to take time off from their Professional Year Program studies need to also be aware that the time of leave taken is not considered as part of the 44-52 weeks of the course. The period of absence from the program will be added on, extending your initial scheduled graduation date.

On return from leave, students will not necessarily return to their initial class. They may be moved to another available class. All makeup classes for those missed during the absence will be scheduled in an available cohort (once again, this may be on a different day to your original chosen day). We will endeavour to offer you makeup classes prior to your pre-scheduled Internship start date; however, due to availability and timing, this may not be possible.

When leave and/or makeup classes impact the pre-scheduled Internship start date, a deferral of the Internship component is required. This incurs a fee and delay to Internship and Graduation.

Visa Requirements

Common Professional Year Enrolment visa holders included:

- a) Holders of a Subclass 485-visa with at least 12 months validity. This is the typical PY applicant and these people can be safely enrolled.
- b) Holders of a bridging visa that is in association with a Subclass 485 application. Students can be enrolled based on the expectation that their Subclass 485 visa will be granted. However, if their subclass 485-visa application is subsequently refused, they will lose their work and study rights and will need to Withdraw from the PY Program.
- c) Dependent (spouses) of a 485-visa holder are also eligible to apply for the Professional Year Program, provided they meet all of the other eligibility criteria as laid out by the Department of Home Affairs, the Professional Bodies and QIBA.

It is the responsibility of the student to understand the conditions of their visa, and to maintain their own visa and passport currency.

QIBA staff will not give advice on visa status, eligibility or any other information provided by Department of Home Affairs.

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

details.

Study Materials & Resources

These are available to students on LMS.

- Compulsory Online Orientation Presentation + Quiz
- Orientation documents
- Policies Folder
- Forms Folder
- Emergency Evacuation Plans (per location)
- Student Welfare and Support Services
- PYP Notice Board!
- Compulsory Surveys
 - Mid-course Evaluation Survey (to be completed at Week 12)
 - Course Evaluation Survey (to be completed during last class)
- Internship – Materials, Feedback & Course Evaluation
- Professional Year Course Module Material and Resources

Assessment Tasks

In order to graduate you must successfully complete the following assessment tasks:

1. (a) Addressing Customer Needs
(b) Client Interaction and Conflict Resolution role play
2. Workplace Health and Safety Case Study
3. Reporting to Managers Group Presentation
4. CV and Cover Letter
5. Interview Assessment
6. Team Project
7. Workplace communication role play
8. Business meeting role play
9. Networking Assessment
10. (a) Oral Presentation
(b) Employability Skills Presentation: Why should I employ you?
11. Internship Performance and Evaluation

Graduation

On successful completion of the Professional Year course including Internship and ACS PE Online course you will receive your Graduation Certificate and an ACS Statement of Achievement & Transcript.

Graduation Ceremonies are scheduled at least quarterly. You will be invited to attend a Graduation Ceremony to receive your Certificate and further Networking opportunities with your previous class mates.

Please note that under no circumstances are you able to graduate earlier than the date specified on your Confirmation of Enrolment. This is a stipulation of the professional bodies and DHA.

Useful Contacts

Student enquiries	py.student@qiba.edu.au
Internships	py.internship@qiba.edu.au
Fees and Accounts	finance@qiba.edu.au

Professional Year Internship

The PY Internship provides a practical work experience for PY candidates to develop professional skills specific to the Australian workplace or professional business environment. The Internship component of the program aims to utilise the skills and knowledge learned during the 32 facilitated classes and coursework.

In accordance with Australian workplace legislation, the PY Internship is the equivalent to Fair Work Act 2009's definition of a vocational placement fairwork.gov.au

Internship Role Classifications and Occupational Codes

Internship placements hosted by participating companies or organisations must align with an ICT-related ANZSCO occupational code.

ANZSCO is a skill-based classification used to classify all occupations and jobs in the Australian and New Zealand labour markets and is also used within skilled visa programs, where this is a requirement for visa eligibility, as the standard by which a visa applicant's skills to undertake a specific nominated skilled occupation in Australia are assessed.

The ANZSCO code used in the PY Internship placement does not need to be the same as the ANZSCO code which the ACS Skill Assessment or Visa applicant uses.

Internship Placement Requirements

- Have successfully completed and been deemed competent in the 10 modules prior to internship commencement
- Agree to the placement process undertaken by QIBA, including the vetting and selection process
- Agree to be in Australia for the entirety of the internship placement and ACS's Professional Environments (PE) Online Course

- Agree to the terms and conditions specified within a personalised PY Internship Agreement for the internship placement
- Your Internship start date, and the ACS PE Online course date is pre-scheduled at enrolment. You cannot commence your Internship component until you have completed all classes (including makeup classes) and passed all assessments.
- If you have not completed all classes, i.e. makeup classes, your Internship must be deferred. This will incur an Admin Fee. Your Graduation will be delayed.

Internship Duration Requirements

- Must be undertaken over a minimum of 10 weeks
- Must include a minimum of 220 vocational placement hours

Internship Types

- QIBA Placement
- Own Employment
- Self-Sourced
- Other Location Considerations (e.g. local, remote, or regional placements)

As week 24 of the PY Program students will receive an email from the Internship team asking for confirmation of your Internship type. You must respond within 24 hours.

Provider Placement

Internship sourced internally by QIBA or our affiliated third party – Red6

Own Employment

An Internship sourced by a candidate which utilises their existing or future paid ICT employment. This placement type is subject to approval from the PYP pending the provision of documentation from the candidate to substantiate the employment.

The candidate must provide the following minimum documents to the PYP to vet the role:

- a. Position description or training plan and corresponding ANZSCO code
- b. Company Address
- c. Company phone number
- d. Supervisor's name, direct number and email
- e. Formal employment contract or letter of offer, which must include:
 - Position Title
 - Start date of employment
 - Salary or hourly rate

- Working hours (full-time/part time/casual/contract or temp)
 - Company letterhead, branding, or logo. If the letter does NOT contain company branding, then it must be demonstrated that the contract or offer has been sent to the student from an email address linked to the company's web domain, and contains an email signature that lists the company representative name and contact details.
- f. Confirmation that the dates of employment align to:
- Commence the internship after the date of student in-class course completion
 - Meets minimum duration requirements
- g. If employment is current, two of the student's most recent payslips with the company ABN listed

NOTE: ACS reserves the right to request information to examine, review and, potentially, decline any self-sourced placement.

Self-Sourced

An Internship obtained by a student but is NOT their own employment. This placement type is subject to approval from QIBA pending Host Company suitability checks, a physical WHS Inspection of the workplace, signed ACS Host Company Code of Conduct.

- a. Self-sourced Internships must be in an office environment (unless Remote Work from Home Arrangement during Covid-19 has been approved)
- b. You will be required to provide the following information and documentation:
 - Internship position description and corresponding ANZSCO code
 - Company address
 - Company phone number
 - Supervisor's name, direct number and email

Furthermore, the below company attributes are *not permitted* when approving a **self-sourced** placement request:

- Sole Trader or Partnership
- Migration or Visa Agency
- Any organisation currently hosting two or more PY Interns, or
- Absence of a structured ICT department or a minimum of 3 paid ICT employees.
NOTE: an organisational chart with staff names, job titles, and relevant ANZSCO codes must be provided as substantiation of appropriate ICT infrastructure within a self-sourced host company.

NOTE: ACS reserves the right to request information to examine, review and, potentially, decline any self-sourced placement

Location Considerations

- a. **Local placement** - Any placement that is situated within 200km of a student's home
- b. **Remote placement** - A placement located >200km or two hours travel time away from

the student's home. A student is permitted to source a remote placement using their own employment or self-sourced. Additionally, a provider placement may be permitted as long as the internship and required travel time is agreed to by the student

- c. **Regional placement** - Any placement undertaken in another state/region in which QIBA does not deliver but is only obtained through a student's own employment. QIBA is not required to source a placement for a student who wishes to relocate to a region in which QIBA does not deliver after program commencement.
- The only time a provider-placed internship or self-sourced placement can be requested is if the student elects to transfer to a PYP who delivers in the region. Furthermore, the below company attributes are *not permitted* when approving a **Remote** or **Regional** placement request:
 - Sole Trader or Partnership
 - Migration or Visa Agency
 - Any organisation currently hosting two or more PY Interns, or
 - Absence of a structured ICT department or a minimum of 3 paid ICT employees. NOTE: an organisational chart with staff names, job titles, and relevant ANZSCO codes must be provided as substantiation of appropriate ICT infrastructure within a self-sourced host company.

Expectations of an Intern

1. The Intern will be treated as any other employee of the host and is required to abide by the host employer's:
 - Work practices
 - Work timetables
 - Working hours and punctuality
 - WHS policies
 - Codes of practice including dress codes, courtesy and respect
2. The intern will be covered by insurance for injury as a consequence of internship workplace injury.
3. The intern is able to cease the internship and transfer to an alternative internship with permission, from QIBA only if there is a genuine and valid cause to do so. Failure to adhere to host employer workplace requirements may lead to cancellation of the internship. The intern must contact the PY Internship team via email before taking any direct action and discussing any issues concerning their internship with the Manager in the first instance.
4. The intern is expected to work whilst receiving no salary or wage from the host employer. In accordance with Australian workplace legislation, the PY Internship is the equivalent to Fair Work Act 2009's definition of a vocational placement fairwork.gov.au
5. Interns agree to strict confidentiality in relation to any information relating to the host employer.

Responsibilities of the Intern

1. Internships are not a job seeking venture and the intern must not ask the host company for a job or expect the host company to employ them following their placement.
2. Follow punctuality and host workplace practices
3. Follow professional and ethical codes of behaviour
4. Maintain regular contact with QIBA's internship team via email and telephone
5. To work the minimum hours and weeks required by the QIBA Professional Year requirements
6. To give an oral presentation of the internship experience at the Graduation Ceremony

QIBA PY students have gained valuable entry level experience from internships sourced from a diverse range of professional practices, companies and organisations.

Internship - Regional and Remote Placement Policy

Remote placement - A placement located >200km or two hours travel time away from the student's home.

- A student is permitted to source a remote placement using their own employment or self-sourced. If due diligence monitoring of the Internship placement e.g. initial WHS site inspection and mid-term visit, incur costs, this will be at the student's own expense.
- Additionally, a provider placement may be permitted as long as the internship and required travel time is agreed to by the student.

Regional placement - Any placement undertaken in another state/region in which the PYP does not deliver but is only obtained through a student's own employment.

- Providers are not required to source a placement for a student who wishes to relocate to a region in which the PYP does not deliver after program commencement.
- The only time a provider-placed internship or self-sourced placement can be requested is if the student elects to transfer to a PYP who delivers in the region. This will be at the student's own expense.

QIBA must ensure that all host organisations meet Due Diligence to determine host company suitability. This includes a review of both the physical working environment and the capacity of the business to provide a meaningful internship.

Vetting remote and regional workplaces includes:

- Host Organisation Suitability Assessment
- WHS Site Inspection
- ACS Host Organisation Code of Conduct

Furthermore, the below company attributes are *not permitted* when approving a *Remote or Regional* placement request:

- Sole Trader or Partnership
- Migration or Visa Agency
- Any organisation currently hosting two or more PY Interns, or
- Absence of a structured ICT department or a minimum of 3 paid ICT employees. NOTE: an organisational chart with staff names, job titles, and relevant ANZSCO codes must be provided as substantiation of appropriate ICT infrastructure within a self-sourced host company.

NOTE: No payments, incentives, or services are to be exchanged or offered by host organisations or students for the purposes of internship engagement. If a PYP or ACS identifies such misconduct, the associated party will be notified promptly of relevant action and/or investigation, which may include program termination or cessation of agreement.

Host Organisation Suitability Assessment for Self-Sourced Remote placement

- Business Name (including “trading as” or any other related businesses trading out of the same location)
- ABN
- Publicly listed status
- Primary address of the business
- Industry
- ICT internship roles available within the business (and relevant ANZSCO codes)
- Organisational profile – products and services provided
- Year the company was established
- Total number of paid staff
- Number of dedicated ICT staff employed in paid roles
- Overall number of interns currently undertaking placement with company
- Total number of PY interns who have undertaken internship placement with company over the last 12 months (across all PY Providers)

Student Code of Behaviour

1. Students’ rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Treat everyone with respect and fairly, in any interaction.

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

2. Students' responsibilities

All students, throughout their training and involvement with QIBA, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to QIBA in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Facilitator/Assessor.

- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify QIBA if any difficulties arise as part of their involvement in the program.
- Notify QIBA if they are unable to attend a visit or training session for any reason at least 24 hours prior to the commencement of the activity.
- Refrain from smoking at training venues and on the premises of QIBA.
- Make payments for their training as per the payment schedule provided to students on enrolment.

3. Diversity

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

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

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

4. Discrimination

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

5. Harassment

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

Access and Equity Policy

QIBA is committed to ensuring that:

- Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all students, prospective students and other clients.
- No person is discriminated against, harassed or treated unfairly in their dealings with QIBA.
- Each student has access to the level of support required to enable them to reach their full

potential without causing unjustifiable hardship to the organisation.

- It complies with relevant Equal Opportunity legislation and Discrimination Acts.

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

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

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

Discrimination

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

Harassment

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

Fairness

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

QIBA aims to provide open, fair, clear and transparent policies and procedures for use by staff and students.

QIBA has fair and equitable processes for selecting students for enrolment into its courses. Decisions about student selection are based on clearly defined entry requirements. Entry requirements as well as application and enrolment procedures are published in QIBA's marketing materials, course guides and on the organisation's website.

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

Equity in access

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

QIBA provides equitable access to training and education services by:

- offering culturally appropriate training and assessment resources that are relevant to student needs and circumstances;
- referring students to support and counselling services where needed; and
- encouraging students to be involved in their own feedback and decision-making processes to ensure realistic training goals and progress.

Student Plagiarism and Cheating Policy

Definitions

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

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

QIBA is committed to upholding standards of student integrity and honesty in regards to the assessment of their work and places value in the declarations of authenticity made by students.

Students are expected to act with integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

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

Unacceptable Behaviour

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

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

Responding to incidents

A student found to have plagiarised or cheated will be given an opportunity to respond to the allegations.

Where, following discussion with the student, the facilitator forms the view that the student has plagiarised, the facilitator may take the following appropriate action, including:

- a) Explaining referencing guidelines
- b) Explain to the student that they would need to resubmit the assessment
- c) Failing the assessment in question
- d) Failing the unit of study

The student will be referred to the Academic Manager to discuss the matter and a 1st Warning Letter will be issued. If on the 2nd submission the work is still found to be plagiarised, the student will be issued a 2nd written Warning Letter. On the third submission if the work submitted is plagiarised, the PY Manager may cancel the student's enrolment on the grounds of misconduct.

The QIBA LMS is equipped with a plagiarism system 'Reddit'. All assignments and work submitted will be scanned and any plagiarism detected will be reported immediately.

Student Assessment Policy

Students are given a Competent (C), or Not Competent (NC) grade for each assessment item.

Criteria sheets are provided to all students as an assessment guide. C and NC grades are given for each section of the curriculum requirements. For Students to achieve a Competent (C) in all areas of a Module's assessment, they need to satisfy all stated English language proficiency outcomes as well as all content knowledge criteria set for that module.

Marking guide:

C (Competent)

Satisfies all of the basic learning requirements of the unit, such as knowledge of fundamental concepts and performance of basic skills; demonstrates satisfactory, adequate, competent, or capable achievement of the objectives of the unit. Limited (no more than 3) sections of the criteria sheet are either not completed or fail to meet standard.

NC (Not Competent)

The Candidate fails to satisfy the stated learning requirements of the module and demonstrates underperformance of essential skills or lacks achievement of the stated objectives of the module. Re-submission is permitted twice only.

All work submitted must meet the required standards as detailed in the assessment criteria for each task. The assessment tasks are internally assessed with a sample externally moderated.

Course requirements

You are required to attend the whole course and submit all assessments in line with requirements.

You must pass all the assessment items.

Penalty for late assessments

Your facilitator/assessor will let you know the due date of each assessment. Any late submission must

be negotiated with your facilitator before the due date.

If your assessment is submitted after the due date without an extension granted, then you will fail that assessment.

Awarding of Certificates

When you have successfully completed the course you will receive two completion certificates.

1. A QIBA Professional Year Program Certificate will be awarded which has the modules listed and the result for each module.
2. An ACS Statement of Achievement Transcript is also awarded for your successful completion of the program including the ACS PE Online course.

ACS will issue the results for the online course work.

Orientation	ACS
Communication and Performance in the Australian workplace (Module 1, Module 3, Module 7, Module 8, Module 10)	QIBA
Entry and Advancement in the Australian Workplace (Module 2, Module 4, Module 5, Module 6, Module 9)	QIBA
Internship	QIBA
Professional Environments – this is scheduled for each student by the ACS between weeks 34 – 46 and cannot be changed.	ACS
*The ACS must be notified of any changes to your enrolment, as this will impact your participation in the compulsory ACS PE online course and Internship	

Course Attendance Policy

Definitions

QIBA	Queensland International Business Academy
PYP	Professional Year Program
ACS	Australian Computer Society
aXcelerate	QIBA's Student Management System – Administration of the Program
LMS	QIBA's Learning Management System – Students & Facilitators

Compassionate and compelling circumstances (Extenuating Circumstances)	<p>Compassionate and compelling circumstances generally are circumstances beyond the control of the student and have had an impact upon the student's course progress or wellbeing. These may include, but are not limited to:</p> <p>Serious illness or injury, where a medical certificate states that the student was unable to attend classes;</p> <p>Bereavement of immediate family members such as parents or grandparents(death certificate must be provided);</p> <p>Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student's studies;</p> <p>A traumatic experience, such as involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by police or psychologists' reports where possible);</p>
Approved Leave (Application for Disruption to Studies)	<p>Student can only defer or temporarily suspend the enrolment for a period of up to six (6) months, on the grounds of:</p> <p>Compassionate or compelling circumstances</p>
Application for Disruption to Studies*	<p>Form to be completed for any absence from classes, to be completed when for extenuating and non-extenuating circumstances.</p> <p>Fees may apply as the Professional Bodies charge an administration fee for disruption to studies.</p>
Application for Course Transfer (Internal) *	Form to be completed for any transfer from one intake to another, in same or other location for QIBA PYP only.
Application for Deferment of Commencement, Suspension or Cancellation of Studies*	Form to be completed for any Deferment of Commencement, Suspension, Withdrawal or Cancellation of Studies.
Conditional Letter of Offer	Details of enrolment prior to actual enrolment being confirmed (created by QIBA Enrolment Officer) must be signed to proceed with enrolment
Confirmation of Enrolment	Document confirming class location, date and time (return document to QIBA bears student signature)
eCOE	Electronic Confirmation of Enrolment
Session	8.5 hours (including 30mins lunch) Delivery period, within a day, divided into morning, middle & afternoon

Study Period	<p>QIBA records and monitors attendance on a weekly basis over the length of the student's enrolment with QIBA.</p> <p>The attendance study period for QIBA :</p> <ul style="list-style-type: none"> • The length of the program as stated on the COE of minimum 44 weeks. • 32 units of QIBA PYP as well as ACS Orientation and the ACS PE online modules delivered by the ACS – all notifications of the ACS orientation and the PE online course are directly via email to the student from the ACS. • Students should receive an email from the ACS regarding their ACS Orientation within a month of enrolling, if you do not receive an email please contact the QIBA administration team to follow up with the ACS.
Withdrawal from Program	<p>As part of the Terms and Conditions of enrolment into the Professional Year Program, students who chose to withdraw from the program are still liable for all outstanding fees; if not paid these will be referred to an external collection agency.</p> <p>Students are provided with a payment schedule and will be issued reminder invoices prior to fees being due; failure to make payments on the due dates will result in 3 reminder/warning letters. Students who fail to comply with this will then be excluded from participating in any further classes until they are fully financial again.</p> <p>Students are advised to contact the finance department in the event that they are experiencing difficulties in meeting their payment schedule to discuss an extension to this.</p>
DHA	Department of Home Affairs

*An administration fee is charged for any application which is not deemed extenuating circumstances.

Attendance

Each student's attendance will be recorded weekly for each session & Study Period. QIBA provides all students with clear expectations on the attendance required.

A student is immediately contacted when they miss 2 consecutive days by Student Support Officer. This is to establish their safety and wellbeing and also to confirm their commitment to the course.

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

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

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

In such cases as described above, QIBA may approve a temporary suspension of the student's studies as per the Application for Deferment of Commencement, Suspension or Cancellation of Studies.

If emergency leave is required during any part of the program their course will be placed on hold. The Internship component, including the PE Online course will have to be deferred until the student can make up the missed classes. ACS will transfer the student to another PE Online cohort. This results in an Admin Fee and a delayed completion date.

What percentage of classes must a student attend?

Students in the PYP are expected to meet the 100% attendance requirement.

How is attendance monitored?

1. Facilitators are required to mark attendance at the beginning of every session. Facilitators are advised to use the symbol "P" for Present, "A" for Absent on the attendance rolls. If a student is late the Facilitator has the right to refuse entry, he or she will be marked absent for that whole session – unless otherwise advised.
2. Attendance rolls are passed to QIBA admin staff for inclusion in master roll in QIBA's record management system, within three days of each session.

Additional Notes:

In accordance with reporting requirements, QIBA report monthly to the Department of Home Affairs on student graduations, and also any student who fails to pass the PYP course requirements or withdraws from the program. Should you have any queries about our attendance monitoring policy and procedure, please do not hesitate to contact QIBA.

No assessment credit transfer or recognition of prior learning is applied to the Professional Year Program.

QIBA Fees and Charges Policy

1. Purpose

QIBA is entitled to charge fees and charges for services provided to students undertaking a course of study and for other services QIBA may provide. These fees and charges are generally for items such as tuition fees and charges, enrolment fees and charges, course materials, student services and other

related training and assessment services. The transparency, governance and management of fees and charges are integral to financial transparency and ensuring students' rights and responsibilities are fully explained and maintained.

The following policy outlines QIBA's Fees and Charges Policy identifying processes and systems for financial transparency and maintenance of student's rights and responsibilities. This policy also outlines the roles and responsibilities of QIBA staff and its students and the expectations of each and should be read in conjunction with QIBA's Fee Refund Policy.

2. Scope

QIBA's Fees and charges policy applies to its staff (general staff and contractors), students and employers.

3. Definitions

Fees and charges – For the purpose of this policy and procedure, fees and charges are defined as monies QIBA is entitled to charge for services provided to students undertaking a course of study and for other services QIBA may provide.

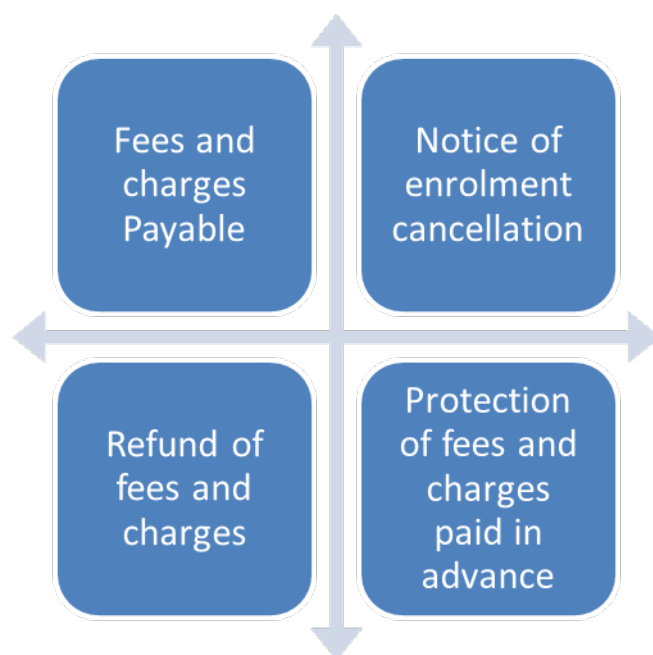
4. Responsibilities

Marketing and Admissions Team, Admin and Finance Team, Academic Manager and Principal Administrator – Responsible for the transparency, governance and management of fees and charges and charges. Ensure students' rights and responsibilities are fully explained and maintained.

5. Procedure

5.1 Systematic Approach

QIBA applies a systematic approach to fee collection and the refund of fees and charges. This approach includes:



Complaints and Appeals made in regards to fees and charges

5.2 Fees and Charges payable

- 5.2.1 Fees and charges vary for different training programs. The determination of course fees and charges are dependent on program duration, modality, requirements and commercial viability.
- 5.2.2 The Principal Administrator is responsible for approving QIBA Schedule of Fees and Charges. As a minimum the Schedule of Fees and Charges includes:
- The total amount of all fees and charges including course fees and charges, administration fees and charges, material fees and charges and any other charges for enrolling in a training program.
 - Payment terms, including the timing and amount of fees and charges to be paid and any non-refundable deposit/administration fee.
 - Fees and charges and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment.

5.3 Reissuance of certificates and final documents

Where a student has lost or misplaced an issued certificate and/or final documents, QIBA will charge the Graduate a fee of \$50.00 (exc. GST) per qualification to reprint/reissue the certificate/final documents. Information relating to the reissuance of certificates can be found in the fees and charges schedule under Section 5: Fees and charges, Payment and Refund of the Student Agreement.

5.4 Payment of Fees and charges

- 5.4.1 To ensure students are well informed of the financial considerations of their enrolment, QIBA provides fee information to each student prior to enrolment.
- 5.4.2 QIBA Schedule of Fees are explained by staff to students on course application and prior to the payment of Fees and charges. The full schedule of fees and charges and charges is made available through the Offer Letter and Student Agreement.
- 5.4.3 All course fees and charges and charges are payable in Australian dollars in accordance with the current Fee Schedule. Fees and charges may change so student should confirm with QIBA prior to enrolment. Once enrolled in a course, the course fees and charges will remain the same for the normal duration of that course. For

international students, fees and charges must be paid in advance before the Confirmation of Enrolment (COE) is issued.

5.5 Protecting fees and charges being paid in advance

QIBA acknowledges that it has a responsibility to protect the fees and charges paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, QIBA deposits the initial tuition fees and charges in the designated account prior to student commencing the course. Upon commencement of course the monies received are then taken into the operational account.

5.6 Consequences for failure to pay course/enrolment fees and charges

5.6.1 Students must pay the fees and charges by the payment schedule. Failure to pay fees and charges by the due date may incur a financial penalty. QIBA reserves the right to charge, each month, an administration fee of \$100 (exc. GST). Student must pay all the outstanding fees and charges within 20 days from the date specified as per the final notice.

5.6.2 Students are reminded about when their fees and charges are due. Email reminders are done on 14 and 7 days before the fee is due for payment. In the event that students do not pay the fees and charges on the due date, they will be sent an overdue notification by email after the due date. Seven days after the due date, a Second Warning letter will be sent to the student. In event that the student does not then pay their outstanding fees, an 'Intention to Report' letter will be sent to the student. This will advise the student of QIBA's intention to cancel their enrolment (eCOE) for non-payment of fees and charges. Students then have 20 working days to appeal. Refer to the Complaint and Appeal Policy and Procedure for further details. If the student does not appeal the eCOE is then cancelled.

5.6.3 QIBA may agree to reissue the eCOE to a student whose eCOE has been cancelled for non-payment of fees and charges. There will be an administration charge of \$250 (exc. GST) to be paid, in addition to outstanding fees and charges and penalties.

5.6.4 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.

5.7 Notice of enrolment cancellation

Students must provide at least one full term's notice in writing to the Admin and Account Officer, if they wish to withdraw or cancel their enrolment. Any request for refund must be forwarded in writing to the College, addressed to the Admin and Account Officer. Refer to the PYP Deferral, Suspension and Cancellation Policy and the Refund Policy for further details.

5.8 Refunds

Refer to QIBA's Refund Policy for further details. This refund policy does not remove the student's right to take further action under Australia's consumer protection laws. In addition, QIBA's grievance resolution process does not inhibit the student's right to pursue other legal remedies.

QIBA PYP Fees and Charges Schedule

Description *All fees are subject to change	Amount
Non-extenuating absence or leave request fees	\$250*
Interstate or Intrastate course transfer fees (Administration Fees)	\$500*
ACS PE Online course transfer fees (submitted no later than 14 days prior to commencement)	\$115*
ACS PE Online course transfer fees (submitted within 14 days of or after commencement)	\$900*
Internship Placement Fees (Changing from Provider sourced internship to 'Own Employment' within 6 weeks of the placement deadline)	\$275*
Internship Placement Fees (Changing from Provider sourced internship to 'Self-sourced' within 6 weeks of the placement deadline)	\$550*
Graduate Fee per qualification to reprint/reissue the certificate/final documents	\$50*
Administration fee (per month) for failure to pay course/enrolment fees and charges as per payment schedule.	\$100*
Administration fee for CoE re-issuance in cases where a student's CoE has been cancelled for non-payment of fees and charges. This is in addition to outstanding fees and charges and penalties.	\$250*
Non-refundable Application Fee under any circumstances, unless students are not deemed eligible to participate in the program.	\$250*

QIBA PYP Refund Policy

1. Cancellations or requests for refunds must be made in writing directly to the QIBA Professional Year Program Manager by completing the cancellation to enrolment form and send via email at py.student@qiba.edu.au
2. The **Application Fee of \$250 is non-refundable** under any circumstances, unless students are not deemed eligible to participate in the program.
3. A full refund of tuition fees will be applicable under the following circumstances:
 - a. QIBA is unable to deliver the Professional Year Program
 - b. QIBA refuses the application for enrolment
4. **QIBA agrees to refund 70% of tuition fees paid if written notice of cancellation is received 28 days or more prior to the course commencing.**
5. **QIBA agrees to refund 50% of tuition fees paid if written notice to withdraw is received within two weeks prior to the course commencing.**
6. **QIBA will make NO REFUND of tuition fees after the course begins.**
7. Students using the instalment option for payment of tuition fees that choose to withdraw from the course after it has begun are liable for full tuition fees. Finalisation of the account must be by the date stipulated on the agreed instalment plan. Failure to do so will result in legal action and outstanding fees will be referred to an external collection agency as outlined in the PYP Terms and Conditions.
8. **QIBA will NOT approve any non-extenuating leave**, holidays or non-emergency medical absences from the program. Therefore, students who take leave during a course will not graduate on the initial scheduled date as the time of absence will not be considered as active participation in the program, and students will still be liable for all outstanding fees.
9. No refund will be given to a student who is disqualified due to unsatisfactory attendance, performance, behaviour or who is in breach of QIBA Student Code of Conduct or Australian law.
10. In special circumstances and with the permission of the Professional Year Program Manager, students may elect to defer into a subsequent course with prepaid tuition fees being held in credit by QIBA for a period not exceeding six months.
11. All refunds will be paid in the same currency where practical, within the relevant time period specified in the ESOS Act 2000 (for overseas students) i.e. within two weeks in the case of provider default and four weeks in the case of student default.
12. This refund policy does not remove the student's right to take further action under Australian consumer protection laws and the registered provider's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

Student Complaints and Appeals Policy

Definitions

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

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

Complaints and appeals systems

Despite all efforts of QIBA to provide satisfactory services to its candidates, complaints may occasionally arise requiring formal resolution.

QIBA is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge. QIBA aims to:

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

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

Nature of complaints and appeals

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

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

Resolving issues before they become a complaint

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

Lodging a complaint

Formal complaints and appeals may be made in writing to the Professional Year Program Manager according to the Complaints and Appeals Procedure. All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation. QIBA

acknowledges the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally.

Resolution timeframe

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) days or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.

Timeframe for assessment appeals

Students have the right to make an appeal against the academic decisions made by QIBA.

Appeals against any decisions of a non-academic nature are to be made in writing following the Formal Complaints and Appeals procedure.

Appeals against assessment decisions and other academic matters must be made within twenty-one (21) days of the original decision being made.

Enrolment status

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

Non-limitation of policy

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

Appeals Process:

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

Failing to reach a successful outcome, students may refer the matter to the Professional Bodies for further follow up into the issue:

Professional Year Program Professional Bodies:

Contacts for the Professional Body overseeing the program ICT Students: education@acs.org.au

This policy does not circumscribe an individual's rights to pursue other legal remedies.

Deferment, Suspension and Cancellation Policy

Definitions

To defer or suspend enrolment means to temporarily put studies on hold. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.

For the purposes of this policy, deferral is defined as postponement of the commencement of enrolment or Internship, and suspension is a temporary postponement of enrolment during the course.

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

- a. serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- b. bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- c. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- d. a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.
- e. Where QIBA is unable to offer an alternative intake.

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

Deferment

Students must complete an application to defer enrolment and supporting documentation will need to be provided with this application.

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

Suspended Studies

Students must complete an application to suspend enrolment and supporting documentation will need to be provided with this application. Once approved, the documentation will be kept in the student file.

QIBA is only able to temporarily suspend the enrolment for up to six (6) months on the grounds of compassionate or compelling circumstances.

Cancellation

Students must complete an application to cancel enrolment and supporting documentation will need to be provided with this application. Once approved the documentation be kept in the student file.

QIBA Initiated Suspension or Cancellation

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

Where QIBA has intention to suspend or cancel the student's enrolment, QIBA will provide the student with 20 working days to access the internal complaints and appeals process.

Complaints and appeals process for deferral, suspension or cancellation.

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

Extenuating circumstances relating to the welfare of student may include;

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

Forms

All forms can be accessed from your Orientation Page on LMS; these are available to you at all times and can also be requested by email from the Professional Year administration team.

Helpful Contacts

PY Enrolments

py.enrolments@qiba.edu.au

PY Student Services

py.student@qiba.edu.au

PY Internships

py.internship@qiba.edu.au

PY Finance

finance@qiba.edu.au

PY Manager: Louise Hodder

lhodder@qiba.edu.au

Notes