



**QUEENSBERRY COLLEGE  
OF VOCATIONAL EDUCATION**

# **STUDENT HANDBOOK**



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**WELCOME** to the Queensberry College of Vocational Education and thank you for choosing to study with us. Whether you are seeking to update or upgrade your skills or seeking a new career path, our team of friendly and dedicated staff will assist you to make the most of your experience with us.

This handbook was developed to provide pre-enrolment information and also to help guide you through the duration of your study. It contains a series of relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with Queensberry College of Vocational Education.

The first part of this handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

Please take some time to read this handbook and familiarise yourself with its content.

About Queensberry College of Vocational Education (key facts e.g. location, accessibility, specialisation, target market, years in business).

## STUDYING IN QUEENSBERRY COLLEGE OF VOCATIONAL EDUCATION

The Queensberry College of Vocational Education is conveniently located in the heart of Melbourne CBD and is easily accessible by public transport or by car and is well serviced with car parks in the area.

We strive to provide the best possible equipment, highly educated staff with recent industry experience and curriculum to ensure that you get a qualification that is highly regarded by industry.

## STUDY LOCATION



Level 2 and 3, 376 Bourke Street Melbourne  
Training Kitchen: 1/54-56 La Trobe Street, Melbourne



<https://www.qcve.edu.au/>

## CONTACT INFORMATION AND EMERGENCY CONTACT

**International Student Support Manager: Amandeep Kaur (Student Support Point of Contact)**  
**24X7 PHONE NUMBER: (+ 61) 0434 298 238**



If you require support or assistance with your course or aspects of your stay in Australia, please contact either your Student Support Officer who will assist or direct you to the appropriate support. If you are having trouble contacting any of these persons, please make an appointment through reception.

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#### EMERGENCY TELEPHONE NUMBERS

Police, Fire, Ambulance – Dial 000

Department of Home Affairs

Dial 131 881

Level 2/2 Lonsdale Street, Melbourne VIC 3000

Local Medical Centres

- Melbourne City Medical Centre - 68 Lonsdale Street Melbourne

Phone: (03) 9639 9600

Opening hours:

Open 7 days a week Weekdays 8:30am - 6:00pm Weekends 9:30am - 6:00pm

- Collins Street Medical Centre, Level 7 / 267 Collins Street, Melbourne, VIC 3000

Tel: (03) 9654 6088

- Swanston Street Medical Centre, 393 Swanston Street, Melbourne, VIC 3000

Phone: 03 9205 7500

- QV Medical One

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#### TRANSPORT:

Melbourne's train and tram services run between 5am and midnight, Monday to Thursday, with extended hours to around 1am on Friday and Saturday nights. On Sunday, trains and trams run from 7am to 11pm.

Many of Melbourne's bus routes run from

6am — 9pm Mon — Fri, 8am — 9pm Saturday and 9am — 9pm Sunday



Visit public transport Victoria at <http://ptv.vic.gov.au>

Here you will find a Free iPhone app that lets you view service times, use the journey planner and set your favorite stops. The app gives you real-time departures and arrivals for all tram stops. It stores timetables locally on your phone, so it doesn't use your data pack / cap when using offline departures.

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#### LOCAL TAXI COMPANIES



- <http://www.13cabs.com.au/> 132 227
- <http://www.silvertop.com.au/> 131 008
- Uber: <https://www.uber.com>

Download the Uber app from your Apple Store or Google Play onto your smart phones.

- DiDi: <https://www.didiglobal.com/au/>

Download the DiDi app from your Apple Store or Google Play onto your smart phones.

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#### PUBLIC FACILITIES:

##### POST OFFICE

MelbourneGPO-thestrand  
250 ElizabethStreetVic3000  
Phone: 13 13 19 or 03 9203 3040



- Mon - Fri 8:30am - 5:30pm
- Saturday 9:00am - 5:00pm
- Sunday Closed

##### PUBLIC LIBRARIES

Melbourne city offers libraries in the heart of Melbourne CBD and local councils. City and Local Libraries

City Library - <https://www.melbourne.vic.gov.au/community/libraries/Pages/libraries.aspx>  
State Library Victoria - <https://www.slv.vic.gov.au/>

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#### FAIRWORK

Students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the fair work ombudsman.



<https://www.fairwork.gov.au>  
Phone: 13 13 94

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#### AUTOMATIC TELLER MACHINE LOCATIONS:

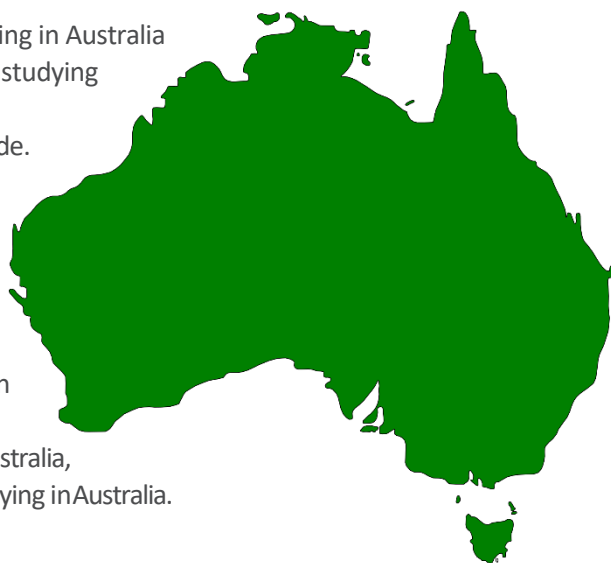
- Foodworks Latrobe 323-331 Latrobe Street Melbourne VIC 3000
- Coles – Spencer Street Melbourne VIC 3000
- Queen Victoria Markets Queen Street Melbourne VIC 3000
- Bank of Melbourne (closest to the college)
- NAB (corner of William & Bourke)

#### LIVING AND STUDYING IN AUSTRALIA

You can find more useful information about living and studying in Australia at [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au) that provide useful guide about studying and living in Australia that can be downloaded. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Melbourne.

This first section of the Handbook provides you with information about the courses we offer, how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.



#### COURSES OFFERED AT QUEENSBERRY COLLEGE OF VOCATIONAL EDUCATION

Queensberry College of Vocational Education offers the following courses: Please refer the Individual course guides for details and the course fee structure for the associated fee.







BSB50420 - Diploma of Leadership and Management
BSB60420 – Advanced Diploma of Leadership and Management
SIT40521 – Certificate IV in Kitchen Management
* SIT40516 – Certificate IV in Commercial Cookery
** SIT50422 – Diploma of Hospitality Management
AUR30620 Certificate III in Light Vehicle Mechanical Technology
AUR40216 Certificate IV in Automotive Mechanical Diagnosis
AUR50216 Diploma of Automotive Technology
BSB80120 – Graduate Diploma of Management (Learning)

*\* Students enrolled in Commercial Cookery or Hospitality Management must not enter the training kitchen without QCVE approved kitchen kit and uniform. This Kit may be purchased from the college (at the time of issue of agreement) or procured on your own.*

*Certificate IV in Commercial Cookery students are required to undertake 48 service period shifts in a busy commercial kitchen for the unit SITHCCC020 Work effectively as a cook and undertake 12 service period shifts in a busy commercial kitchen for the unit SITHKOP005 Coordinate cooking operations.*

*\*\* Diploma of Hospitality Management students are required to undertake 12 service period shifts in a busy commercial kitchen for the unit SITHKOP005 Coordinate cooking operations.*

*Further details shall be provided by your trainer prior to commencement of the course and the unit.*



## ENTRY REQUIREMENTS

### **Age Requirement:**

All students must be of the age of 18 years or over at the time of applying for admission at the College

### **English Proficiency:**

Students must have achieved IELTS 5.5 or equivalent

### **Academic Requirement:**

Students must have completed Australian Year XII equivalent in their home country.

## LANGUAGE LITERACY & NUMERACY (LLN)

Student must demonstrate their competence in language, literacy and numeracy levels when enrolling into the course. LLN is not a barrier to entry into your course.

## ADMISSIONS AND ENROLMENT

Queensberry College of Vocational Education accepts applications from all students who meet the entry requirements. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To enrol in a course, you must apply by completing an Application Form that can be downloaded from our website.

If you are applying for Credit you should indicate this on your Application Form and supply certified copies of your transcripts so that we can assess your application. For more information, please see the section on "[Course Credit](#)"

Once you have completed your Application form and gathered all the necessary documentary evidence, send it to our admissions team at [admin@qcve.edu.au](mailto:admin@qcve.edu.au) or alternatively post it to Level 2, 376, Bourke Street, Melbourne VIC 3000. A non-refundable application fee shall apply. (refer [Fee and Charges Policy](#))

You will be contacted within 14 days with the outcome of your application and to confirm your details.



Upon approval of your application, you will be sent a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, Initial Tuition fee payment.

## VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about

Applying for a visa can be found at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application, or Queensberry College of Vocational Education has a range of education agents who can assist you with the process of applying for a course to arrival at Queensberry College of Vocational Education and including assistance with visas. **Contact Us** for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a refund as per the Refund Policy stated in Refund Section of this Handbook.

## VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.





- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify Queensberry College of Vocational Education of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

## UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the nationally recognized training completed by an individual. From 2015, all students participating in nationally recognized training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

As part of your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing the authority, you must also provide a suitable form of identification – as listed on the relevant section of the Enrolment Form.

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

## COURSE CREDIT

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Queensberry College of Vocational Education can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.



To apply, fill in the **Credit Application Form** and submit it as part of your enrolment/application. You can apply for Credit at any time; however, it is recommended you complete this as part of your enrolment so that Credits are known at the time of processing your enrolment to avoid re-processing your application again. It also means that there will be no need to make changes to your visa after you have commenced as the duration of your course will be established prior to your arrival in Australia.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine its equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing and your Written Agreement will reflect these course fees.

You will be advised in writing of the outcome of your Credit Application.

## RECOGNITION OF PRIOR LEARNING

Update this section with your RPL process if it differs from the below.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Queensberry College of Vocational Education has a process that has been structured to minimise the time and cost to the applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the RPL kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.



Usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

### BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit <https://www.homeaffairs.gov.au/>

### SCHOOL AGED DEPENDENTS

If you are bringing school aged children with you when you study in Australia you will need to arrange for them to attend school. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools. Following is a summary of the fee arrangements for public schools in each of Australia's states and territories, along with links to the relevant websites for more detailed information.

<https://www.study.vic.gov.au/en/international-student-program/school-fees/Pages/default.aspx>

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs: Typical childcare costs in Victoria are as follows:

- Centre-based childcare A\$60 to \$120 x per day
- Family day care \$3.50 to \$7.50 per hour
- Nannies \$10 to \$25 per hour
- Au pairs (living in your home) \$80 to \$120 per week

Find out more at:

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

To find out more about application processes and costs go to:

You should also be aware that the above costs for childcare and schooling are in addition to living costs.



## PRE-ARRIVAL INFORMATION

### WORKING IN AUSTRALIA

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. You can phone the Department of Home Affairs.

Visit the following website to find out more about working in Australia, including how to find a job.

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

### LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

From 1<sup>st</sup> Feb 2018, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- A \$20,290 a year for the main student;
- A \$7,100 a year for the student's partner;
- A \$3,040 a year for the child

Visit <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs> for the updated living costs.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Home Affairs website.  
<https://www.homeaffairs.gov.au/>



## BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable. A detailed list of Living Costs can be found at <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

## SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target

## NEED AN AIRPORT PICK UP?

Please contact the Queensberry College of Vocational Education Admission team to arrange for an Airport Pick up. You will be required to fill and email us the 'Airport Pickup

Request form' along with a copy of your air tickets. Airport Pick up service is chargeable. Please refer the Fee and Charges in section below for fee details.

## CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dresscode. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.





## PUBLIC TRANSPORT

Trams, trains and buses all run under the MYKI system, so you can use your ticket on any or all of these.

Information about Melbourne's public transport is available at this website:

[ptv.vic.gov.au/tickets/myki/](http://ptv.vic.gov.au/tickets/myki/)



PTV App is available for download on smart phones via Google Play and App Store

## DRIVING IN VICTORIA

If you are in Victoria on a temporary student visa you can drive on your current and valid overseas driver license, but it must be in English or contain an English translation and you must also carry a photo id. In Australia, we drive on the left side of the road. The driver and all passengers must wear seat belts.

If you want to drive, you will need to have the appropriate driver's license. This will usually require you to pass a knowledge test, a practical driving test, and an eyesight test. In Australia, driver licenses are issued by state and territory governments.

For more Information visit <http://www.vicroads.vic.gov.au/Home>

## BANKING

Students will need to set up an Australian bank account on their arrival in the country to avoid the necessity of carrying large amounts of cash. They will need to show their passport and evidence of residency.

For further information on opening a bank account

<http://www.bankers.asn.au/Default.aspx?ArticleID=675>

Most shopping centers have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Most banks open from 9.30am – 4pm Monday to Thursday, and 9.30 am – 5 pm on Friday.

There are a number of major banks with branches in Melbourne CBD close to College where students can open an account.



## LEGAL SERVICES

If you need legal advice from a solicitor, you can go to LIV's online Legal Referral Service. This is a free referral service, and the solicitors who you will be referred to provide the first 30 minutes consultation for free. After that you will have to pay. The website is <http://www.liv.asn.au/>

As this is the Law Academy of Victoria, it has a listing of all solicitors and their specializations, so it is the most reliable place for information regarding solicitors.

## STUDY MELBOURNE

Study Melbourne has a great deal of information that will assist you plan your stay with us. In addition, upon arriving to Melbourne, you can obtain a Student Welcome Pack from the airport [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)

## MELBOURNE CLIMATE

Melbourne has a temperate oceanic climate (and is well known for its changeable weather conditions. This is mainly due to Melbourne's geographical location. This temperature differential is most pronounced in the spring and summer months and can cause strong cold fronts to form. These cold fronts can be responsible for all sorts of severe weather from gales to severe thunderstorms and hail, large temperature drops, and heavy rain.

## ESOS FRAMEWORK

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here. Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education. The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code

More information at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>



## ENTRY TO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.



Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have collected your luggage, you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Department of Agriculture - Biosecurity (formerly AQIS) at <http://www.agriculture.gov.au/biosecurity>

Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point.

When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

There are 2 exit channels after you have collected your baggage.

- If you have any goods to declare, you must walk through the red channel
- If you have nothing to declare, you can proceed through the green channel.



## ARRIVING IN AUSTRALIA

### ***Getting from Melbourne Tullamarine airport to your accommodation.***

Melbourne Airport's international and domestic terminals are located under one roof. The airport is a 25-minute drive from the city on the Tullamarine Freeway. On the plane, you will be given an Incoming PassengerCard to complete. You will need to fill in your flight details and customs information.

### ***Travellers information service at Tullamarine Airport***

There is an information service on the ground floor of the arrivals hall of the International terminal (T2) and the Domestic terminal (T1). You'll find information on events, tours, accommodation and special needs.

### ***Traveling to your accommodation***

The Skybus is a special bus service that runs between Melbourne (CBD) and Melbourne Airport. It leaves from the domestic and international terminals and costs about AUD\$15.

Please refer to the Skybus website for timetable and more information.

All Melbourne taxis are yellow and are available at each terminal. Taxi fares to the CBD from Melbourne Airport cost approximately AUD\$60 to AUD\$70.

Additional charges may apply for taxis waiting at the airport taxi rank, or those that commute to their destination via tollways.

- <http://www.maximelbourne.com.au>
- <http://silverservicetaximelbourne.com.au>
- <http://www.jetbus.com.au/melbourne/>

### ***Keeping in contact***

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

### ***Arranging your finances***

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive — you will usually be able to do this at the airport.

Once you have arrived into Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.



You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks. Find out more about money matters by visiting

<http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

## ACCOMMODATION

There are other accommodation choices such as rental accommodation or a hostel room. If you plan to rent in Melbourne, you will need to allow for a rental bond equivalent to 4 to 6 weeks rent. Weekly rental costs vary from suburb to suburb and according to the size and quality of accommodation. Rental rates may range from A\$100 to A\$250 per week. Costs for a hostel room in Melbourne ranges from A\$100 to A\$200 per week.

Please contact [Student Support Services](#) for assisting in Accommodation Arrangements. Utilities (Electricity, Gas, Water etc) cost approximately A\$10 per week plus connection fees if you are renting a property on your own.

You can find further information here <http://www.studymelbourne.vic.gov.au/where-to-live/finding-somewhere-to-live>

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephonenumber.

## EMERGENCIES

### *Fire*

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

### *Ambulance*

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.



### *Medical assistance*

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

## OVERSEAS STUDENT HEALTH COVER



Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to

Australia to cover you from when you arrive. The Department Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC Worldcare [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.



For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search

for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

## ORIENTATION AT QUEENSBERRY COLLEGE OF VOCATIONAL EDUCATION

All students are required to participate in an Orientation Session on the first day at Queensberry College of Vocational Education

The Orientation Session involves;

- \* Welcoming presentation to Australia
- \* Discussion of how study life works in Australia (Melbourne)
- \* Campus facilities etc.
- \* Orientation to Melbourne and a tour of Queensberry College of Vocational Education campus
- \* Details of the course, timetable, staff members contact details
- \* Welfare and Academic issues
- \* Details of other Student Services and Support available in International Student Handbook
- \* Information provided about the first point of contact (contact officer) for student support.
- \* Information on other support available e.g. Legal, emergency and health services available

## QUEENSBERRY COLLEGE OF VOCATIONAL EDUCATION POLICIES AND PROCEDURES

### FEES AND CHARGES

Queensberry College of Vocational Education will charge a range of fee and charges for courses. These charges will be provided to the student in the Written Agreement prior to issue of the CoE.



Students are required to have a signed Written Agreement in place prior to enrolment and they shall pay the Fees as outlined in the Written Agreement.

Students are required to have a signed Payment Plan in place prior to commencing classes.

Enrolment in a new course may incur any new fees.

Application fee, accommodation and airport pickup fees are non-refundable. (Refer [Fee Schedule](#) for details)

Fees can be paid in full or an initial deposit payable on enrolment as mentioned in the Letter of Offer/Written agreement. If fee is paid in full prior to course commencement, the student must acknowledge that in the written agreement that the full fee is being at their own will and not upon RTO's request.

Fees paid by credit card will incur a further charge.(Refer [Fee Schedule](#))

#### **Late Fee Payment**

Balance of fees is to be paid on an instalment program outlined in Payment Agreement that is scheduled on enrolment.

Late payment of Fees will incur a penalty on the fee instalment owed to College as referred in the Payment Agreement.(Refer [Fee Schedule](#))

College may restrict or withhold services or materials from the student if fees are overdue.

#### **Course Abandonment**

In the event a student abandons the course, all fees due are payable to College upon demand.

#### **Course Deferral, Suspension or Cancellation**

College may at its discretion defer the commencement date, cancel or vary a course prior to course commencement. In the event of deferral or cancellation before course commencement, College will refund fees in accordance with the ESOS Act Section 27 and the student agrees that there shall be no further entitlement to damages whatsoever.

Upon suspension of enrolment, the fees remain due on the scheduled dates according to the Payment Agreement

Regarding cancellation of a student's enrolment during the course refer to the [College Student Refund Policy](#).

#### **Course Deferral, Suspension or Cancellation (Student Initiated)**

In the event of deferral or cancellation before course commencement, College will refund fees in accordance with the [College Student Refund Policy](#)





Upon suspension of the course, the fees scheduled in Payment Agreement, remain due on the scheduled dates.

Regarding cancellation of enrolment during a course refer [College Student Refund Policy](#).

### **Tuition Fee Protection**

College assures the security of student fees through its compliance with the requirements of the Education Services for Overseas Students Act 2000 (ESOS).

Refer [Tuition Fee Protection Policy](#)

### **Recognition of Prior Learning & Obligations to Recognize AQF Qualifications**

RPL will be charged per qualification. Please refer the [Fee and Charges Policy](#)

### **Course Materials**

Tuition fees does not include the cost of resource materials, equipment, kits, tools and uniforms required for specific courses.

Additional fees for the cost of materials, additional equipment or other resources necessary to successfully complete a course will be charged. Material Fee includes learning resources(PowerPoint handouts, textbooks, printouts, Soft copies of learning resources), Chef's Uniform and Chef's kit. Please refer the [Fee and Charges Policy](#) for further information.

### **Course Extension**

Course extension arising due to the implementation of intervention strategy or on request by student to complete pending units will be charged based on the total duration of the extension.

Extension course fee will be calculated as follows :

*(Total Course Fee / Total duration of the course in weeks) x duration of extension courses in weeks*

### **Unit Re-assessment**

Students can submit their assessment per unit in 2 attempts. These are free of charge.

The third attempt will be chargeable to the student. Refer [Fee and Charges Policy](#)

Student may also be charged to re-attempt the unit due to act of plagiarism or other academic misconduct. Refer [Fee and Charges Policy](#)

The student will be re-enrolled for training for the unit after 3 failed attempts. The CoE will be extended.

Extension course fee will be calculated as follows :

*(Total Course Fee / Total duration of the course in weeks) x duration of extension courses in weeks*

### **Additional Charges**



Student ID cards are issued free of charge. Testamurs and statement of attainments are issued free of charge.

Fee Schedule	
Application Fee(non-refundable)	AUD 300.00
Airport Pick Up Fee	AUD 100.00
Accommodation Charges (Approximation varies upon the length of the accommodation arrangements):	Average AUD 350 per week
Credit card surcharge	2%
Late Payment Fee (per week after the	AUD 50.00
Re-assessment (Practical Assessment) 2nd Attempt	AUD 400.00
Re-assessment due to act of plagiarism or other form of academic misconduct	AUD 450.00
RPL	50% of the total course
Re-issue of Student ID	AUD 20.00
Re-issue of Testamur, Record of Results,	AUD 50.00

## REFUNDS

- Enrolment fee is not refundable once it is paid.

### REFUND OF MATERIAL FEE (BOOKS, UNIFORM AND TOOLKIT FEE WHERE APPROPRIATE)

- Fee paid in full will be refunded where,
- The student withdraws from the course at least 4 weeks prior to the course commencement.
- If Student was refused a student visa and the refusal was a reason for the student's failure to start the course on the agreed starting day for the course, or withdrawing from the course on or before the agreed starting date.
- At the discretion of the CEO, when other special or extenuating circumstances have prevented the student from commencing their studies.



## REFUND OF OSHC, AIRPORT PICKUP AND ACCOMMODATION CHARGES

- If students' refund application has been approved prior to course commencement, Queensberry College of Vocational Education will refund the Overseas Student Health Cover (OSHC) amount paid by students to the RTO. If students have commenced their studies and require a refund of OSHC, Student will be required to apply to OSHC provider directly for reimbursement of amount paid.
- If student's refund application has been approved prior to course commencement, RTO will refund any amount, which has not been paid to Accommodation Provider, Accommodation Placement Fee and Airport Pickup. In other circumstances, where the money has been paid for, students are required to apply directly to the Accommodation Provider and Airport Pickup service providers for a refund.
- RTO does not take responsibility and is not liable for the refund policies of those service providers.

No refunds for Visa refusal will be granted if the student is unable to produce evidence of Visa refusal by DOHA.

The outcome of the fee request application will be communicated to the student in 14 working days and the refund will be processed in 28 days

Any other circumstances student is not eligible for a refund of material fee.

## REFUND OF TUITION FEES

FEE REFUND CONDITIONS	
<b>1. Provider Default Provider default is applicable in the following situations.</b>	
<p><b>1.1</b> The course does not begin on the agreed commencement date, or</p> <p><b>1.2</b> The course ceases to be provided at any time after it commences but before it is completed, or</p> <p><b>1.3</b> The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason.</p>	<p>Full refund of course fee</p> <p>Unspent tuition fee will be refunded</p> <p>Unspent tuition fee will be refunded</p> <p>Alternatively, you may be offered enrolment in an alternative course by the Institute at no extra cost. You have the right to choose whether you would prefer a refund of course fees, or to accept a place at another college. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.</p>



**2. Visa refused before course commencement**

Visa refusal refunds are calculated in accordance with the legislative instrument under subsection 47E (4). The calculation under subsection 47E(4) is as follows: total amount of the pre-paid course fees the provider received for the course in respect of the student less the following amount: the lesser of:

- (a) 5% of the total amount of pre-paid course fees that the provider received in respect of the student for the course before the default day; or
- (b) the sum of \$500

**3. Visa refused after commencement date**

Unspent pre-paid tuition fee will be refunded. Enrolment Fee and pre-paid non-tuition fee will not be refunded.

**4. Visa cancelled due to actions of the student**

No refund

**5. Withdrawal from the course without notification or breaches their Visa conditions**

No refund

**6. Written Withdrawal from the course at least 28 days prior to course commencement**

Full refund of pre-paid course fee excluding the Application Fee.

**7. Written notification for withdrawal after 28th days to course commencement date**

No refund

**8. Withdrawal after course commencement date**

No refund

**9. Cancellation due to non-commencement**

No refund

**10. Transferring to another provider**

No refund

**11. The Institution terminates the student's enrolment due to student's misbehaviour or failure to comply with the Institution policies.**

No refund



## COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Queensberry College of Vocational Education focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

### ***Assessment arrangements***

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you’ll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

### ***Submitting your assessments***

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The coversheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

### ***Assessment outcomes***

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome



for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome.

You will be given a timeframe for your resubmission and advised what you must include in your resubmission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. See the section below on course progress requirements.

### ***Reasonable adjustment in assessment***

Some students may need modifications to assessments due to disability, illness or special considerations—this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources/methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

### ***Appealing assessment decisions***

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

## **MAINTAINING YOUR ENROLMENT AND COURSES PROGRESS**

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

Queensberry College of Vocational Education will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still meeting satisfactory course progress requirements and to discuss new or revised support arrangements.



Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DOHA for not meeting course progress requirements. DOHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal the decision to report you to DOHA. However, an appeal will only be considered if Queensberry College of Vocational Education has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports; or
- Where Queensberry College of Vocational Education is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

#### STUDENT PLAGIARISM, CHEATING AND COLLUSION

Queensberry College of Vocational Education has a no tolerance policy for plagiarism, cheating and collusion. 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. When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or colluding, Queensberry College of Vocational Education will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.



## RE-ASSESSMENT

QCVE offers two attempts per unit for assessment. If you have been marked as Not Comptent/Fail for the third time, you must re-enrol for the whole unit for further training.

Re-assessment for all practical units (in commercial cookery) will be charged as per the fee and charges policy.

## STUDENT ORIENTATION AND SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

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

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

### **Services that we can offer to you include:**

- Mentoring from appropriately qualified educators including their phone and email contact details.
- Dedicated mentor and mentor groups for each student.
- Access to a counsellor, if required.
- Review of learning materials with the student and providing information in a context you can understand.
- Providing extra time to complete tasks if required
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.





- Job placement assistance for those participating in courses that require practical placement.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

***Student Support Manager – Amandeep Kaur***

***24x7 Phone Number: + 61 0434 298 238***

#### ***welfare services***

Student Welfare Officer is available on campus every Friday from 09:00 AM- 05:00 PM. Bookings can be made at the reception for a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

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

Contact us at 0434 298 238 for details about welfare services we can offer.

## EXTERNAL SUPPORT SERVICES

### ***Reading and Writing Hotline***

Phone: 1300 655 506

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Website: <http://www.literacyline.edu.au/index.html>

### ***The Victorian Equal Opportunity & Human Rights Commission***

Phone: (03) 9281 7100

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>



### ***Legal Aid Victoria***

Phone: 1800 677 402

Victoria Legal Aid helps people with their legal problems and focuses on helping with the focus to help and protect the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Website: <http://www.legalaid.vic.gov.au>.

### ***Disability Rights Victoria***

Phone: 1800 462 480

Disability Rights Victoria is an advocacy organization directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

### ***Lifeline***

Phone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

**Reach Out** Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Website: <http://www.reachout.com.au>

### ***Adult Migrant English Program***

<https://www.education.gov.au/adult-migrant-english-program-0>



*VisionAustralia*

<http://www.visionaustralia.org.au>

*Blind Citizens Australia*

<http://www.bca.org.au/>

*Expression Australia (formerly Australian Association of the Deaf)*

<https://www.expression.com.au/>

*Access Australia*

<http://www.accessaustralia.com.au/>

*Centre for Developmental Disability Health Victoria*

[www.cddh.monash.org](http://www.cddh.monash.org)

## DEFERRAL, SUSPENSION OR CANCELLATION

Queensberry College of Vocational Education's Deferral, Suspension and Cancellation Policy and related procedures outline the circumstances in which a student can defer, suspend or cancel their enrolment with Queensberry College of Vocational Education and where Queensberry College of Vocational Education can initiate the suspension or cancellation of the student's enrolment.

### 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.

Deferral is defined as postponement of the commencement of enrolment and suspension is a temporary postponement of enrolment.

Note that a retrospective deferment or suspension may be justified if the student was unable to contact Queensberry College of Vocational Education because of a circumstance such as being involved in a car accident.

**Cancellation** is where the student voluntarily withdraws or is required to withdraw from a course.

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



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

Queensberry College of Vocational Education may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehavior of the student or non-payment of fees. The Student Code of Conduct defines what is the behavior expected by students and what might be defined as misbehavior. Queensberry College of Vocational Education Student Discipline Policy and Procedures will be followed to investigate the incident. In the case of student plagiarism, cheating or collusion, Queensberry College of Vocational Education's Student Discipline Policy and Procedure will be followed. Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Queensberry College of Vocational Education's Course Progress and Attendance Monitoring Policy and Procedures.

Students may also initiate cancellation of their studies using Queensberry College of Vocational Education's Enrolment Cancellation form. Students should note Queensberry College of Vocational Education's Fees, charges and refunds policy and procedure in relation to withdrawal.

## YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

We also welcome feedback from you at any time by email/phone and through our suggestion/feedback box in our reception area.



## ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Queensberry College of Vocational Education holds about you at anytime. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records, we hold in your file, you must make a request in writing to Queensberry College of Vocational Education's office staff using the Access to Records Request Form. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file;
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

### *Amendment to records*

If a student considers the information that Queensberry College of Vocational Education holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## NOTIFYING YOU OF A CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes, if applicable.

Depending on the type of change, we may send a letter to your home address, send you an email, or an SMS message. You can let us know of any changes to your details by using the [Change of Details Form](#).

We will also contact you at least once every 6 months to make sure we have your current home address, email address and mobile number.



## LEGISLATION AND YOU

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

### *Education Services for Overseas Students*

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

### *Workplace Health and Safety*

Under the Workplace Health and Safety Act 2011, Queensberry College of Vocational Education must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Queensberry College of Vocational Education has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured, if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Queensberry College of Vocational Education emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them. Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

### *Harassment, victimisation or bullying*

Queensberry College of Vocational Education is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Queensberry College of Vocational Education will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.



Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps:

1. Ideally you should tell the person that you don't like the behavior and ask them to stop.
2. If you are not comfortable doing step 1, then you should lodge a complaint as Queensberry College of Vocational Education Complaints and Appeals procedure and detailed in this Handbook.

### ***Equal opportunity***

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

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

Queensberry College of Vocational Education 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.

### ***National VET Regulator Act 2011***

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

## **PRIVACY ACT**

In collecting your personal information Queensberry College of Vocational Education will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the Victorian Information Privacy Act 2000, the Freedom of Information Act 1982 and the Public Records Act 1973.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:



We have made you aware that information of that kind is usually passed to that person or organisation.

You have given written consent;

We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or

health or that of another person;

The disclosure is required or authorised by or under law; or

The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

## COMPLAINTS AND APPEALS

**Complaint** – a statement that something is unsatisfactory or unacceptable which requires a systematic or formal resolution.

### 1. Complaints can include but not limited to the following;

- Enrolment process
- Processes
- The quality of the training delivery
- Assessment outcomes/including recognition of prior learning
- Issuing of results, certificates and /or statements of attainment
- Any other activities associated with the delivery of training and assessment services
- Conduct of the RTO in regard to its recipients
- Conduct of other students
- Issues arising from third party providers on behalf of the RTO
- Other issues such as;

discrimination, sexual harassment, victimisation, disability discrimination and bullying

2. **Appeal** – to apply to a higher authority or external body for review of how a complaint process was handled or in relation to an unfavourable decision made against them.

### 3. External Appeal

#### Requirements

1. The handling of a complaint or appeal is to commence within ten (10) working days of complaint or appeal lodgement.
2. Where Queensberry College of Vocational Education considers more than sixty (60) calendar days are required to process and finalise the complaint or appeal, Queensberry College of Vocational





Education will inform the complainant or person lodging an appeal in writing, including reasons why more than 60 calendar days are required; and

3. Regularly updates the complainant or person lodging an appeal on the progress of the matter
4. A written record of all complaints and appeals is maintained by Queensberry College of Vocational Education inclusive of all details, lodgement, response/s and resolution.
5. A formal complaint or appeal will be at zero cost to the complainant/appellant
6. The complainant/appellant may be accompanied by a support person at any relevant meeting.
7. The complainant/appellant will have access appropriate access to his/her records, following the Queensberry College of Vocational Education Records Management Policy.
8. The complainant/appellant will receive a written statement of the decision made, including details of the reasons behind the decision.

The complainant/appellant will have the opportunity to access an independent body to Queensberry College of Vocational Education to review his/her complaint or appeal following the internal Queensberry College of Vocational Education process been exhausted.

9. Queensberry College of Vocational Education will maintain the enrolment of the complainant/appellant during the Complaints and Appeals process.
10. Decisions or outcomes in the favour of the complainant/appellant shall be implemented immediately.
11. Complaints and Appeals are to be handled in the strictest of confidence.
12. Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.
13. Recognition of Prior Learning must be structured to minimise the cost and time to applicants whilst retaining the integrity required by ASQA to recognize competencies in accordance with the requirements of Training Packages or Curriculum documents.

The provider must ensure that any applicant for Recognition of Prior Learning is provided with

- Information about the competencies and performance criteria relevant to their Recognition of Prior Learning application
- Adequate information and support to enable them to gather reliable evidence of competency
- Opportunities to obtain feedback on the evidence proposed prior to finalisation of the application

Competencies for which RPL is being requested may have been developed through formal education and training, through work experience or training or through life experiences.

A written statement from an appropriate supervisory person is required to confirm authorship of any work submitted.

It is accepted that RPL is an assessment of an individual's current knowledge, skills and attitudes even though the evidence produced in support of the claim for recognition may be drawn from the past. It is up to the RPL assessor to judge whether the evidence produced demonstrates current knowledge, skills and attitudes

### **Informal Complaint Procedure**



1. The initial stage of any complaint or feedback will be when the client directly communicates with the relevant Queensberry College of Vocational Education staff member and raises the issue/s at hand.
2. The Queensberry College of Vocational Education staff member will attempt to provide a solution to the issue presented.
3. If the client is dissatisfied with the solution presented, they may initiate the formal complaint process.
4. Clients dissatisfied with the response to the informal response

### **Formal Complaint or Appeal Procedure**

1. The informal complaint and appeals procedure must be explored first.
2. A formal Complaint or Appeal form must be completed. This form is made publicly available and can be found online [www.qcve.edu.au](http://www.qcve.edu.au) or at the Queensberry College of Vocational Education reception.
3. The form can be lodged using any one of the following methods;

#### **In person**

Level 2, 376, Bourke St, Melbourne VIC 3000

(Reception or relevant Management Member)

**By Email :** [ceo@qcve.edu.au](mailto:ceo@qcve.edu.au)

**By Mail :** Level 2, 376 Bourke Street, Melbourne VIC 3000

4. Once the complaint or appeal is received, the CEO will convene an independent panel to hear the complaint; called the (complaint and appeals committee).
5. The independent panel shall not have had any previous involvement with the complaint or appeal. This panel will include representatives of;
  - The CEO
  - A member of the teaching staff
  - A member from the administration team
6. The client will be contacted within ten (10) working days of the complaint been received and a time will be organised for them to attend a meeting with the complaint committee.
7. The CEO will seek approval from the complainant/apellant and member of staff to have both parties present at this meeting.
8. If either party objects, both parties will be heard on the same day at different times to ensure the respect and comfort of all parties involved.
9. The client will be given the opportunity to present their case to the committee and is welcome to bring a support person to this meeting.
10. The relevant staff member shall be given the opportunity to present their case to the committee and is welcome to bring a support person to this meeting.



11. The complaints and appeals committee will review all evidence presented at the meeting and make a decision regarding the complaint or appeal.
12. This decision will be communicated to all parties involved within five (5) working days of making the decision in the form of a letter.
13. Should the complainant or appellant be dissatisfied with the outcome of this process, external mediation and resolution is available. A request for external mediation or dispute resolution must be made in writing.

### **External Appeal Process**

The following people/organisations are available:

1. Overseas Student Ombudsman (OSO)

#### **Online:**

A student can make a complaint online by visiting the website of Ombudsman and completing the online complaint form at <http://www.oso.gov.au>.

#### **Phone:**

Students can contact OSO ,

Monday to Friday (9am to 5pm) Australian Eastern Standard Time (AEST).

In Australia, call 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111

**Using an interpreter:** If a student wants to make a complaint in his/her own language then they can call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. OSO will pay for the interpreter.

**If you are deaf, hearing or sight impaired:** Students can contact OSO via the National Relay Service. Teletypewriter (TTY) users phone 133 677 and then ask for 1300 362 072. Speak and Listen users phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service

[www.iprelay.com.au](http://www.iprelay.com.au) and then ask for 1300 362 072

**Fax:** Students can send a fax to OSO (Within Australia: 02 6276 0123. Outside Australia: +61 2 6276 0123)

**Mail:** Students can write a letter and post it to:

Overseas Students Ombudsman GPO Box 442 Canberra ACT 2601 AUSTRALIA



If your external appeal with the Overseas Student Ombudsman is not successful, and you wish to explore more options for further appeal, you may explore other options.

## ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/ certificate) and record of results within thirty (30) days.

The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Queensberry College of Vocational Education reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Queensberry College of Vocational Education is not permitted to do so by law.

Queensberry College of Vocational Education must have a valid USI on file for the student for a qualification or Statement to be issued.

### ***Re-Issuing Statements and Qualifications***

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. [Contact us](#) for our current fee.