



CRICOS NO: 02763G RTO NO: 31353

INTERNATIONAL STUDENT HANDBOOK

Queensland International Institute

2017-2018

CONTENTS

Introduction	4
A Message from the Academic Manager	4
A Message from the Registrar	4
General Information	5
Contact us.....	5
Email.....	5
Campus Facilities.....	5
Student General Rights and Responsibilities	6
You have the right to:	6
Your responsibilities:.....	6
Course Information.....	7
Enrolment.....	7
Applying	7
Acceptance.....	7
Orientation	8
Under 18 Student Policy	8
The USI – Your Unique Student Identifier	9
Qii Student Cards.....	10
Transport Concession Fares	10
Student Policies and Procedures	11
Credit Transfer (CT) and Recognition of Prior Learning (RPL)	11
Deferral, Suspension and Cancellation of Studies.....	11
Deferral & Suspension of Course	12
Cancellation of Enrolment.....	12
Requests for Release From Qii	12
Transferring From / To Another Education Provider.....	13
Tuition and Other Fees	14
Tuition Fee Payment – Your Choice	14
Other Fees	14
Student Refund Policy	15
Overseas Students Healthcare Cover	16
Courses	17
Punctuality.....	17
Approved Leave.....	17
Course Completion.....	17
Replacement of a Qualification or Statement of Attainment	18
Assessment.....	18
Assessment Submission Procedure	19
Assessment Appeal	20
Retention of Assessment Material	20
Assessment of Competency After Enrolment has Ended	20
Course Progress Policy	21
Intervention Strategy.....	22
Completion of Studies Within the Expected Duration	24
Access to Personal Records	25
Privacy	25
Student Code of Conduct.....	27
Responsibilities.....	27

Alcohol and Drugs	27
Smoking	28
Dress code	28
Work Health and Safety (WHS)	28
Disruptive conduct	28
Dangerous conduct	28
Harassment and Discrimination	28
Mobile Phones and Electronic Equipment	29
Computing and Electronic Resources	29
Institute Facilities and Equipment	30
Plagiarism and Cheating	30
Disciplinary Procedures	31
.....	32
Student Support Services	32
Welfare and Guidance Services	32
Access and Equity	33
Learning Support	33
Cost of Living	33
Accommodation	34
Homestay	34
Shared Accommodation	34
Inner City Apartment	34
Airport Pick-Up Fee	35
Complaints and Appeals Process	36
Policy Outline	36
Complaints: Informal Stage	36
Complaints: Formal Stage	36
Emergency Procedures	38
First Aid	38
Evacuation Plan	38
Critical Incidents	38
Policy Outline	38
Critical Incident Definition	38
Procedures	39
1. Reporting of Critical Incident	39
2. Engagement of Action Plan	39
3. Review of Critical Incident	39
Emergency Contacts	40
Contact Directory	40

INTRODUCTION

A MESSAGE FROM THE ACADEMIC MANAGER

Welcome!

At Queensland International Institute (Qii) we are passionate about students' learning and personal growth. I believe that the best way for students to learn and grow is to provide a safe and inspirational environment, backed with quality training and staff who assist students to achieve their goals.

My job consists of 2 key areas:

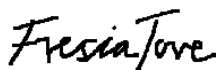
1. To ensure that our students are provided with qualified trainers who are passionate about quality training, able to help students by identifying each student's unique study needs, and who implement training methods that suit our young people!
2. To ensure that our students are provided with quality training materials, activities and information that is up-to-date, easy to comprehend and really assists the learning process.



Having been an international student in Australia myself, I understand just how important the special contact with a great trainer is, and how much of a difference it can make to your learning experience.

Fun is an important part of education, and students will find the perfect balance between fun and hard work here at Qii. I have seen what students can achieve with the right support and the passion for what they do, and it is always amazing to share that journey with them.

Qii endeavors to pay great attention to students' individual needs, attention we combine with genuine care for our students. I am proud to play an important role at Qii - an Institute that is committed to helping students achieve their goals, because we know how much they matter to you!



Fresia Tove

BBus (HRM), MBus (HRM)

A MESSAGE FROM THE REGISTRAR

Welcome to Qii, my name is Karla and I am the Acting Registrar of Queensland International Institute (Qii).

I will be with you from the moment you decide to study with us and will make sure you are taken care of when enrolling with Qii. My main responsibilities include preparing your Confirmation of Enrolment (CoEs), managing your enrolment, helping you with homestay arrangement, looking after student welfare and monitoring under 18 students.

I was once an international student and am willing to share my story and experiences; I believe I can relate to you and understand your needs and expectations.

Qii is a great place to study. Everyone in our team wants to help our students as much as possible to ensure you have a fun and rewarding experience while you are studying with us.

I look forward to meeting you!



Karla Avelino

GENERAL INFORMATION

CONTACT US

National Code
Standard 6

Queensland International Institute is located in Brisbane's CBD:

**Ground Floor & Level 3 104-108 Margaret Street
Brisbane City QLD AUSTRALIA 4000**

You may also contact us during our business hours on:

Phone:	+61 (7) 3194 6549 -Level 3 +61(7) 3150 7542-Ground Floor
After hours:	+61 (4) 20 530 431

Our business hours are: Monday to Friday, 8:45am – 5:30pm. We are closed on Public Holidays.

EMAIL

General Enquiries:	info@qii.qld.edu.au
Admissions and Marketing:	admissions@qii.qld.edu.au
Student Services:	stu_services@qii.qld.edu.au
Academic Enquiries:	academic@qii.qld.edu.au
Finance Enquiries:	finance@qii.qld.edu.au

CAMPUS FACILITIES

National Code
Standard 14

Our beautiful campus has excellently equipped classrooms, facilities and resources. These include:

- Modern, air-conditioned classrooms.
- Student PCs and laptops.
- Wi-Fi throughout the institute, available at all times for our students.
- A cozy student lounge located on the ground floor.
- A recreational area, offering students a welcoming lunch room, a hot and cold water dispenser, microwaves, and comfortable sofas; a Foosball table is also available.
- An extensive academic library stocked with Human Resources Management, Management and Marketing texts, English books, Aged Care and Early Childhood Education and Care textbooks, and dictionaries. New books are purchased every month and whenever the need is identified.
- Two 520L fridges located at Ground Floor and Level 3.
- Female & male toilet facilities.
- Comfortable classrooms, each equipped with audio and visual aids.

As required under Standard 14.3 of the National Code, Qii shall notify both the designated authority and our students of any intention to relocate our premises (including our head office and campus locations) at least 20 working days before the relocation.

STUDENT GENERAL RIGHTS AND RESPONSIBILITIES

Queensland International Institute plays an important role in providing quality training and learning opportunities, and we take great care in meeting our duty of care to our students. All students are expected to abide by the Qii's Code of Conduct, which can be found in this handbook. When you are accepted into a training program at Qii, you will enter an agreement with the Institute that you will abide by all regulations, including the Code of Conduct, which outlines your rights and responsibilities as a student.

YOU HAVE THE RIGHT TO:

- Be treated fairly and with respect by teachers, staff and other students
- Learn in an environment free from discrimination and harassment
- Learn and work in an environment free from hazards
- Pursue your educational goals in a supportive, stimulating and safe environment
- Have records and personal information stored and maintained in a confidential, secure and professional manner
- Receive regular information about assessment procedures and your progress in your training program
- Have any complaints or appeals dealt with fairly, promptly and professionally

YOUR RESPONSIBILITIES:

You must:

- Make truthful statements about your identity, financial and personal status, education and employment history.
- Behave in a manner that will not bring yourself, Queensland International Institute, your country, or partner providers into disrepute.
- Treat people fairly and with respect.
- Complete all assessment requirements by the due date.
- Ensure you comply with all terms and conditions as stated in this student handbook.
- Ensure Qii is kept up-to-date with all relevant contact details.
- Not disrupt other students during their studies.
- Provide encouragement and support to other students.
- Follow all reasonable instructions given to you by any staff member of the Institute.

COURSE INFORMATION

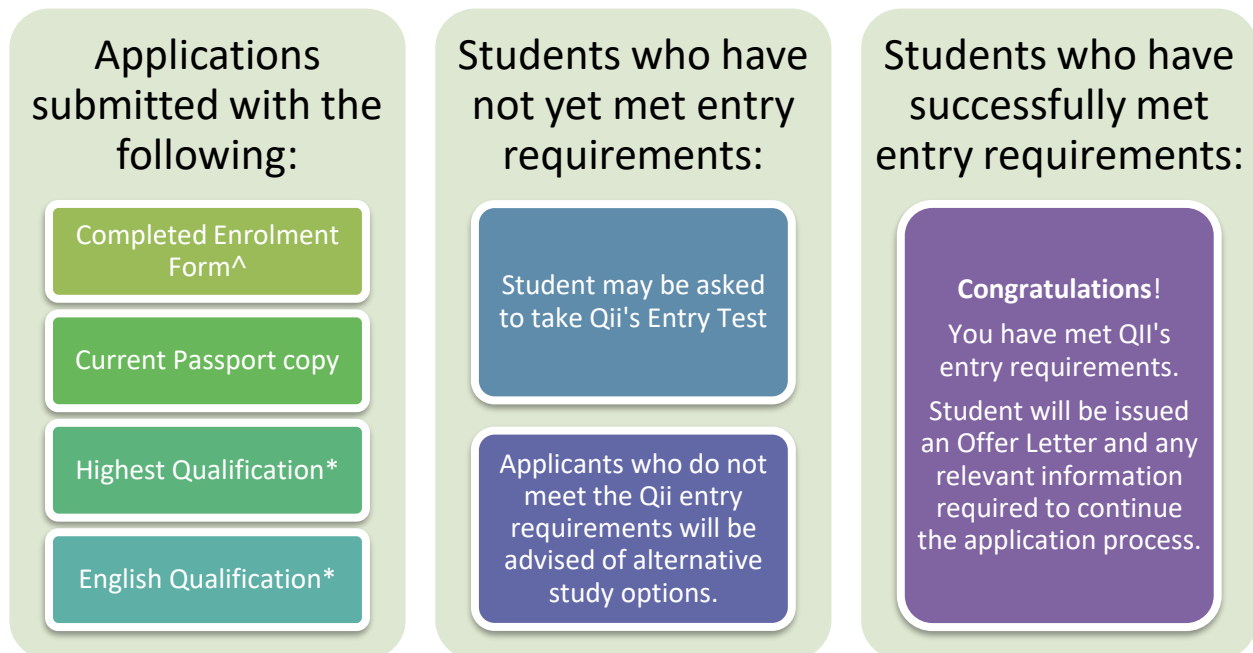
ENROLMENT

National Code
Standards 2+3+5
SRTOs 2015, Standard 5

APPLYING

All prospective students are encouraged to familiarise themselves with Queensland International Institute's website (www.qii.qld.edu.au) or contact our Qii Admissions Team (admissions@qii.qld.edu.au) to obtain more information regarding our courses, current promotions and your eligibility to enrol into Qii.

Our application process for all students is as follows¹:



[^] All students must submit a Passport-sized, standard electronic image of themselves along with their enrolment application. The image must be a good quality, clear, focused colour image of yourself, with no marks or 'red eye.' Choose a plain, light-coloured background with uniform lighting. Face looking directly at the camera with no tilt in any direction. Keep your hair away from your face, your eyes open and mouth closed. If you usually cover your head for religious reasons, or wear glasses or facial jewelry, your photograph can include these items. Glasses or jewelry must not obscure any part of the face, especially the area around the eyes, mouth and nose. Please send files only in .jpeg, .png, or .tiff format.

* Please see the Qii website for English and Highest Qualification requirements for individual courses.

International students may require the assistance of an Educational Agent to complete the application process.

Students who have successfully met the Qii entry requirements will be issued with a Letter of Offer, which will also include our Acceptance of Offer and other relevant information about your enrolment.

ACCEPTANCE

Upon your acceptance into a training program the following applies:

- Students who have successfully met our entry requirements are issued with a Letter of Offer, which also includes our Acceptance of Offer. The Acceptance of Offer must be signed and returned to Queensland International Institute within the time stated on the letter, and before the student makes their initial payment. Students aged under 18 years of age must have their Acceptance of Offer signed by either a parent or their legal guardian.

¹ Please note that entry requirements vary and are based on course requirements.

- Students will be required to pay their initial tuition fee payment, as stated on the Offer Letter (please note that all international students are required to have current Overseas Student Health Cover (OSHC)).
- After students' first payment and all relevant documentation have been received by Qii, students will receive their Confirmation of Enrolment (CoE).
- Students may then apply for their student visa.

If students are currently not residing within Australia, it is important that you speak with your Agent and/or our Student Services team prior to your arrival to Australia. This will ensure that you meet all your requirements before your arrival. These requirements include: accommodation, transport, and finances.

ORIENTATION

National Code
Standard 6

It is a **legal requirement** that all students must attend their scheduled Orientation. Orientation will be held before the start date of the student's first course. Students will be notified via email of the exact date and time of the Orientation for their intake. Our student Orientation will cover important information it is vital for all students to know during their studies with Qii and their time in Australia.

Information discussed at Orientation includes: course information and requirements, classes and assessments, important policies and procedures, the Institute facilities, and the Student Support Services available. If a student is unable to attend their scheduled Orientation they must inform Qii immediately. A \$50 penalty may be applicable for rescheduling of Orientation without official evidence demonstrating the reason for non-attendance (such as a medical certificate, etc.).

Students who fail to attend their second scheduled orientation session will be required to sit the Qii **e-Orientation**. The e-Orientation involves Student Services staff emailing the student a .pdf version of the Qii International Student Handbook. It is then **legally incumbent** upon those students to read and understand every and all of Qii's policies and procedures as set out in that document. These students will have five (5) working days upon receiving our e-Orientation documents to raise any questions or concerns with Student Services; **after that point, should no contact have been made or further questions asked, Qii shall assume that the student has read, understood, and will fully comply with every and all of Qii's policies and procedures. Student are also required to read, sign their agreement to and return to Qii within five (5) working days the eOrientation Receipt and Acceptance Form included with their eOrientation.**

UNDER 18 STUDENT POLICY

National Code
Standard 5

For students aged under the age of 18, the student's parents, and/or anyone who can legally decide where the student can live, must give permission for the student to study in Australia. Under visa condition 8532, students aged under 18 years of age must have made acceptable arrangements for their accommodation, support and general welfare. These arrangements must last for the duration of the student's visa, or until the student turns 18 (whichever happens first).

Where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative, Qii must ensure the arrangements made to protect the personal safety and social well-being of those students are appropriate. If Qii approves these arrangements, we will nominate two dates: 1) when we agree to begin taking responsibility for the student, 2) when we will cease taking responsibility for the student. Under Migration Regulations, Qii must nominate a period covering the duration of the CoE, plus seven (7) days, in order to satisfy DIBP provisions for appropriate welfare arrangements.

Students aged under 18 must show that they will either:

- live in Australia with their parent or legal custodian
- live in Australia with a relative over 21 years of age nominated by the student's parent or legal custodian, or
- live in Australia under a welfare arrangement approved by the student's education provider.

Qii shall approve student's welfare arrangements provided that the student agrees to live in homestay as arranged by Qii and/or being cared by the Guardian arranged by Qii. Qii shall issue a CAAW (Confirmation of Appropriate Accommodation

and Welfare) letter only to students whose welfare arrangements were approved by Qii for the nominated period of study or until the students turns 18.

Qii takes its responsibilities to its under 18 students very seriously. Qii shall not record a student's enrolment details with DIBP, via PRISMS, nor as part of this process issue the Confirmation of Appropriate Accommodation / Welfare Arrangements (CAAW) form, before we have verified the legitimacy of the accommodation and welfare arrangements of our under 18 students. Further, DIBP will not grant a visa for a student aged under 18 unless it is satisfied that all necessary welfare, support and accommodation arrangements are in place. In the first instance, you may wish to use the following link for more detailed information: <https://www.border.gov.au/Trav/Stud/More/welfare-arrangements-under18>.

THE USI – YOUR UNIQUE STUDENT IDENTIFIER

SRTOs Standard 3

Every student studying nationally recognised training in Australia from 1 January 2015 must have a Unique Student Identifier (USI). The USI is a very important part of being a student in Australia. Your USI gives you access to your USI Account, which stores a record of all of your nationally recognised training. Should you either apply for a job or undertake further training in Australia, you will often need to provide your training records, which your USI will give you easy access to. It is free both to create your USI and to maintain your USI Account. Qii will securely store all students' USI information and related documentation in its student management system.

Unless an exemption applies under the Student Identifiers Act 2014, Qii will be unable to issue any AQF certification documentation to any student without being in receipt of a verified USI for that student.

If a student is subject to the exemption described above, Qii will inform that student prior to either the completion of that student's enrolment or the commencement of their training and assessment (whichever occurs first), that the results of that training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Your USI will be made up of ten (10) numbers and letters. Once you complete the process to create your USI, it will look something like this: 3WB88HY9U5.

It is very easy to create your USI. Please visit www.usi.gov.au, select 'Student,' and then select the 'Create a USI' link, and following the instructions. You will need to have at least one (and preferably two) forms of identification ready when you create your USI. Please consult www.usi.gov.au for more information.

QII STUDENT CARDS

Each Qii student is provided with a unique student number, as well as a student card. It is important that students ensure that their student card is kept safe at all times. If at any time during your studies you require a replacement student card, it is important to inform Student Services. Replacement cards may incur a fee:

- Lost student Card (\$10 non-refundable fee).
- Damaged Student Card (cracked or bent) (\$10 non-refundable fee).
- Stolen Student Card (\$10 non-refundable fee).
- Faulty Card (front of card worn off) (No charge).

Your student card may be used to receive concessions or discounts for the following:

- Transport.
- Cinemas.
- Some other attractions.

TRANSPORT CONCESSION FARES

Eligible full-time students from Qii can apply for a 50% concession fare on TransLink public transport services (excluding Airtrain), regional gconnect bus services and approved regional ferry services.

You will need to purchase an adult go card and have a current student ID before apply online at translink.com.au/tertiary. Once you are determined to be eligible for the concession fares, you will receive a notification via email or SMS from Translink. If you are eligible, concession fares will be applied to your go card.

It is important to carry your student ID when travelling on student concession fares. Otherwise you could be fine \$243 for failing to proof your eligibility when asked by a Translink driver or authorised person.

For further information, visit the Translink website at <https://translink.com.au/tickets-and-fares/concessions/tertiary>

STUDENT POLICIES AND PROCEDURES

National Code Standards 12

CREDIT TRANSFER (CT) AND RECOGNITION OF PRIOR LEARNING (RPL)

SRTOs 2015, Standard 3

Queensland International Institute recognizes Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by all Registered Training Organisations (RTOs) in Australia through the process called National Recognition.

Queensland International Institute will grant credit to a student if a student has satisfied the following criteria:

- Students must complete the Credit Transfer (CT) Form and submit this with relevant documentation **within the first quarter** of the duration of the course of study to which the student wishes to gain credit. Relevant documentation may include the following:
 - An original certified copy of the Qualification including a Statement of Attainment; and
 - Academic Transcript/s with the relevant unit or subject outline/s

The provided documents will be retained as evidence by the Institute in your student file. The Institute shall provide the student with a record of any course credit to which they are eligible, which must be signed or otherwise accepted by the student. This record and its acceptance will be placed on file and recorded in Qii's student management system.

Skills and knowledge you may have gained through previous studies and through work and life experiences can also be assessed and recognised through Recognition of Prior Learning (RPL) if they meet the standards as determined by the Australian Skills Quality Authority (ASQA), based on the following conditions:

- In the absence of an ASQA qualification and/or statement of attainment, documentary evidence that would enable an assessor to make a determination of competence must be provided for assessment

If you feel that you may be eligible for Credit Transfer (CT) or Recognition of Prior Learning (RPL) you must state this on your enrolment form or inform Student Services **as soon as possible**. Note again that it is the student's responsibility to submit their CT / RPL form/s and to provide all necessary documentation **within the first quarter** of the duration of the course of study to which the student wishes to gain credit. Failure to provide necessary documentation within the specific period may result in your request for CT / RPL being denied. You may discuss CT / RPL with your Trainer or the Academic Manager at any time throughout your training program.

Note that any credit awarded to a student may result in the shortening of the length of a student's CoE. If course credit is granted before the student visa grant, Qii will indicate the actual net course duration (as reduced by course credit) in the CoE issued for that student for that course. If course credit is granted after the student visa grant, Qii will report the change of course duration via PRISMS to DIPB and the DoE, under section 19 of the ESOS Act (2000).

DEFERRAL, SUSPENSION AND CANCELLATION OF STUDIES

**National Code
Standard 13**

Qii may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances. **The cancellation, deferral or suspension of a student's enrolment may affect the student's visa. In all circumstances, students must seek the advice of a qualified education agent, or an agent of DIBP.** If advice regarding the deferral, suspension or cancellation of studies is required, students should consult Qii Student Services (stu_services@qii.qld.edu.au).

Where a student's course has been cancelled, deferred or suspended, Qii is required to inform the Secretary of DoE via PRISMS regarding the changes. If the student appeals Qii's decision to cancel, defer or suspend a student's enrolment, students will be given until the complaints and appeals process is completed before the DoE is informed.

Deferral/Deferment of enrolment:

Where the commencement of a course of study is temporarily delayed.

Suspension of enrolment:

Where a student has commenced their course but wishes to put their studies temporarily on hold.

Cancellation of enrolment:

The termination of a student's enrolment with Qii. This may occur either prior to or after commencement of a student's course.

DEFERRAL & SUSPENSION OF COURSE

National Code
Standards 13

Deferral of the commencement of studies, or the suspension of studies underway, may only be approved by Qii on **compassionate or compelling grounds**. All applications for the deferral or suspension of studies must provide supporting documents in English. Applications may require up to 7 working days to be processed. Qii may also choose to defer or temporarily suspend the enrolment of a student due to student misbehaviour. Any changes to a student's course after the course start date, as stated on the most current CoE, will incur a \$150 fee for the issuance of a new Letter of Offer and CoE.

Compassionate or compelling circumstances are generally those beyond the control of the student which affect the student's course progress or wellbeing. This could include, but is 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, which could include:
 - Involvement in or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime that has negatively impacted on the student (these cases should be supported by police or psychologists' reports)
- Where the registered provider was 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.

CANCELLATION OF ENROLMENT

National Code Standards
3.8 and 13

In the event that, a student wishes to cancel their studies with Qii, it is required that they complete a Cancellation of Enrolment and Refund Form. Students must provide any appropriate documentation to support their Cancellation; this may include an offer letter, etc. Where a student wishes to cancel their enrolment with Qii within 6 months of commencing their principal course, to transfer to another provider, they are required to provide Qii with an Offer Letter from their new provider. Cancellations of enrolments may take up to 7 days to be processed. Fees may apply.

Where cancellation of a student's course has been initiated by Qii, the student will be informed of this intention in writing and allowed 20 working days to access the Institute's internal complaints and appeals process, as per National Code, Standard 8.1. If a student accesses Qii's internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

REQUESTS FOR RELEASE FROM Qii

National Code
Standards 5+7+8

As per Standard 7.3 of the National Code, Part D, students requiring a **Letter of Release** from Qii must fill out our **Cancellation of Enrolment and Refund Form**. Students must ensure they provide evidence of at least a valid enrolment offer from their intended new educational provider. Qii may request additional documentation. All requests for release will be processed, and applicants informed of Qii's decision, within 15 working days of submission of the form. Further, as part Standard 5 of the National Code, Part D, where the requesting student is under 18, Qii will ensure that the parent or suitable nominated relative of the student during their studies in Australia has supplied written confirmation of their agreement to and support of the student's transfer of studies. For those under 18 students wishing to be released from Qii, and not being cared for by a parent or suitable nominated relative, as per Standard 7.3b(ii), Qii will only approve the release once the new provider accepts that responsibility for approving the student's accommodation, support and general welfare arrangements (as per Standard 5 of the National Code, Part D).

As per Standard 7.4 of the National Code, Part D, once approved, all Letters of Release shall be provided at no cost to the student. This Letter of Release shall also advise the student to contact DIBP to seek advice on whether student will require a new student visa.

Assessment of a student's request for release will be conducted in a fair and professional manner. At all times the final decision will be made in the student's best interest. All decisions made will be adequately supported and documented. Written reasons why a release was refused will be provided to the student and maintained on the student's record. Should a student's request for release be refused, students shall receive a written letter of response within 5 working days of a decision being reached.

Reasons for Qii refusing a student's transfer request may include, but are not limited to:

- Where it has been assessed that the transfer may be considered **detrimental** to the student.
- If the student is judged to be requesting a change of course to **avoid being reported** to DIBP for failure to meet course progress requirements.
- Where the student has **outstanding fees** to Qii.

As per Standard 7.5, and Standard 8 of the National Code, Part D, where a student's request to be released has been refused, the student may contest that decision at no extra cost by accessing the Qii Complaints and Appeals procedure. If a student wishes to contest the outcome of any appeal they may approach the Overseas Students Ombudsman, details of which may be found here: <http://www.oso.gov.au/>.

Students must be aware that a **new visa may be required** if their intended new course is in a **different sector or different level** to the original course, if an **extension** is required to a student's visa, or the conditions of the student's existing visa are **not met** by the student's intended new course. For more information about visa requirements, please visit: <http://www.border.gov.au/>.

TRANSFERRING FROM / TO ANOTHER EDUCATION PROVIDER

National Code
Standards 5 and 7

Standard 7 of the National Code, Part D restricts Qii from knowingly enrolling transferring students prior to the student completing a **minimum of six months of his or her principal course of study**, except for the following circumstances, as part Standard 7.1 of the National Code, Part D:

- a. The student's original provider, or the course in which the student is enrolled, has ceased to be registered.
- b. The student's original provider has provided a written letter of release.
- c. The student's original provider has been sanctioned in a manner preventing it from offering the student's course of study.
- d. If any government sponsor of the student considers the change to be in the student's best interests and has provided written support for that change.

Equally, Qii is responsible for assessing students' requests to transfer from Qii to another education provider, particularly when those requests fall within the six-month restriction period.

Students wishing to cancel their course with Qii and transfer to another educational provider in the first instance must complete and submit a **Cancellation of Enrolment and Refund Form**.

Students holding a student visa granted under the previous **Streamlined Visa Processing (SVP)** arrangements may be subject to certain visa conditions. These conditions must be maintained by the student. If the student does not maintain these conditions their visa may be considered for **cancellation** by the Department of Immigration and Border Protection (DIBP).

Students holding visas granted under the previous SVP arrangements wishing to transfer their studies from Qii to another education provider must therefore meet certain conditions before their request for release will be considered. In all instances a **Cancellation of Enrolment and Refund Form** must be submitted to Qii, via Student Services. However, as per the regulations set out by DIBP, if a student has not completed at least **six months** of their **principal** course of study, Qii is

generally restricted from releasing that student (please see <http://www.border.gov.au/Trav/Stud/More/Changing-coursesfor> details). A student's demonstrating unsatisfactory course progress, or owing Qii fees of any kind, are also considered to be reasonable grounds for Qii to refuse to issue a student with a Letter of Release.

Students refused of being released from Qii may contest that decision at no extra cost by accessing the Qii Complaints and Appeals procedure. If a student wishes to contest the outcome of the final appeal they may approach the Overseas Students Ombudsman, details of which may be found here: <http://www.oso.gov.au/>.

Students Under 18

Students aged under 18 (who may or may not also be subject to the requirements of SVP visa arrangements) must have written confirmation from their parent or suitable nominated relative to transfer their studies. If an under 18 student is not being cared for in Australia by a parent or suitable nominated relative, the receiving registered provider must accept responsibility for approving the student's accommodation, support and general welfare arrangements, as per Standard 5 of the National Code, Part D. The letter of offer received by the under 18 student from their prospective new educational provider must note this responsibility.

TUITION AND OTHER FEES

National Code
Standard 3

All tuition and other fees are stated in Australia Dollars (AUD) only. Tuition fees are subject to change at any time without prior notice.

- Enrolment Fee:** A non-refundable enrolment fee of \$250 must be paid by the student when they first enroll to study with Qii.
- Material Fee:** For our Business and Aged Care courses, and our Certificate III in Early Childhood Education and Care, a \$400 fee, which covers the costs of resources, tools, books and some other resources required for your course. For our Diploma of Early Childhood Education and Care, the Material Fee is \$750. For our English courses, the Material Fee is \$200.
- Cancellation Fee:** A \$150 fee, per CoE, which is treated as a credit toward tuition fees unless a student decides to cancel their studies, at which point it is retained by Qii.
- Tuition Fees:** 'Tuition fees' denotes fees payable by the student that are directly related to our provision of the course; this does not include any stationary required for the course, transport fees, accommodation fees, etc. The fees payable are as advertised on the Qii website for each course. Fees owed will also be clearly stated on the Written Agreement (offer letter).

Tuition fees **DO NOT** include other services, such as airport pickup, accommodation facilitation fees, homestay placement, Guardianship fee, visa application fees, or e-visa lodgment fees. Please note that the visa application and lodgment fees are non-refundable. Qii can arrange airport pickup and accommodation facilitation upon request. Student may request this service as required. Please also note that all living, accommodation, rent and bond costs are not controlled by Qii and are not included in any Qii fees. You must ensure you budget for these living costs.

TUITION FEE PAYMENT – YOUR CHOICE

In line with the requirements of the *Education Services for Overseas Students* (ESOS) Act 2000, if the duration of a course is greater than 25 weeks students may, if they **choose**, pay more than 50% of their tuition fees prior to the commencement of their studies.

OTHER FEES

Students may be charged an addition fee if text books, tools, resources, ID cards etc. need to be replaced during the course. All consumables students require to complete their studies, such as pens, pencils, note paper, calculators etc. will not be provided by the Institute.

Qii provides students with printing, fax, scanning and copying services. Prices and charges can be found around the Institute and may be subject to change. Replacement Certificates or Statements of Attainment will also incur a fee of \$100 per certificate. Students will be required to cover any postage costs.

If students are experiencing difficult circumstances which may prevent them from paying certain fees, it is important that they must book an appointment to see Finance Officer to discuss this. Also, if students are suffering financial difficulties it is important that they book an appointment with Student Services to discuss their financial issues. All decisions made by Student Services staff will be provided in writing to the student, a copy will also be kept in the student's file.

STUDENT REFUND POLICY

National Code, Standard 3

- a) All requests for fee refunds must be submitted to Queensland International Institute (Qii) using the Cancellation of Enrolment and Refund Form, available for download from the Qii website at <http://www.qii.qld.edu.au/student-services/Forms-Policies.html>.
 - b) Students may only be eligible for refund as assessed by Qii. Refunds are made in line with the requirements of both the ESOS (Calculation of Refund) Specification 2014 (for further detailed information, please refer to https://www.comlaw.gov.au/Details/F2014L00907/Html/Text#_Toc382906412), and the framework of the Tuition Protection Service (TPS) (www.tps.gov.au).
 - c) Where a student defaults, student is unable to obtain a visa or there is no written agreement in place between Qii and the student, students may apply for a refund of their unspent pre-paid tuition fees.
 - i. 'Student default' is triggered when the student has breached their student visa conditions, fails to pay their fees, is judged to have misbehaved, or fails to commence their course. Student default is not confirmed until students have had a chance to access internal or external complaints and appeals processes. The Complaints and Appeals Form and Policy may be found on the Qii website at <http://www.qii.qld.edu.au/student-services/Forms-Policies.html>.
 - d) In the event that Qii defaults, students will be eligible for a refund of their unspent pre-paid tuition fees. Provider default includes:
 - i. Where Qii is unable to deliver a course or program. In such cases, students will be offered a suitable alternative place on a different course of study, at no extra cost to the student. Where this is not possible, Qii will provide students with a refund of their unspent pre-paid tuition fees.
 - ii. Where Qii is unable to complete a program once it has started.
 - iii. Where Qii is unable to complete the course because of a sanction imposed upon it.
 - e) Student refunds due to provider default will be processed within 14 working days. All other refunds will be made within 4 weeks of the submission to Qii of a completed Refund Fees Form.
- Refunds are subject to deductions, including any outstanding fees to Qii, such as international bank transfer fees or fees relating to the re-issuance of CoEs. The following table details the status of items of student refund.

	More than 7 days BEFORE start date	Less than 7 days BEFORE start date	Upon start date
Enrolment Fee*	Non refundable	Non refundable	Non refundable
Homestay Placement or Airport Pick-Up Fee	Non refundable	Non refundable	Non refundable
Homestay Deposit	100%	Non refundable	Non refundable
Materials*	100%	100%	Non refundable
Tuition Fee*	80%	50%	Non refundable
Overseas Student Healthcare Cover (OSHC)	100%	100%	Pro rata†

- † Pro rata amounts are calculated according to the number of weeks of study undertaken by a student before submission of their Cancellation of Enrolment and Refund Form. (Once a policy has been purchased refunds of OSHC are made on a pro rata basis by the provider of the OSHC: see note ‡ below.)
- * All student refunds will be documented and reported to the Secretary of the Department of Education, via PRISMS. This information includes the date and amount of refund.
- f) Students who have commenced their course (according to the date stated on their current CoE), and subsequently wish to cancel their course will forfeit the balance of their fees for that course,
- g) Refunds will be made only to the enrolled student in the course with Qii, or to a designated person with written consent from the student.
- h) All fees must be paid, and will only be refunded, in Australian Dollars.
- i) Homestay Placement fees, Guardianship Administration fee and Airport Pick-up fees, are not eligible for refund (see overleaf).

- j) Those cases in which a student seeks a refund of fees paid to Qii due to individual circumstances beyond the control of the student which have been detrimental to the student's studies should be discussed personally with Qii Student Services. In such situations each case shall be judged on its own merit.
- k) Students unsatisfied with the fees refunded to them, or with Qii's refund policy, may at no extra cost to the student access Qii's internal complaints and appeals process.
- l) This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's Consumer Protection Law.
- m) Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and the ESOS Assurance Fund Manager. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

OVERSEAS STUDENTS HEALTHCARE COVER

Under the student visa requirements set by the DIBP, students **must** have a current OSHC policy for the student and their family (if applicable) for the entire period of their visa. Students who are not applying for OSHC through Qii must provide a copy of their current insurance policy 7 working days prior to the commencement of their studies. Students are responsible for renewing their healthcare cover and must provide a copy of private policy renewal to Queensland International Institute at least 7 days prior to the expiration date of any policy.

COURSES

National Code Standards 8+10

Queensland International Institute has implemented a quality management system which meets the following regulatory requirements:

- Standards for Registered Training Organisations (RTOs) 2015
- The National Code of Practice for the Registration Authorities and Providers of Education to Overseas Students 2007
- All associated laws of the State and the Commonwealth of Australia

A copy of the quality systems and all policies and procedures is available from Student Support Services.

Information specific to courses offered by Queensland International Institute is available on our website.

PUNCTUALITY

Classes commence at the time specified on the student study schedule. It is the student's responsibility to ensure that they arrive on time. All scheduled classes are compulsory for all students to attend. In the case where the student is late for class, students will have their attendance time deducted for the time that they are not in class.

APPROVED LEAVE

Qii will not approve any leave of absence while the courses are in session other than Compassionate and Compelling reasons. Students in possession of a student visa must notify Qii prior to their absence, if the student is going to be **absent for more than two (2) consecutive weeks**. In this case the student **must**:

- Notify the Academic Manager in writing: academic@qii.qld.edu.au
- Meet with the Academic Manager to discuss the circumstances of the planned absence
- Provide supporting documentation if the student intends to be absent for significantly longer periods of absence
- Consider suspending their course if students will be unable to attend class for an extended period of time

National Code Standard 10 SRTOs, Standard 3

COURSE COMPLETION

All competencies achieved by a student will be credited toward the training program for which that student is enrolled. Qii will only issue Australian Qualifications Framework (AQF) qualifications within their scope of registration that certify the achievement of the following:

- Qualifications and/or industry/enterprise competency standards from nationally endorsed Training Packages
- Qualifications and/or competency standards specified in accredited courses
- Statement of Attainment for students who do not achieve a full Award, detailing each unit of competency achieved

When assessment has been completed, the following will apply:

- If a student has successfully completed all of the unit of their course/s, their Testamur/s will be issued within 30 calendar days from the finalisation of the student's successful completion of all units of study. **A USI is required (see p. 9).**
- If a student has not successfully completed all of their course/s, their Statement/s of Attainment will be issued within 30 calendar days from the finalization of the results of the student's studies. **A USI is required (see p. 9).**
- Testamurs and Statements of Attainment are ascribed unique identifiers and recorded on a Register of Awards.

Please note that students who have *any* outstanding fees to the Institute, and/or do *not* have a USI, will be unable to receive either their Testamur/s or Statement/s of Attainment.

REPLACEMENT OF A QUALIFICATION OR STATEMENT OF ATTAINMENT

If an award, Testamur and/or Statement of Attainment is damaged or lost, a student may apply to Qii for a replacement. In such cases the following will apply:

- For lost awards, students must sign a Statutory Declaration to that effect contained on the application form.
- For damaged awards, students must submit the original award to Qii for destruction.
- Where a student applies for a replacement award due to a name change, a certified photocopy of the relevant supporting documentation must be provided.
- Requests for replacement qualification documents must be made in writing using the appropriate form.
- If applicants are **not** current Qii students, two (2) forms of appropriate identification (such as a driving license) must be submitted along with the application form.

Applications will take at least 20 working days to process. An administration fee of \$100.00 will be charged for the replacement of an award.

ASSESSMENT

National Code
Standard 10

At the commencement of each unit of study, your Trainer will give you an assessment document that provides information on which forms of assessment will be used to determine competence. You must read the information and let your Trainer know if you have any concerns about the forms and timing of these assessments. Students with special needs such as medical conditions, disabilities or learning difficulties should discuss the possibility of alternative assessment with their Trainer. Note that any alteration of assessment arrangements must be approved in writing by the Trainer.

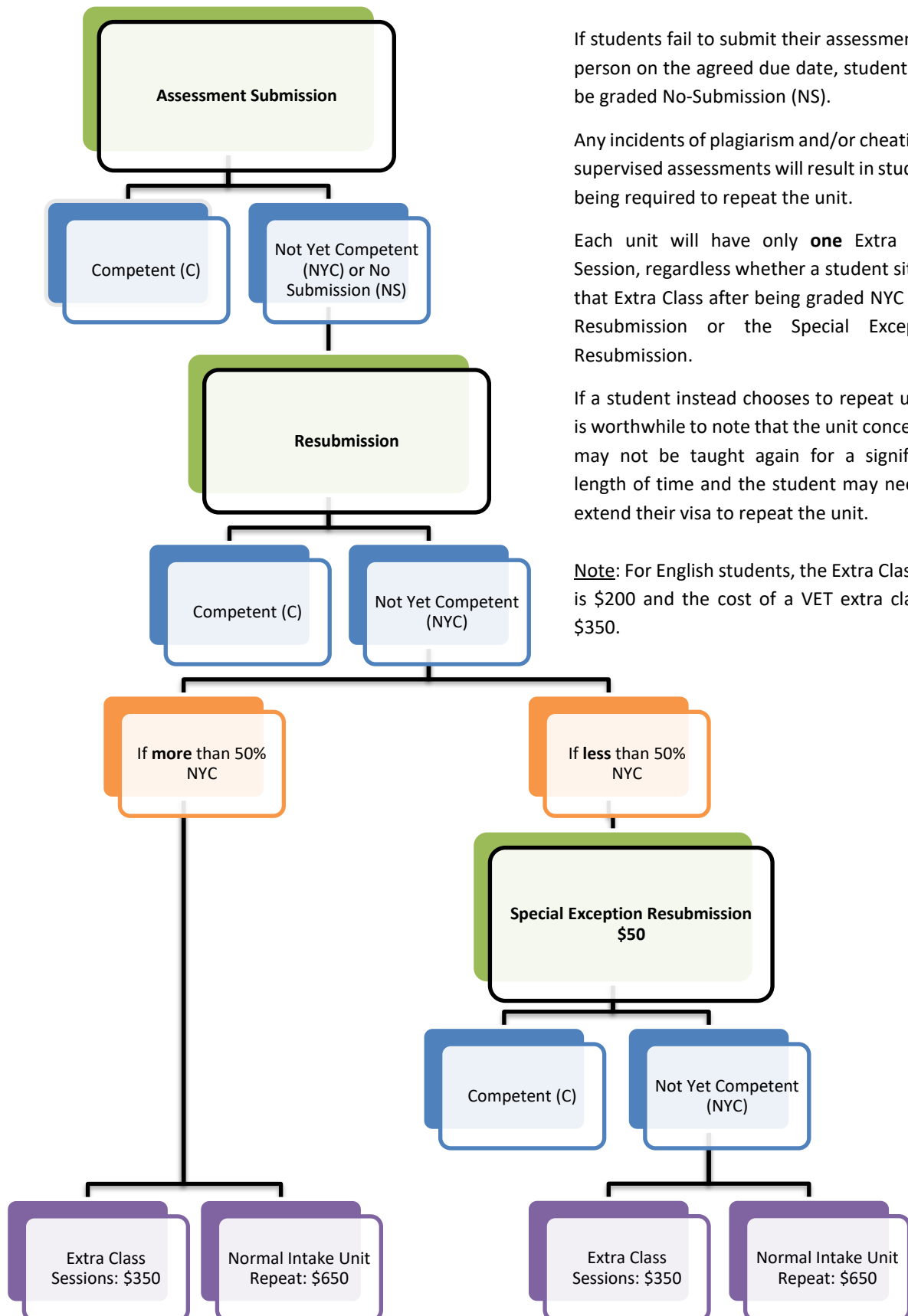
The assessment of competency in vocational training is as follows:

- Competency in all pre-requisite units must be demonstrated prior to progressing.
- Students will be provided with written feedback on their performance in each assessment task.
- Students who do not achieve competency in any assessment task may attempt the task a second time within the submission timeframes.
- Students who do not achieve competency after the second attempt will be deemed not yet competent.
- Students who do not achieve competency are required to attend an intervention session with the Academic Manager.
- Students who have been deemed not yet competent are required to repeat the unit and pay the applicable fee if they wish to have the chance to achieve competency in the particular unit

It is the student's responsibility to:

- Submit assessment items by the due date unless an extension has been granted by the Trainer **prior to the due date**.
- Note that students cannot seek extensions past the initial due date of the assessment, and to note further that extensions will be granted only in the following circumstances:
 - Personal illness: a medical certificate must be produced to verify illness
 - Extenuating personal circumstances
 - An extension request is made to the Trainer a minimum of 24 hours prior to the scheduled assessment event or submission
 - The length of any extension will be at the discretion of the Trainer in consultation with the Academic Manager, and will reflect the evidence submitted to obtain the extension.
- Keep a copy of all submitted written assessment items
- Request feedback on their performance from their Trainer
- Keep the returned assessment item for a minimum of 14 days after receipt of their result
- Clarify with their Trainer any reassessment that may be required if an unsatisfactory result is obtained in any item of assessment.

ASSESSMENT SUBMISSION PROCEDURE



If students fail to submit their assessments in person on the agreed due date, students will be graded No-Submission (NS).

Any incidents of plagiarism and/or cheating in supervised assessments will result in students being required to repeat the unit.

Each unit will have only **one** Extra Class Session, regardless whether a student sits for that Extra Class after being graded NYC after Resubmission or the Special Exception Resubmission.

If a student instead chooses to repeat unit it is worthwhile to note that the unit concerned may not be taught again for a significant length of time and the student may need to extend their visa to repeat the unit.

Note: For English students, the Extra Class fee is \$200 and the cost of a VET extra class is \$350.

ASSESSMENT APPEAL

If a student disagrees with the result they have achieved in any assessment item, they must adhere to the following process:

- 1) First, the student must discuss their assessment concerns with their Trainer.
- 2) Depending on the outcome of that discussion, the student may request a review of the assessment item by another assessor.
- 3) If the student is unsatisfied by this review, they can appeal the result. In these circumstances the following will apply:
 - Any appeal must be in writing and lodged with the Academic Department **within 7 working days** of receipt of the assessment result.
 - The appeal will be forwarded to the relevant Trainer within 24 hours of lodgement.
 - A meeting will be convened between the student and the Academic Appeals Committee, which will consist of another Trainer/Assessor and the Director (or authorized personnel), to review the assessment decision.
 - The Academic Appeals Committee will review evidence presented by the student and assessor/s.
 - The student will receive a written notification of the outcome of the appeal meeting within 3 working days.
 - The decision of the Academic Appeals Committee is final.

RETENTION OF ASSESSMENT MATERIAL

ASQA General Direction;
Standards for RTOs , Standard 5

As stated in its General Direction, the Australian Skills Quality Authority (ASQA) requires RTOs to retain records of students' completed assessment items for a period of **6 months** from the date judgment of competency is made for each student. Therefore, to comply with our obligations under this General Direction, and to establish and adhere to best practice, Qii has chosen to retain records of students' completed assessment items for a period of **12 months** from the date of course completion for each student. At the end of this retention period of 12 months, all assessment items will be discarded. The details of ASQA's General Direction may be consulted online at <https://www.asqa.gov.au/news-publications/publications/general-direction-retention-requirements-completed-student-assessment>

To comply with our obligations under Schedule 5.4(f – h) of the *Standards for Registered Training Organisations (2015)*, Qii shall retain registers of all issued AQF qualifications, and, for a period of 30 years, retain records of all issued AQF certification documentation. The *Standards for Registered Training Organisations (2015)* may be consulted online at <https://www.comlaw.gov.au/Details/F2014L01377>

ASSESSMENT OF COMPETENCY AFTER ENROLMENT HAS ENDED

ASQA General Direction

Students whose course has ended without their successfully completing all units of their chosen course/s may choose to re-enroll or attend an extra class in order to gain competency in those outstanding units. In this case, the following process will apply:

- In order to gain competency, students must either re-enroll with Qii, or attend an extra class organized by Qii.
- If the student re-enrolls or attends an extra class within 12 months from the date of their course's completion, any prior or existing work completed by the student for their original enrolment at Qii will be recognised and assessed along with any further work completed by the student.
- If the student re-enrolls or attends an extra class outside of the 12 month period from the date of their course's completion, the student will be required to attempt their chosen unit/s in their entirety, with no prior work considered for assessment.
- If the course a student wishes to re-enroll upon or sit an extra class for has expired or otherwise changed, Qii may be unable to offer the unit/s of competency required in order to gain that qualification. In this case, Qii will accept no liability or responsibility for this expiration or inability.

COURSE PROGRESS POLICY

National Code Standards 8+10

Queensland International Institute adopts the Department of Education and Training (DET)-DIBP Course Progress Policy and Procedures for registered VET Courses, under Standard 10 of The National Code 2007. Under the Course Progress Policy, if a student fails 50% or more of their units in any period of study, Qii may report that student for **failing to make satisfactory course progress**. The assessment of student progress will be made at the end of every study period.

Students are required to undertake and submit assessments. Students will be provided with a study schedule outlining the units required to gain competency in their chosen course. The study schedule will state the study periods (known as 'terms') in which the student will be required to study for a particular unit. Note that study terms and the assigned units may be subject to change. If at any time during a student's studies the student requires a replacement study schedule they must contact Student Services: stu_services@qii.qld.edu.au.

Throughout their studies, Qii will monitor, record and assess students' progress to ensure that: 1) We identify as early as practicable students who are experiencing difficulties meeting the demands of their studies, and 2) We offer and provide appropriate support and assistance to those students.

If a student fails to meet the requirements of satisfactory course progress, or is at risk of doing so, their visa may be affected. If a student has been assessed as being at risk of failing to make satisfactory course progress, or if they have failed **one** unit in any given term, they will be given an **Early Warning Letter**. At this point, the student will be required to have an **Intervention Strategy** meeting with the Academic Manager to discuss methods to ensure that the student does not continue to fail to make satisfactory course progress. The intervention meeting time and date will be specified in the Early Warning Letter. The intervention meeting is compulsory. Intervention meetings do not remove the right for students to seek academic assistance at any time. Students may also bring their own support person to the meeting.

Qii will continue to monitor students' course progress. If a student who has previously failed to become competent in one unit then fails to become competent after the first submission of their next unit, a **Final Warning Letter** will be issued. At this stage a further intervention meeting will be scheduled.

Where a student is assessed as demonstrating unsatisfactory course progress (i.e., after the finalization of results for their second unit, if a student has failed to achieve satisfactory course progress for **two** consecutive study periods), Qii will notify the student in writing by issuing a **Notice of Intention to Report**. This letter outlines our intention to report the student via PRISMS for not achieving satisfactory course progress. In this letter students will also find details on how to access Qii's complaints and appeals processes, relevant forms for which may be found on our website (www.qii.qld.edu.au/student-services/Forms-Policies.html). As compliant with Standard 8, students have **20 working days** to lodge a complaint or appeal.

Where a student has either a) chosen not to access Qii's complaints and appeals processes within the 20 working day period, b) has withdrawn from that process, or c) that process has completed and resulted in a decision supporting the Institute, Qii will notify the Secretary of DET-DIBP through PRISMS that the student has not achieved satisfactory course progress.

Throughout a student's studies with Qii their attendance will be monitored. Note further that while students will not be reported via PRISMS based on unsatisfactory attendance, however low attendance may be grounds for Student Services to request that a student attend an intervention meeting. All evidence of the intervention methods implemented will be securely recorded in the student's file.

Students must ensure their assessments are submitted by the due date. If students are undergoing any educational or personal difficulties that may impact on their ability to study it is important that they book an appointment to speak with Academic Department: academic@qii.qld.edu.au.

INTERVENTION STRATEGY

National Code Standards 6+10+13

This Intervention Strategy specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements of a minimum of 50% in any study period. This Intervention Strategy is available to staff and students on the Qii website: www.qii.qld.edu.au.

The Intervention Strategy guidelines have been produced to assist Qii in determining how to assist students at risk of not satisfactorily meeting course progress requirements as required by the Monitoring Course Progress Policy. The Qii Intervention Strategy, like all aspects of Qii's Student Services, are provided at no extra cost to our students.

Intervention Strategy Guidelines	Who Is Responsible?	Comments and Information
1. A student is assessed as at risk of not meeting their course progress requirements.	Trainer / Academic Manager	Assessment undertaken in accordance to 'Monitoring Course Progress Procedure.' See: National Code 2007, Standard 10.
2. Intervention Strategy activated.	Academic Manager	Student must be contacted by email or personal contact. Student should be advised that they are currently at risk of not meeting satisfactory course progress. Student must meet to discuss an intervention strategy. A student's enrolment cannot be cancelled due to not meeting satisfactory course progression if an intervention strategy has not been activated. Student advised that they have access at all times to the Qii Complaints and Appeals process, and that they have 20 working days to do so.
3. The tailoring of an Intervention Strategy.	Academic Manager	Intervention Strategies should be tailored to suit each individual student's needs.
4. Transition support.	Student Services / Student Welfare	Students requiring transition support may be directed to external support services (for no extra fee) for assistance with: <ul style="list-style-type: none"> • Accommodation problems • Cultural shock, home sickness • Local customs and etiquette • Balancing work commitments and studies.
5. Study skills support.	Academic Manager	Students requiring assistance with study skills may be directed to the Academic Manager. Students can receive assistance with: <ul style="list-style-type: none"> • Assessment expectations (e.g. due dates) • Exam preparation • Time management • Class attendance and participation • Academic referencing and plagiarism

		<ul style="list-style-type: none"> • Reading and note taking skills • Research, web searching, and library skills
6. Welfare Support.	Student Welfare / Registrar	Students may be directed to Student Welfare and receive assistance with personal issues influencing progress.
7. Reduction in course load.	Trainer / Academic Manager / Registrar	<p>Where it is believed the above intervention strategies will not assist a student in ensuring satisfactory course progression, a reduction in course load may be considered. Students must complete their studies within the duration of their Confirmation of Enrolment (CoE); however, if an approved intervention strategy has been implemented, students may apply for a visa extension if they cannot catch up through study in a non-compulsory period.</p> <p>The Registrar is to be advised if a student requires changes to the length of their CoE.</p>
8. Change of course.	Registrar	A student may transfer to a suitable alternative course as part of an intervention strategy. Qii's Marketing Team and Student Services must be notified, as the student will be required to complete a new application, receive a new letter of offer and sign a new Student Agreement. The Registrar will then cancel the original CoE and issue a new CoE.
9. Study Plan / Support Services	Administration Staff	An amended study plan or other academic support services may be required for a student who has an intervention strategy in place. The student must receive a copy of the amended study plan and a copy must be placed in the student's file.
10. Evidence of our Intervention Strategy.	Academic Manager	Documentary evidence of the measures implemented should be kept in the student's file. The student should receive a copy.

CPD of Trainers: Through the professional development program, Trainers will be trained to identify and remediate learning difficulties faced by students.

Activation of Intervention Strategies: At-risk students are referred to designated staff, who will work with the student to develop a learning plan which will include one or more of the following strategies. This list of strategies will be added to throughout the life of this policy, as recommendations are offered. The learning plan will be forwarded to the Student Administration Officer for inclusion in the student's file. The Qii Intervention Strategy, like all aspects of Qii's Student Services, are provided at no extra cost to our students.

COMPLETION OF STUDIES WITHIN THE EXPECTED DURATION

In line with our commitments to both Standard 9 and 10 of the National Code, Qii has and implements policies and procedures for monitoring the progress of each student. These policies and procedures are designed to ensure that at all times our students are in a position to complete their studies within the expected duration as specified on their CoE. As part of this monitoring role, Qii must ensure that in each compulsory study period for a course, our students are studying at least one unit that is not by distance or online learning. All Qii students are issued with a comprehensive study schedule at the commencement of their studies, and Qii has established an extensive system of support and information which is available at all times to our students to enable the successful completion of their studies.

Qii may only extend the duration of a student's study in certain limited circumstances, where it is clear that a student will not complete their studies by the date specified on the student's CoE. In line with Standard 9.2 of the National Code, the circumstances in which Qii may consider extending the duration of a student's studies are:

- a. Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes, or where Qii has been unable to offer a pre-requisite unit);
- b. If Qii has implemented its intervention strategy for a student judged to be at risk of not meeting satisfactory course progress; or
- c. If an approved deferment or suspension of study has been granted under Standard 13.

Students wishing to apply for an extension to the duration of their studies at Qii must in the first instance complete an Extension of Studies Form, which is available both at Qii Reception and from the Qii website.

If, according to the conditions set out above, Qii chooses to extend a student's duration of study, this extension will be carried out via PRISMS, with a record of this extension recorded in the student's physical file as well as uploaded to Qii's student management system. This variation shall be correctly reported to DIBP, via PRISMS. Qii's Registrar is responsible for the maintenance of a physical record of such variations to the enrolment load of our students.

All Qii's international students are required to attend their classes in person at the Qii campus. Only in certain limited circumstances will Qii consider student requests to undertake self-study and the self study period must not be more than 25% of the entire course. In line with Standard 9.4 of the National Code, in no circumstances will Qii enrol students exclusively in distance or online learning units in any compulsory study period. All requests to engage in self-study for any unit of a course must be made formally and in writing to the Academic Manager. In no circumstances will requests for either self-study or an extension of course duration be granted if Qii judges that granting that request will prove detrimental to the student concerned. Furthermore, except in the circumstances specified in Standard 9.2 of the National Code, and set out above, Qii will at all times ensure that the expected duration of study specified in a student's CoE does not exceed the CRICOS registered course duration.

ACCESS TO PERSONAL RECORDS

Students of Qii have the right to access their personal records. Acceptable reasons to do so may include checking to see if your records are incomplete, missing, out of date or misleading.

If you wish to access your records the following will apply:

- You may only ask for documents that contain the information that you are looking for
- You cannot remove a document from the administration area
- You cannot change, or in any way, alter any document
- You cannot ask for a document to be created specially to meet your request.

PRIVACY

Information Privacy Act 2009

Qii is committed to complying with Australia's privacy laws, which here are summarized as:

Collection	We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
Use and disclosure	Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
Data quality	We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
Security	We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorized access, modification or disclosure.
Openness	We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
Access	The individual will be given access to the information held about them, at their request. This includes anything held on the participants file including assessment results and participation records.
Anonymity	Wherever possible, we will provide the opportunity for the individual to interact with them without having to identify themselves.
Sensitive Information	We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

When you enroll at Queensland International Institute any personal, private or confidential information that you provide is protected under the Information Privacy Act (2009). The Institute will not disclose any of your personal information to other students or persons outside the Institute, other than in accordance with any legal or academic obligation, or to those persons to whom such disclosure you have expressly authorized. For example, we may be required to provide information about students, their visa status, academic progress and attendance to certain Australian Government agencies. We may also be required to provide information to the Tuition Assurance Scheme and the ESOS Assurance Fund Manager

The information disclosed by students of Qii will be used for the purpose of identifying and/or confirming participation in a training program, including:

- Verifying identity
- Assisting with the identification of special and/or individual needs
- Administration services, such as the issuing of accounts and qualifications

Furthermore, the personal information of staff and students will be disclosed, as required by law, in the following instances:

- Credit reporting
- Criminal background checks
- Appropriately authorized government and regulatory authorities, such as:
 - The Department of Immigration and Border Protection (DIBP)
 - The Department of Education (DoE)

Information is collected during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007 to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, to the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law.

STUDENT CODE OF CONDUCT

National Code
Standards 6+10+13

At Qii we strive to provide all our staff and students with a safe and comfortable work and study environment. Our team is committed to ensuring that all students are treated fairly and with consideration at all time. All of Qii's staff members take pride in the high standard of education and services that we provide, and we invite all Qii students to work in partnership to develop an effective, safe and respectful environment.

During your time as part of Qii, students will have many opportunities to interact with other members of the Qii community and it is important that we recognize and respect the varying values and beliefs, diversified student experiences and student expectations. This Qii Student Code of Conduct outlines the rights and responsibilities of each student, staff and member of Qii. The purpose of the Student Code of Conduct is to ensure that all students are able to study in an understanding, respectful, professional and safe learning environment.

Students and staff must not engage in activities or behavior that will bring Queensland International Institute or themselves into disrepute. Students are expected to act appropriately and conduct themselves as respectful citizens of the local community. Students and staff must not partake in conduct which constitutes a criminal offence.

The Qii Student Code of Conduct applies to all students currently or previously enrolled at Qii, any persons who are on Qii premises or premises leased by Qii, or attending any event that has been organized by Qii. All Qii staff and visitors must also be familiar with and adhere to the Student Code of Conduct. Students should be aware that any breach of our Student Code of Conduct may be considered as misbehavior and will be dealt with accordingly by the appropriate authorities.

RESPONSIBILITIES

It is our belief that all Qii staff and students have the right learn and work in a safe and comfortable environment.

As a student of Qii you are expected to:

- Be responsible in meeting all your course requirements and endeavour to achieve in your studies
- Adhere to all your visa conditions and requirements
- Treat Qii staff and fellow students with respect and courtesy at all times
- Not participate in behavior that is considered intimidating, harassing, dangerous or bullying
- Take reasonable care and responsibility of campus facilities, property and equipment
- Maintain a high standard of hygiene and grooming
- Students subjected to disciplinary actions are required to follow and adhere as advised
- Adhere to all standards of conduct, laws, regulations or policies and procedures of Qii
- Immediately report any incidents or concerns to Qii staff
- Clarify any uncertainties or concerns with Qii staff

ALCOHOL AND DRUGS

The possession, use and sale of illegal drugs or controlled substances (including stimulants, narcotics, hallucinogens, or marijuana) on the premises of Queensland International Institute is against the law and will be reported to the Police. Students are not allowed to be on or using Qii premises while under the influence of alcohol or drugs.

SMOKING

Queensland International Institute has a legal obligation under the Tobacco and Other Smoking Products Act (1998) to maintain a smoke – free environment. Smoking is prohibited throughout Qii premises. This includes: lifts and stairwells, balconies, outdoor areas, immediately outside entrances, under awnings or within 4 meters of a building or structure.

DRESS CODE

Students are expected to dress in clean and neat attire when attending the classes. Where a student has been informed that a certain class will require specific attire, students are expected to dress appropriately.

WORK HEALTH AND SAFETY (WHS)

The Work Health & Safety Act (2011) applies to all staff and students of Queensland International Institute. Qii is committed to providing all our staff, students and visitors to our premises, a safe and healthy work and study environment. It is expected that staff and students work together in promoting and taking responsibility in ensuring the health and safety of others at Qii, on the Institute premises and any premises that are used by the Institute.

Your responsibilities include:

- To wear appropriate clothing for when attending the Institute or Institute event
- To keep food and drinks out of classrooms
- Not to be in possession of, use or wield any weapon. It is an offence under the Weapons Act (1990) to be in the possession of a knife or other weapon in a public place or an educational facility, unless the weapon is to be used for educational purposes.
- To advise the Institute if you are taking prescription medicine that may interfere with your safety or the safety of others.

DISRUPTIVE CONDUCT

Where a student behaves in such a way that disrupts or hinders Qii staff from delivering education or training or other Qii services is in breach of Qii's Student Code of Conduct. This applies on Qii premises and at any event that has been endorsed or organized by Qii. Any individual or group that is found to be abusive, indecent, disorderly, excessively noisy or unreasonably disturbing the peace will be dealt with accordingly.

DANGEROUS CONDUCT

Students and staff must not partake in dangerous conduct, where one's actions or behavior endangers the health, safety or personal well-being of others or one's self. Dangerous misconduct includes but is not limited: physical abuse, threatening or harassing behavior, possession of dangerous weapons. Such behavior will not be tolerated by Qii and will be dealt with accordingly by the appropriate authorities.

HARASSMENT AND DISCRIMINATION

At Qii our community is comprised of students and staff hailing from various backgrounds, nationalities, with varying cultures and beliefs. It is important that students and staff are shown respect and compassion, and are treated fairly regardless of their backgrounds. Queensland International Institute is strongly committed to the Queensland Anti-Discrimination Act (1991), which promotes fair treatment and equality of opportunity and makes all forms of discrimination, racial and religious vilification and all sexual harassment, unlawful.

At Qii we believe that all of our staff and students are entitled to work in an environment that is free from all forms of harassment and have a responsibility to promote a safe and respectful environment. Students and staff are expected to:

- Show respect and consideration to others at all times
- Not partake in any form of harassment or discrimination, regardless of whether they are on Qii premises or not
- Not display aggressive or threatening behavior
- Report all situations of harassment to Qii staff immediately

Harassment is any behaviour that is unwelcome, demeaning, unreciprocated, intimidating, humiliating or offensive. Harassment may take many forms, such as but not limited to:

- Loud and abusive language
- Yelling and screaming
- Unexplained rages
- Unjustified criticism and insults
- Rude or disrespectful comments to others

All staff and students have a responsibility to treat all others fairly and respectfully, regardless of their background, gender, culture, ethnicity, physical or mental capabilities and/or other differences. Some examples of discrimination include but are not limited to:

- Racial: based on ethnic origins, stereotypes, bias and prejudice
- Sexual: unwelcome sexual advances, requests for sexual favors, sexual comments and other verbal or physical conduct of a sexual nature. This also includes the unfair treatment of a person because of their gender identity, such as transgender persons
- Religious: treating a person or group differently because of what they do or do not believe
- Political: treating a person or group unfairly because of political beliefs
- Age: treating a person or group unfairly because of how old they are, including the young and the aged
- Disability: treating someone with a disability less favorably than someone without a disability
- Real or suspected infection with a disease such as HIV/AIDS

No form of discrimination and/or harassment will be tolerated at Qii. It is important that any student or staff that is subject to, or witnesses any form of harassment and/or discrimination should speak to a member of our Student Services team immediately.

MOBILE PHONES AND ELECTRONIC EQUIPMENT

The use of mobile phones is not permitted in classrooms. The use of electronic devices such as MP3 players, cameras and other recording devices is only permitted for purposes relating to the study being undertaken, and/or as directed by the Trainer. Inappropriate use of electronic devices may result in the confiscation of the item or other penalty, depending on the severity of the offence.

COMPUTING AND ELECTRONIC RESOURCES

All students must respect and use Qii resources in a lawful and appropriate manner. Our computer facilities and internet access are provided by the Institute for the convenience of Qii's students at no extra cost. Use of the Institute computers and internet access from any personal device by students and staff may be monitored.

Misuse of our computing and electronic resources includes but is not limited to:

- Accessing websites containing illicit, obscene or violent material or content
- Downloading music, movies or other files illegally
- Knowingly installing or bringing malicious or illegal software onto the Institute computers

If students are found misusing Qii electronic resources they may lose their computer and/or internet privileges, or may be subject to disciplinary or legal actions.

INSTITUTE FACILITIES AND EQUIPMENT

Queensland International Institute provides facilities to enhance the training experience of all its staff and students. Any act of misuse, vandalism, theft or unwarranted damage, destruction, defacing or unauthorized use of Qii property is a violation of our Student Code of Conduct.

As part of the Qii community you are expected to maintain and respect these facilities by:

- Reporting breakages and/or faults with equipment or campus facilities to Trainers or Staff
- Leaving classrooms, student recreational areas, toilets and Qii premises clean and tidy after use, ensuring that reasonable care is taken during use
- Not damaging or stealing property, training equipment or other resources belonging to Queensland International Institute, partner providers or others

PLAGIARISM AND CHEATING

As a student of Qii it is expected that you act ethically and with integrity in your academic work and studies. Students are expected to:

- Comply with Qii rules, regulations, policies and procedures
- Not engage in any form of academic misconduct
- Strive to do their best in their studies
- Attend and actively participate in scheduled class, workshops or events

Plagiarism is defined as stealing and/or passing off the ideas and words of another as your own. This source may be written, oral or electronic, and includes copying/pasting from books, periodicals, journals, newspapers, the Internet and the retrieval of research papers from the Internet.

Cheating is defined as submitting work done by someone else e.g. parent, friend, Tutor as your own. It includes copying another student's work (with or without his/her knowledge) and handing it in as your own.

Examples of plagiarism and cheating are as follows:

- A student submits another person's work as his / her own
- A student copies another student's work (with or without their knowledge) and hands it in as his / her own
- A student writes an assignment with another person when that assignment is supposed to be the student's own independent work
- A student allows someone else to copy his / her work and submit it for assessment
- A student pieces together different sections of the work of others into a new whole, i.e., 'cutting and pasting' from any source, especially but by no means exclusively the Internet.
- A student fails to indicate with quotation marks (" ... ") that they have copied another person's exact written words or symbols, regardless of how few were used
- A student fails to provide a Bibliography for a project that requires acknowledgement of research he / she has cited
- A student buys or obtains a paper from a research service or 'paper mill' (whether Internet-based or not) and submits that material as his / her original work

To avoid plagiarism and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the work

Students who submit work that is plagiarized or which is the work of another person (cheating) will be asked to attend a disciplinary meeting with the appropriate authorities. In serious cases, students may have their enrolment with Qii cancelled.

DISCIPLINARY PROCEDURES

National Code Standard 13

If a student is found to continually fail to meet their obligations or has displayed unacceptable conduct, he/she may be subject to disciplinary procedures. Students subject to the disciplinary process should read our policy which outlines their rights and obligations. Where a student is unsatisfied with a pending disciplinary action or decision, they may appeal by accessing our complaints and appeals process.

Disciplinary action will occur in response to the following:

- Misconduct, including:
 - Breaches of policies, codes of conduct and other reasonable instructions
 - Unauthorised prolonged absence from your training program
 - Inappropriate use of Institute property and facilities
 - Plagiarism
- Serious misconduct, including:
 - Threatened or actual assault against another person.
 - Serious or repeated bullying, abuse or harassment of another student, staff member or member of the public.
 - Serious failure to observe Workplace Health & Safety policies and procedures, instructions or requirements.
 - Refusal to carry out a lawful or reasonable instruction that is consistent with your training contract

Where a student has been found in breach of the Qii Student Code of Conduct, the following process will occur:

1. Brief details of the incident will be recorded and referred to Student Services.
2. Students will be expected to attend a counseling session to discuss the breach(es) or incident. During this meeting all details of the incident including the date of the breach, form of breach that occurred, persons involved and any other important facts will be recorded on a Student Misconduct Form. Students and the staff member will discuss and agree on a course of action that will be taken.
3. The Student Misconduct Form and any other evidences or information will be kept on the student's record and referred to Student Services.
4. Students will be monitored for any further examples of breaches.
5. Where a student continues to fail to adhere to the Student Misconduct Form, a formal warning will be issued
6. Continual disregard of the Qii Student Code of Conduct will result in further disciplinary action. This may include a monetary fine, suspension from a course, the withholding of results, exclusion from lectures or cancellation of a student's enrolment and/or visa.

STUDENT SUPPORT SERVICES

National Code
Standard 6

WELFARE AND GUIDANCE SERVICES

Queensland International Institute provides a strong support network to all students, with the aim to assist them in achieving their educational and personal goals. We are aware that whilst in Australia student's may undergo drastic transitions in their life and study, our student support staff are available for free consultations to provide students with support, assistance or simply be there to listen to students' issues. Some issues that students may wish to speak to Student Services about, include but are not limited to:

Educational problems

- Study skills
- Exam anxiety
- Learning difficulties
- Course choices, and course progress requirements

Personal problems

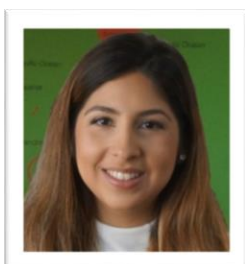
- Relationships
- Accommodation issues
- Stress, depression, and low self esteem
- Conflict
- Legal matters
- Personal safety

Other problems

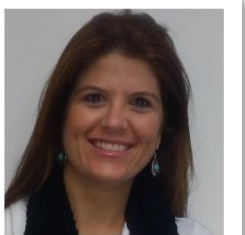
- Complaints
- Harassment and discrimination
- Consumer protection
- Pathways to further education and training

Students are encouraged to approach their Trainer or our Student Service officers with any difficulties they may be experiencing in their study and/or personal lives. All students are able to access our guidance and support network, which may be done by contacting Student Services either by visiting Reception or emailing using the address below. Where required, such as where the student requires legal services or where students require further support or assistance, a student will be referred to external professional services such as Legal Aid or a professional counselor.

Qii's designated Student Contact Officers are Gabriella (Gabby) and Gabriela:



Gabby is both Office Coordinator and Student Contact Officer. Currently based on Reception, Gabby should be your first point of contact if you have something you need to talk to us about. You can email Gabby on info@qii.qld.edu.au.



Gabriela is Qii's other Student Contact Officer. Gabriela works closely with Gabby, so feel free to ask to speak to her if Gabby isn't available. Gabriela can be emailed on gabriela.m@qii.qld.edu.au. Any other Qii staff member may be spoken to if both Gabriela and Gabby are unavailable.

Qii's designated Student Welfare Officer is Karla:

Karla is Qii's Registrar and Student Welfare Officer. Feel free to contact her regarding any enrolment and study-related issues. You can email Karla on karla.a@qii.qld.edu.au.

Qii also requires each of its students to attend our comprehensive **Orientation sessions**, which provide guidance on the range of support services Qii offers its students.

If you would like to book an appointment with Student Support, please email: stu_services@qii.qld.edu.au.

ACCESS AND EQUITY

Queensland International Institute provides assistance in minimizing any barriers caused by language / literacy needs and / or a disability or medical condition, and is able to:

- Coordinate services to meet individual needs
- Work to eliminate barriers which may disadvantage students
- Assist students to achieve their education and career goals
- Encourage students to be independent and to take responsibility for their training program

Queensland International Institute aims to achieve access and equity by providing learning opportunities, an inclusive environment and/or set of materials that cater for differences between people and cultures. The strategies below outline the means by which Queensland International Institute recognises and embraces difference and provides the means by which all students have the best opportunity to achieve their goals.

LEARNING SUPPORT

Queensland International Institute recognises that students come to the Institute from a range of different backgrounds and may experience problems with their learning because English is not their first Language.

Queensland International Institute conducts a Language, Literacy & Numeracy assessment to assist in identifying LL&N support needs and employs Trainers that are professionally qualified and experienced to address identified needs.

Professional services external to the Institute are available to assist students with specific learning difficulties. Contact Student Support Services to make the necessary arrangements for these services.

COST OF LIVING

Australia has a relatively high standard of living, and in comparison to other English-speaking countries, such as the UK, the cost of living in Australia is low. Queensland has one of the lowest costs of living compared to other Australian states.

Whilst living in Australia, it is recommended that students have access to the following funds a year to meet living cost requirements:

- \$19,830 for the main student;
- \$6,940 for the student's partner;
- \$2970 for each of the student's child/ren

These indicative courses include costs such as accommodation costs, food, utilities and transport. Indicative courses may differ depending on student's personal standard of living and are only indicative. **Where the student has school-aged dependents, separate school fees may be incurred.** The extra funds required for each dependent will vary on the living and study options chosen.

For more information, please visit either the Study Australia website at www.studyinaustralia.gov.au, or the following page at DIBP: <http://www.border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds>.

ACCOMMODATION

Queensland International Institute provides all students with accommodation referral service to assist you in your search for accommodation. Students are advised to pre-book their accommodation through their agent or through the Institute, prior to arrival in Australia.

The Student support officers are available to provide assistance if students are facing any issues with accommodation arrangements or if they wish to change their choice of accommodation.

HOMESTAY

Qii may help students organize Homestay prior to student's arrival in Australia for a fee of \$200.00 AUD. Students are required to give a minimum of 2 weeks' notice if you require us to organize your Homestay.

Homestay provides students with the opportunity to experience Australian home life within the security of our program. You may be hosted by a family, couple or a single person. Each student can expect to have their own furnished bedroom. Meals may be provided for the student at an extra cost (may vary). The length of Homestay may vary from a minimum of 4 weeks to the entire duration of your course/studies.

Homestay is not the cheapest accommodation option. Students should expect to pay from \$220.00 - \$350.00 per week (inclusive of meals).

SHARED ACCOMMODATION

In Australia, the most popular type of accommodation for students is share accommodation. Share accommodation involves living with a small number of people in rental accommodation and facilities (kitchen, bathroom, etc.) are shared. Household costs (bond, electricity, gas, phone, internet bills) are split among household members.

INNER CITY APARTMENT

Most inner city apartments require you to sign a lease for 3-6 months. This option is usually the most expensive for students to choose. Please check carefully if the apartment is fully furnished, if not you may need to set aside sufficient set-up funds. Most properties will require a deposit or "bond" that is to be paid before moving in, the bond usually amounts to 4 weeks of the rent. The bond is returned to you upon your departure from the property at the end of your lease.

For more information about accommodation please contact Qii staff or visit the following websites:

www.realestate.com.au

www.flatmates.com.au

www.gumtree.com.au

www.shareaccommodation.com

AIRPORT PICK-UP FEE

Students may request an airport pick-up service from Qii. Our airport pick-up fee is \$150.00. Students must provide us with their itinerary 7 days prior to their arrival in Australia. Any changes in flight plans must be immediately communicated to Qii as soon as reasonably possible.

COMPLAINTS AND APPEALS PROCESS

National Code
Standard 8

POLICY OUTLINE

Qii is committed to providing quality education to all our students. All complaints and every appeal brought to the Institute's attention will be treated as an extremely important matter. Qii will ensure that all complaints and appeals are dealt with professionally and in a fair and equitable manner. Communication between Qii and our students is essential, and it is important that students approach us if they have any questions or concerns. Prior to lodging a complaint or appeal, students are strongly encouraged to read the appropriate policy relating to the particular issue or complaint they may have. Qii will always provide our students with an opportunity to present their cases for complaint or appeal to us at minimal or no cost to the student.

A student may feel the need to raise a complaint when they are dissatisfied with an aspect of the services provided by Qii. For example, a student may complain if he or she believes that they have been treated unfairly by a member of staff, or that their educational provider has not correctly adhered to their guidelines and codes of conduct. Further, a student may wish to lodge an appeal when he or she is not satisfied with a decision that has been made by Qii. Appeals may include, but are not limited to:

- Being refused admission to a course;
- Course fees and due dates;
- Assessment decisions;
- Course or provider transfers;
- Being reported for failure to meet course progress requirements;
- Cancellation of enrolment.

If a student has a complaint or wishes to make an appeal they may access the following process to address their concerns.

COMPLAINTS: INFORMAL STAGE

At the initial stage of any complaint, the student should immediately communicate directly to the relevant first person of Qii staff. For example, if a student believes they have been treated unfairly in class, the student should first approach their Trainer to discuss their concerns. If the student is uncomfortable with discussing the issue with their Trainer, they may choose to approach staff at the reception area and speak with Student Services. If the student is still unsatisfied with the response of their informal complaint, they may initiate a formal complaint to Qii.

COMPLAINTS: FORMAL STAGE

Students wishing to access the Qii formal complaints and appeals process must first access the informal complaints and appeals process. Should this informal process prove unable to resolve the issues at hand, the student may proceed to the formal complaint process. All formal complaints must be made in writing using the **Complaints and Appeals Form**, which must be submitted to Qii Student Services at the Institute reception. A record of any complaint will be retained and recorded by Qii. To obtain a copy of the Qii Complaints and Appeals Form, students may either visit our website (www.qii.qld.edu.au/student-services/Forms-Policies.html) or approach one of our Student Services staff at the reception area. The Qii complaints and appeals processes may be accessed by Qii students free of charge.

The formal complaint or appeal will be directed to the member of Qii staff determined to be most suitable to manage the case. This member of staff shall also act as a point of contact for the student. This member of Qii staff must not be involved (or have previously been involved) in the complaint or appeal at hand. The complaint or appeal will be assessed by this person together with a selected panel of staff / persons, including but not necessarily limited to:

- The Principal Executive Officer (PEO)
- Members of Qii's Senior Management Team

- Members of Qii's teaching staff
- Members of Qii's Student Services staff
- An independent third party

Upon receipt of the formal complaint, the managing staff member will make all reasonable efforts to investigate, resolve and ensure all appropriate corrective/preventive action/s are in place, within seven (7) working days from receipt of the written complaint.

If a student accesses Qii's complaints and appeals processes, the student will remain enrolled as a Qii student while the complaints and appeals process is ongoing.

The student will be given an opportunity to present their case for complaint to the panel. The student may choose one person to accompany them to this meeting as a support person. If applicable, the relevant staff member involved in the complaint and appeal will also be given an opportunity to present their case to the panel. This staff member may also choose one person to accompany them to this meeting as a support person. The complaints panel will then discuss and assess the complaint in order to attempt to reach as objective and fair a decision as possible and practicable. The member of staff managing the complaint will then communicate the panel's decision, in writing, to all parties within five (5) working days of making its decision. The complaints and appeals process may take up to twenty (20) working days to complete.

If the student is dissatisfied with Qii's response to and decision regarding their complaint, the student may appeal Qii's decision. Again, this must be done in writing using the **Complaints and Appeals Form**. Upon receipt of the appeal, the managing staff member will make all reasonable efforts to investigate, resolve and to ensure all appropriate corrective/preventive action/s are in place, within seven (7) working days from receipt of the appeal. The member of staff managing the appeal will then communicate the outcome of the student's appeal, in writing, to all parties within five (5) working days of the decision being made. The appeals process may take up to twenty (20) working days to complete.

If at this point the student remains unsatisfied with the decisions made by Qii, or if the matter at hand is unable to be addressed internally, the student may initiate an appeal to the Overseas Student Ombudsman (OSO): www.oso.gov.au, or phone 1300 362 072. While Qii refers to students to external agencies free of charge, students must personally and wholly bear the cost of any fees levied by external agencies.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, Qii will immediately implement any decision and/or corrective and preventative action required, and advise the student of the outcome.

Qii's complaints and appeals policy does not negate the right of any overseas student to pursue legal remedies. All decisions will be communicated in writing to relevant parties, all correspondence and documentation will be kept in the student file. Student's accessing our Complaints and Appeals process are still considered a current student of Qii and must ensure that during this period that they still meet their course requirements.

Please note those government departments such as DIBP and the Department of Education, who have a regulatory role overseeing International Student Education services, do NOT have a complaints management role.

EMERGENCY PROCEDURES

National Code Standard 6

The campus has an evacuation plan in case of emergencies. This information may be found displayed in all classrooms and around the Institute. We will cover emergency procedures with students during their Orientation.

FIRST AID

If you are injured and require assistance, report to your Trainer immediately or approach Student Services at the reception. Students are not permitted to use First Aid facilities or boxes and / or self-administer pain medication without prior permission from a staff member.

EVACUATION PLAN

Fire hoses and extinguishers are provided for your safety. Students will be shown these when they arrive, but they are also strongly encouraged to familiarize themselves with their location and to satisfy themselves that they aren't damaged or vandalized.

If students hear the fire alarm bell, the following applies:

- Remain calm
- If in class, follow your Trainer's instructions
- When told to do so, move with your class or group to your designated assembly area and stay there for a roll call
- Do not wander off to collect personal belongings from lockers or classrooms
- If you are not in class, go to the nearest safe assembly area
- Remain in the area where you have assembled until you are told by staff that you may leave

CRITICAL INCIDENTS

POLICY OUTLINE

If you encounter a Critical Incident during your time as a student with Qii, we will implement procedures we have in place both to ensure your safety and that the matter is properly dealt with by the appropriate personnel.

Qii has thorough procedures established to manage Critical Incidents and to ensure your safety. If you require support you must contact Qii using the details below. Qii will ensure your concerns are swiftly and professionally dealt with by the appropriate members of staff.

If you experience a Critical Incident at any time during your studies with Qii, please contact us via phone on 073194 6549 (office hours), or 0420 530 431 (after hours), email stu_services@qii.qld.edu.au, or contact via email either of the two Student Contact Officers whose details are included below.

CRITICAL INCIDENT DEFINITION

The National Code 2007 defines a Critical Incident as

A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Examples of events which may be deemed Critical Incidents include:

- Any fatality, near-fatality, or incident likely to seriously affect staff and/or students;
- Serious traffic accidents, e.g. an accident during a student field trip;
- Murder, suicide, or attempted suicide involving students, staff or family members;
- Fire, explosion, bomb threat, or similar;
- Hold-up or attempted robbery;
- Threats of violence and/or sexual assault to staff/students;
- Storms/natural disasters causing major damage.

PROCEDURES

Where a Critical Incident is identified, the following procedures will take place. As part of the process of reporting Critical Incidents, Qii Student Services shall confirm that the incident falls under the definition of a Critical Incident provided above.

1. REPORTING OF CRITICAL INCIDENT

- When any staff member feels a Critical Incident has occurred they are **immediately obliged** to contact the emergency services (if required) and to alert a member of Qii staff. Student's may contact **any** member of Qii staff to inform us of a Critical Incident. However, Qii's designated Student Contact officers are the Office Coordinator, Gabriella Castro (info@qii.qld.edu.au), and the Receptionist, Gabriela Medeiros (gabriela.m@qii.qld.edu.au).
- A **Critical Incident Report** is to be completed by the most appropriate staff member involved in the Critical Incident. The report will be completed / verified by either the Director of Qii or a senior member of Qii staff. The **Critical Incident Report** may be found on Qii's website at: <http://www.qii.qld.edu.au/student-services/Forms-Policies.html>.
- The **Critical Incident Report** must contain as much information as possible, indicating the persons directly involved with, and all relevant details of, the Incident, including the emergency service/s involved, and any follow-up actions to be taken.
- The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Qii to notify the DOE as soon as practical after any Critical Incident. Qii adheres strictly to this requirement. In the case of the death of a student, or any other absence affecting the student's attendance, the Incident will need to be reported via the Provider Registration and International Student Management System (PRISMS). The Critical Incident Report shall be circulated among all relevant members of Qii staff to ensure the incident is recorded in full, properly understood and appropriately acted upon.

2. ENGAGEMENT OF ACTION PLAN

- A Student Services Officer will assess the Critical Incident and implement a plan of action to most effectively engage the Critical Incident.
- After the immediate Incident has been attended to, a meeting with appropriate staff / students will be organised. This meeting will determine issues and responsibilities relating to:
 - The assessment of risks and response actions;
 - Required liaison with emergency and other services;
 - Contact with students' relatives and other appropriate contacts;
 - The counselling and managing of students and staff not directly involved in the incident;
 - Media management.
- Where appropriate, Qii may be required to provide support to a student's family in the form of:
 - Hiring of interpreters;
 - Making arrangements for hospital / funeral / memorial services / repatriation services;
 - Obtaining a death certificate;
 - Assisting with personal items and affairs, including insurance issues;
 - Assisting with visa issues.

3. REVIEW OF CRITICAL INCIDENT

Where a Critical Incident has occurred and been reported to DOE, Qii will conduct a detailed review of the Critical Incident. This review will involve those members of staff initially involved in the action plan meeting, together with any other appropriate member of staff. This review shall ensure:

- That all details of the Incident have been properly and accurately recorded, as per Standard 6.4 of the National Code 2007;
- That any required follow up, such as de-briefing, counselling, and any prevention strategies, have been initiated and completed;
- That all staff and students involved in the Incident have been informed of all outcomes arising from the Incident;
- That a recommendation regarding Qii's response to the Critical Incident has been made, documented and included in Qii's Continuous Improvement submissions;
- That the details of any and all follow-up actions have been fully recorded.

EMERGENCY CONTACTS

National Code
Standard 6

You may contact the following services if required:

POLICE:	000
FIRE:	000
AMBULANCE (medical emergencies ONLY):	000
Other health services:	1343 2584
Electricity emergencies (power lines down, etc.):	131 962
Queensland Emergencies Services Hotline (floods, storm damage, etc.):	132 500
Legal Aid Brisbane (for legal advice):	1300 651 188

CONTACT DIRECTORY

Doctors surgery	Contact number(s)
<i>Brisbane City Doctors</i> Manor Apartments, 289 Queen St, Brisbane QLD 4000	(07) 3211 8477
Dental surgery	Contact number(s)
<i>Face Value Dental</i> Level 11, 138 Albert Street, Brisbane QLD 4000	(07) 3221 0677
Hospitals	Contact number(s)
<i>Royal Brisbane & Women's Hospital</i> Butterfield Street, Herston, Brisbane QLD 4000	(07) 3646 8111
Community Services	Contact number(s)
<i>Alcohol and Drug Information Service:</i> 270 Roma Street, Brisbane QLD 4000	1800 177 833
<i>Lifeline</i> (counselling): www.lifeline.org.au	13 11 44
<i>Australian Poisons Information Centre:</i> www.schn.health.nsw.gov.au/parents-and-carers/our-services/poisons-information-centre/chw	13 11 26
<i>Abortion Grief Australia:</i> www.abortiongrief.asn.au	1300 363 550
<i>Domestic Violence Hotline:</i> www.dvconnect.org/contact	1800 811 811
<i>SANE</i> (mental health charity): www.sane.org/information/helpline	1800 18 7263
<i>beyondblue</i> (for sufferers of depression and anxiety): www.beyondblue.org.au/get-support/get-immediate-support	1300 224 636
<i>National Directory of Mental Health Services</i> (from the Queensland Government): www.qld.gov.au/health/mental-health/help-lines/services	

13HEALTH (24/7 non-emergency health advice, given free over the telephone): www.qld.gov.au/health/contacts/advice/13health/index.html	13 43 25 84
Parentline (support for parents): www.parentline.com.au	1300 30 1300
Family Drug Support Australia: www.fds.org.au	1300 368 186
Gay and Lesbian Welfare Association: www.glwa.org.au/services	1800 184 527
Qlife: www qlife.org.au	1800 184 527
Harmony Place (multicultural mental health): www.harmonyplace.org.au	07 3848 1600
MensLine Australia (advice and support for men): www.mensline.org.au	1300 789 978
Pregnancy Help Australia Limited: www.pregnancysupport.com.au	1300 792 798
Salvation Army (charity): www.salvos.org.au/brisbanecity	07 3221 3461
Sexual Assault – Help, Assistance and Contact Numbers (from Queensland Health): www.health.qld.gov.au/sexualassault/html/contact.asp	1800 010 120 (women) 1800 600 626 (men)
Government Interpreting Services: www.tisnational.gov.au	131450
Immigration / Visa General Enquires (if you are calling from inside Australia): www.directory.gov.au/directory?ea0_if99_120.&organizationalUnit&8236f0af-ab0f-4d9c-b475-07b74aa3eb00	131 881
Policelink (for non-urgent incidents; supplies a variety of contact methods): www.police.qld.gov.au/programs/policelink	131 444
Other Useful Websites	
Department of Immigration and Citizenship: www.immi.gov.au	
Queensland government information on jobs, careers and training, apprenticeships and traineeships, and employment and training government assistance: www.trainandemploy.qld.gov.au	
International students wishing to find out more about Queensland and its climate, lifestyle and travel options can visit: www.qld.gov.au/about-queensland/	
National Alternative Dispute Resolution Advisory Service (NADRAC) - independent services to assist those involved in a dispute to resolve the issues between them: www.nadrac.gov.au/www/nadrac/nadrac.nsf/Page/Home	
Residential Tenancies Authority - advice for anyone wishing to rent accommodation; essential information on your rights as a tenant and what you should expect from a landlord: www.rta.qld.gov.au	
Transport information for areas in and around Brisbane is available from the Translink website. This includes bus, ferry and train services: www.translink.com.au	

VERSION CONTROL

VERSION: 2.18	DATE APPROVED: 15/03/2017f	APPROVED BY: Jasmine Haynes	POSITION: Compliance & BD Manager
---------------	----------------------------	-----------------------------	-----------------------------------