



Queensland Academy of Technology

STUDENT ORIENTATION VET HANDBOOK 2019

Welcome to Queensland Academy of Technology

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STUDENT HANDBOOK VET COURSES

Please read this booklet carefully. It contains important and useful information.

Introduction

This document contains important information regarding the terms and conditions of your enrolment, your rights and responsibilities, and our obligations to you.

Please read the information in this handbook carefully, as it is a condition of enrolment that you have read, understood and accepted this information.

For all Policies and Procedures mentioned in this handbook, please view our website via the link www.qat.qld.edu.au

About Queensland Academy of Technology (QAT)

The Queensland Academy of Technology is located at 333 Adelaide Street, Brisbane. It is in the centre of town, within minutes of the Queen Street Mall, Brisbane's hub of entertainment and retail shopping. It is close to the Central Railway station and to the major city bus stops.

The school is proud of its technology, equipment and professional teachers. The school has two modern computer rooms, with 80 flat screen computers and high speed, broadband Internet connection. 5 more computers are available on the ground floor for student use. There is also a library annex and self-study rooms where the students can borrow reading or reference material.

At QAT, you can use the computers and the Internet during breaks or before and after school. The Internet is a great way to keep in touch with family and friends. Free Wi-Fi is also available for the students.

As well, QAT has modern audio visual equipment such as large screen TVs, projectors and laptops. The classrooms are large and have modern furniture. The school has its own student relaxation room, with comfortable furniture and table tennis. Other recreational facilities such as gyms, cafes and cinemas are close by.

QAT trainers are our best asset. They are professional, experienced, and friendly and have a real focus on helping their students to achieve the best results.

QAT is also a Registered Training Organisation CRICOS Provider (02746G) under the Australian Skills Quality Authority (ASQA); and complies with the standards of the VET Quality Framework including the Standards for Registered Training Organisations (RTOs) 2015, as well as its obligations under the ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 at all times.

The key principles of natural justice and procedural fairness are integrated into all levels of our operation. As an RTO, our policies and procedures meet the requirements and regulations of all Commonwealth, State and/or Territory Legislation relevant to our scope of delivery.

QAT is committed to be fair, reasonable, and ethical when dealing with complaints and appeals; client information; training standards; confidentiality and privacy; and access and equity.

About Brisbane

Brisbane is a modern city, with a population of over 2 million people. The third largest city in Australia, greater Brisbane is located on Moreton Bay. Brisbane is about an hour's drive from the famous Gold Coast in the south and one and a half hour's drive from the beautiful beaches of the Sunshine Coast, in the north. The city itself is built on the banks of the Brisbane River.

The Lonely Planet Guidebook writes, about Brisbane: "You can go jogging, cycling, kayaking and rock climbing, wander through outdoor markets or relax on palm-fringed artificial beaches just a short jaunt from the high-rises looming over the winding Brisbane River.

Many restaurants, bars and cafes have back gardens, riverside views, or sidewalk seating on tree-lined streets. As an epicentre of the arts, Brisbane is no longer just the 'big country town' of decades past. Instead you'll find world-class museums, theatres, live- music venues, massive sporting events and heaps of unique fare – open-air cinema, outdoor concerts, colourful festivals and more".

When Brisbane suffered devastating floods in early 2011, Queenslanders came together to help the city's speedy recovery.

Some of the Top things to do in and around Brisbane:

- Go shopping in the Queen St Mall
- Enjoy the view from Mt Coot-tha- either in the day time or evening
- Take in the fabulous gardens at Mt Coot-tha Botanical Gardens
- See some live music in Fortitude Valley
- Take a city cat along the Brisbane river
- Enjoy swimming in the artificial beach at Southbank
- Enjoy Art Galleries – like GOMA
- Hit the surf – either at the Gold or Sunshine Coast or nearby Byron Bay
- Hire a bike and cycle the many path and bridges of Brisbane
- Go whale watching or dolphin spotting from Moreton or Stradbroke Island
- Take a tour of the XXXX Brewery in Milton
- Enjoy Art Galleries – like GOMA
- The National Parks in the hinterland
- Australia is an active sporting nation and almost every sport you may want to try will be closer by than you might think
- Swimming Alert: Queensland is famous for its beautiful beaches, but at times a surf beach can be extremely dangerous. Only swim at beaches where SURF LIFESAVERS are present. Make sure you always swim between the flags and only when the flags say it is safe to swim. A RED flag signals DANGER. You should never enter the water when a red flag is flying. Please be careful at all times.

- **Electrical Appliances**

In Australia, our electrical appliances use 3 pin plugs which take 230-250 volts, so you may need an adaptor socket or a transformer if you are bringing your own personal electrical items like 110 volt hairdryers.

- **Post Office**

The main post office is very near QAT, in Queen St, below the Queen St Mall. It's open from 8.30 am- 5pm Monday to Friday. The cost to send a standard letter in Australia is \$1. The cost of mailing a standard letter or a postcard to anywhere in Australia is about 70 cents. Letters to most destinations are usually \$2.75. Other overseas mail is charged according to weight and the cost can also depend on the destination.

- **Money**

Australian notes come in \$100, \$50, \$20, \$10 and \$5. The notes are different sizes and colours. Australian coins come in \$2, \$1, 50 cents, 20 cents, 10 cents and 5 cents

Cost of Living

The cost of living is reasonable in Brisbane. For example, a liter of milk costs about \$2.00 Australian; a kilo of rice costs about \$2.50 and a loaf of bread also costs about \$3.00. The Australian dollar is about 30% lower than the American dollar. Brisbane is more affordable than many big international cities.

- **Accommodation**

If you need help, QAT can assist you in finding home stay accommodation during your time with us. The fees for this service are listed in our Fees Schedule which is included in this package. As well, we can help you to find rental or share accommodation in Brisbane.

Rental accommodation in Brisbane can be quite reasonable, with small apartments renting a room from as low as \$150 per week. You will still have to pay for your telephone, electricity and gas bills. There are no bills for water. Of course, you usually have to pay a rental bond of 4 weeks in advance. This money however is returned to you when you leave the apartment or house. Share accommodation can be even cheaper.

- **School Age Dependents**

If you have any school age children travelling with you while you study with us for longer periods of time outside of normal school holiday breaks, they will need to be enrolled in a government or non-government school. Those schools charge full fees to overseas students.

- **Mobile Phones**

The easiest way to stay in touch in Australia. There are lots of companies that sell pre-paid mobile phone SIM cards, such as Virgin, Telstra and many more (all of them have shops in Queen St Mall). There are also some companies that specialise in overseas calling as well – such as Lebara and Amaysin – that you can buy from newsagents. Don't be afraid to ask for help!

You can top up your phone online or in newsagents and supermarkets.

To help you get around try the Translink app for public transport and Google maps app to get to where you want to go.

- **Transport**

Brisbane has a good public transport system of buses, electric trains and ferries. There is also an electric rail link to the Gold Coast and Brisbane International Airport. Timetables and full details are on the web – go to www.translink.com.au

To register for a concession (not available for ELICOS students at this time) please go to <https://gocard.translink.com.au/> and enter your Go Card details. After you make 8 journeys in a week on your Go-Card, you will receive a 50% discount on other journeys that you make for the rest of the week!

- **Shopping**

Most supermarkets, Shopping Centres and Department Stores in Brisbane are open 7 days a week and some smaller stores and food outlets are open 24 hours a day. Suburban Supermarkets are usually open 8am to 9pm weekdays, 8am - 5pm Saturdays, and 9pm – 6pm Sundays. You will find a wide variety of fresh meat, fish, fruit and vegetables at reasonable prices. The main chains in Australia are Woolworths and Coles, but you can sometimes buy lower prices at Aldi or Bilo. New supermarket chains are also on the way to Australia.

Big W and Kmart stock most items you could want, and OfficeWorks, in the same street as QAT, is good place for your stationary needs.

It's not necessary to tip waiters and waitresses at restaurants in Australia, but you can leave a small tip if you think the service was good!

- **Clothing**

People normally wear casual clothes in Brisbane. Restaurants do not usually require people to wear jackets and ties. Most people wear light, casual clothes in summer but jackets and sweaters are a good idea for those crisp winter mornings!

Legal Services in Australia

If you require legal advice while studying in Australia, please contact our student services staff. They will be able to assist you in finding legal services close to QAT or your accommodation. Some centres offer subsidised or free services.

Driving

You can drive in Queensland on the driver's license from your home country. However, you must carry an official translation of your license with you at all times. You may also use an International Driver's license. The Queensland traffic rules are detailed in "The Queensland Driver's Guide" which may be purchased at newsagents (newspaper shops.)

Australians drive on the left side of the road with the steering wheel located on the right side of the vehicle. Australia has many road rules please see the link below for more information of driving in Australia.

All occupants of a motor vehicle must wear a seatbelt while moving and approved helmets are required for rider and passengers on all bikes, motorized or not

<https://www.qld.gov.au/transport/licensing/driver-licensing/overseas/driving>

BE AWARE! Distances in Australia are very big, so always plan your journey to take breaks so that you don't get too tired.

Try this link to help you plan your journey http://www.racq.com.au/travel/drive_travel/trip_planner

Climate

The average temperature in Brisbane in the winter (June to August) is between 15-22 C, and in the summer (Dec- February) is 28-32C. It's a sunny, subtropical climate and people go to the beaches all year round! Be sure to wear a hat, a shirt and use some sunscreen when swimming at the beach in summer, as the sun can be strong

Religious Services

The College does not have dedicated prayer rooms, there are a number of places of worship in Brisbane, you can contact our Student Services staff to find the place nearest to your house or QAT.

Holidays

There are only occasional scheduled holidays during some QAT VET courses. QAT is however closed for 2 weeks during the Christmas and New Year period.

Australia may well have different public holidays and observances to what you are accustomed. Shopping and services may be difficult to access during these times. Please plan accordingly.

Banking

There are lots of foreign exchange places in Brisbane, and all of them offer roughly the same rate of exchange. Try not to carry too much cash (see safety and security) – most Australians pay with EFTPOS – an electronic banking system, using your debit card like you would a credit card.

In order to open a bank account, you will need to present your passport at the Bank. You don't need a large amount of money to open a bank account in Australia. Most banks are open from 9.30am to 4pm Mondays to Thursdays and 9.30am to 5.30pm on Friday. The main banks in Australia are the Commonwealth, Westpac, NAB and ANZ.

Automatic Teller Machines (ATM's) are located throughout Brisbane city and suburbs and you can access them 24 hours per day, but check the machine will not charge you a fee (if it isn't your bank).

Credit cards are widely accepted in Australia, but you may not be able to use American Express or Diners Club in some places.

BE AWARE!

- Never let your cards out of your sight
- Some ATM have been found to have 'skimming' devices on them, that capture your card details as you use the machine. If something about the machine doesn't look right, don't use it!

Overseas Student Health Cover

Accidents can sometimes happen. Insurance can help you out. Anyway, by law, you will need to be insured for medical expenses while you are studying in Australia. QAT can arrange this for you and invoice you for this cover. Just let us know.

Emergency Calls

Australia's primary emergency call service number is Triple Zero: 000 for police/fire/ambulance services in Australia and can be called from any fixed or mobile phone and certain VoIP services.

112 is a secondary emergency number that can be dialed from mobile phones in Australia.

If you are unsure of what emergency service you need tell the operator what the emergency is. Think ahead – you'll need to know the important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

- **24 Hours Interpreter Services**

If you can't make yourself understood, you can call the 24-hour interpreter service for help. Just dial 131 450 and tell them your nationality and what you need to know. A fee will apply for this services.

- **Other Contacts**

Service	Phone Number
Department of Immigration and Border Protection	131 881
Translation & interpreting services	131 450
Your health	1800 022 222
Abortion & grief counselling association	1300 363 550 (24 hour)
Alcohol & drug information service	1800 177833
Lifeline 24 hours	131 114
Counselling & Wellbeing Centre Qld	3891 2273
Qld poisons information centre:	13 11 26
Gay and Lesbian Welfare Association	1800 184 527
Pregnancy help line	1800 882 436 (24 hour)
Gamblers Anonymous Helpline:	1800 858 858
Kids Help Line	1800 55 1800
Brisbane domestic advocacy service	1800 811 811
Maritime Search and Rescue	1800 641 792 (24 hour)
Department of Child Safety	(07) 3224 8045
Legal services	1300 65 1188
Police (Charlotte St)	3258 2582
Police (Roma St)	3364 3011
Police Link (Non Urgent Contact)	131444
Transport:	
Taxis – Yellow cabs	13 19 24
Black and White cabs	13 32 22
Public transport information	www.translink.com.au

Courses

At QAT, we teach English for a range of purposes. QAT is an accredited RTO College and currently has a range of quality VET courses available:

- BSB40515 Certificate IV in Business Administration
- BSB50215 Diploma of Business
- BSB51918 Diploma of Leadership and Management
- BSB61015 Advanced Diploma of Leadership and Management
- SIT40516 Certificate IV in Commercial Cookery
- SIT50416 Diploma of Hospitality Management
- SIT60316 Advanced Diploma of Hospitality Management
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care
- CHC33015 Certificate III in Individual Support
- SIT10216 Certificate I in Hospitality
- SIT20316 Certificate II in Hospitality
- SIT30616 Certificate III in in Hospitality
- SIT40416 Certificate IV in in Hospitality

We will be adding new courses along the way, so be sure to check out our latest brochures and web site.

How to Apply - Enrolling

At QAT we aim to provide a quality education package. To view the full list of courses available, please visit the courses section of our website.

1. Select the course (s) and date (s) that you would like to study.
2. Check the Entry Requirements to see if you are eligible to study the course.
3. Download and fill out an application form from this website.
4. Once your application form is completed, submit it together with a copy of your passport (including signature panel) and your English and academic transcripts (if these are not available you can book an entry test) via your education agent or direct to QAT Admissions.
5. QAT will assess your application based on the academic and English requirements (if applicable) of the course (s) you have selected. If your application is successful, you will be sent a written agreement, including any payments required prior to commencement of your course.
6. Once course payment has been made, you will receive a Confirmation of Enrolment (CoE) from QAT, you can then apply for your Student Visa direct with the Department of Immigration and Border Protection.
7. Once your enrolment has been confirmed with QAT, you must commence planning your arrival. This may include booking flights, accommodation, airport pick-up or transport on arrival, planning your budget and finances, setting up a bank account, transferring or exchanging money, and packing.
8. Before your course starts, you will receive information about your orientation day. This is generally sent to you 2 weeks prior to your course commencement. At your orientation, QAT will help you familiarise yourself with QAT's policies, procedures, courses and facilities.

If QAT requires any additional information to assess your application, one of our enrolment team members will contact you via email, telephone or SMS text message to assist you.

Contact QAT today and take the next step towards your future career. QAT gives students from all over the world the opportunity to up-skill and improve their employment prospects in a supportive environment.

First Day

On the first day, you will need to bring your passport, a notepad and a pen. You need to arrive by 8.30 am and we will welcome you and give you a detailed orientation and then ask you to take our placement test if necessary.

During the orientation session, we will give you all the orientation information you need to know about your course, Brisbane and QAT. After that, you'll be ready to start your course, if you have already provided appropriate English result or done the QAT entry test, you will only need to attend the orientation session, before you start your course.

Changing Address

It is very important that you keep us informed of any changes to your address, email and mobile whilst studying with us. If you are on a student visa and don't do so, your visa may be cancelled without you knowing!

Deferring, Suspending or Cancelling a Course

In general, once you have enrolled, your course can only be deferred, suspended or cancelled if you have compelling or compassionate reasons. These reasons must be given to QAT in writing, with any supporting evidence you might have.

You can cancel your own enrollment at any time but this may seriously affect your visa

Transfer Between Registered Providers

QAT respects the rights of students as consumers, and will always agree to a request for a transfer from QAT to another registered provider prior to completing 6 months of their principal course of study, provided that:

The student presents a letter from another registered provider showing that a valid enrolment offer has been made.

Student Feedback

QAT values the feedback of its students. Regular Learner Surveys are conducted to collect up-to-date feedback from the students. The feedback is reviewed by academic staff for continuous improvement purposes.

Student Grievance and Dispute Resolution Procedures – Complaints -

At QAT we want you to enjoy your stay. We do our best to give you high quality service in every respect. If there is anything you are not happy at QAT or if you have any grievances, problems or questions, we want to know and we are always here to help.

Remember, if you have any problem at all, there is always someone you can talk to at QAT. Just ask our receptionist to make an appointment. QAT guarantees to respond in a friendly manner and to make an official response within 14 days of any complaint.

If you have a complaint or problem, here's who you can ask:

Home stay Questions	Personal Problems	Questions about Attendances, etc	about Pathways,	Questions about Class work
↓	↓	↓		↓
Home stay Coordinator	Student Counselor	Administrative Officer		Class teacher
↓	↓	↓		↓
Principal Administrator	Program Coordinator	Program Coordinator		Program Coordinator
	↓	↓		↓
	Principal Administrator	Principal Administrator		Principal Administrator

At any point you may choose to have your own independent adviser or interpreter present.

For independent advice or mediation, you can contact the Brisbane Counselling Centre (BCC) or the Overseas Student Ombudsman (OSO).

BCC's contact details are:

Address:	Level 7, 87 Wickham Tce, Brisbane QLD 4000
Phone:	+61 7 3831 4452
E-mail:	admin@brisbanecounsellingcentre.com.au

The Overseas Student Ombudsman's contact details are:

Address:	Level 22 215 Adelaide Street Brisbane QLD 4000
Phone:	1300 362 072

Both services are external to QAT and their mediators have appropriate training and experiences in the education sector. Details on costs are available from BCC or OSO. You can arrange another person to represent you if you choose to. You do not have to choose a BCC or OSO adviser.

Please note the following:

An overseas student may contact the Chief Executive of the Queensland Department of Education if the student is concerned about the conduct of the registered provider; and The Chief Executive may, under part 2, division 2 of the Act, suspend or cancel the registration of a provider or course; and the dispute resolution process described in the policy does not prevent an overseas student from exercising the student's rights to other legal remedies.

The Chief Executive can be contacted at 30 Mary St Brisbane QLD, 4000 Tel 07 3237 0111

Code of Conduct

QAT has outlined the expected behaviors of student and staff and has implemented procedures of academic intervention and detailed them within this handbook. Irrespective of the student's enrolment and study status, students may be penalized for breaching QAT Policies and agreements.

Misconduct

Aiding and abetting with respect to cheating and plagiarism may incur penalties and disciplinary action decided upon by QAT. Please refer to the Plagiarism section below for further information.

QAT has Policies that support a learning environment safe from harassment and discrimination. If students breach these policies, QAT will take firm action and it may impact your visa QAT will not tolerate those that break Australian Law. Harsh penalties may apply.

Plagiarism

All assessment items must be your own work. The trainer will not accept work that is copied from another student or other sources without appropriate referencing (plagiarism). Your trainer will advise you on correct referencing procedures. Acts of plagiarism may incur penalties and disciplinary action decided upon by QAT whether plagiarising a published source or a fellow student's work. Please refer to our Student Academic Plagiarism Policy for more details.

First Aid

Any personal injury sustained at the College must be reported immediately to your trainer. A medical kit, for minor incidents is kept at reception. All staff are advised of this policy at their induction, and are informed of all necessary information required to follow procedures properly.

A critical incident form must be completed by the person who witnesses the incident, and the details logged.

International Students

Information about the ESOS framework protecting international students can be found at: <https://www.studyinaustralia.gov.au/news/esos-act-protects-international-students-rights-in-australia>

The QAT Experience

At QAT, we think that both academic achievements and personal support are important. Therefore we provide a range of services to our students.

VET Student Services

Our team of Student Services Officers are friendly and approachable and are here to assist you whether you need help with your timetable, academic or course advice, or personal issues. Students also have a VET administrative assistant to help them understand their study plan.

Trainers

Our trainers will work with you to help you to achieve your goals and will assist you through a variety of learning methods including face to face training and communication, e-learning platforms, group work and supervised practical work, depending on your individual needs. They will work with you to make sure you are prepared for your assessments and provide you with continuous feedback and support.

Entry Requirements

Each VET Course has a required Entry level and some courses may have required academic prerequisites (Please see the course description on our website).

We will ask you to provide English Language test result such as IELTS or TOEFL or an equivalent result or from another Australia English Language College or do a placement test either off shore. At QAT it is necessary to have the correct English Level in order to start your course.

Please note: QAT does not accept students who are under 18 years of age at the time of their enrollment into any full time course.

Online Portals

At enrolment, you will be given your login details for the Student Portal. The Student Portal is where on-campus students can deliver assessment items, find unit results, college announcements, and other important information relating to your study.

Communication

QAT relies heavily on electronic mail (email) to communicate with students. As a student of QAT, you must activate your QAT email account and check this on a regular basis.

Email communication can include but is not limited to course updates, news, general information, login details and course fee details.

Certificates

No matter what course you take at QAT, at the end of your stay with us, you will receive either a full qualification or a Certificate of Attainment that shows the final course you studied the final level you reached and the final results for each subject you studied. We hope you do well at QAT!

Access to Student Records

Students may wish to access their records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records.

QAT will always ensure that all required procedures are followed to ensure your rights to privacy.

Training and Assessment

In our VET courses, QAT uses competency based training (CBT) as our training method. CBT describes the skills and knowledge required by a person to work effectively in their industry area.

You are considered competent when you can apply your knowledge and skills to successfully complete work activities, in accordance with the standard of performance expected in the workplace.

Students will be assessed to see if they have gained the necessary skills and knowledge to achieve the qualification. Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance
- Written Assignments
- Written / oral questioning
- Oral presentations
- Workplace performance
- Workplace projects
- Case studies / role plays/ simulations
- Demonstration of skills
- Portfolio of evidence

Unsatisfactory Academic Progress

Students are required to perform at a minimum of 50% competency in each study period of six (6) weeks (i.e. have submitted and been deemed competent in 50% of delivered assessment items over each six (6) week period)

Where a student fails to make satisfactory course progress in two consecutive study periods, QAT reports the student to DHA for unsatisfactory course progress.

A written notification will be sent to the student informing them of QAT's intention of reporting them to DHA for unsatisfactory course progress. QAT will advise the student they have 20 working days to lodge an internal appeal prior to being reported.

Where a student lodges an appeal, the student will only be reported when the appeals process is completed.

Appeals

A student's academic progress is finalised at the end of each study period once results are released, unless a legitimate appeal is underway (see QAT's Complaints and Appeals Policy). Before a student is reported to DHA, they can appeal to QAT academic staff and state their case. They will also be able to access the QAT external appeals process.

Intervention Strategy

Students are required to perform academically well in units/subjects in order to maintain enrolment. Students must be deemed 'Competent' in a minimum of 50% of each study period's subjects to maintain enrolment.

Students will be counselled and advised on ways to improve their performance. Any additional support classes, such as ESL support, will not incur an extra cost.

Normally, Trainers will either verbally communicate, or communicate by email, with the student about their poor academic performance during the study period and advise the student on how to improve, or how to seek assistance from Support Services, if appropriate.

Students identified to be at risk of poor academic progress will be required to consult the Program Coordinator or delegate and an Intervention Strategy will be developed for the student.

An Intervention Strategy is an individual study plan which provides specific details and/or advice of how the student can be further supported to improve their course progress. The intervention strategy may include the following:

- Arranging extra learning support and advice on study habits and time management
- Being aware of class attendance and assessment submission due dates
- Arranging for counselling assistance with personal issues
- Providing opportunities for students to be re-assessed or to re-enrol subjects
- Arranging to reduce the study load for the academic term
- Providing advice on whether the enrolled course is suitable for the student, and transfer to an alternative course where appropriate
- Requirements that the student must meet, for example where they have been absent, they must provide a medical certificate.
- The student will be required to sign the Intervention Strategy to acknowledge and agree to the conditions discussed.

Assessment Guidelines

The following assessment guidelines apply to all students of QAT. It is the student's responsibility to read, understand and abide by these rules and guidelines.

All assessment items in a subject or unit must be successfully completed to qualify for the issue of a Statement of Attainment for that unit. All units or subjects that make up a qualification (e.g. Certificate or Diploma) must be successfully completed to be awarded the qualification.

In the event that a student has difficulty in completing assessment items by the due date, they should, prior to the due date, make an appointment with the trainer (outside normal class time) to discuss alternative arrangements.

The student may be granted 1 week only from the date of notification of their result to complete the re-sit. The trainer will notify students of all due dates. Students are entitled to two re-sits only, in accordance with QAT policy. The student has full responsibility to make arrangements for a re-sit or follow trainers' requirements. Any re-sit usually will be completed outside normal class time.

QAT has full discretion with respect to assessment extensions, re-sit assessments and overall assessment procedure. Re-sit assessments will not be given a marking priority. Trainers are instructed to mark initial assessment items prior to marking re-sit assessments.

Credit Transfer

QAT does not require a student to repeat any unit in which they have previously been assessed as competent, unless a regulatory requirement or license condition requires this. Where a student provides suitable evidence of having successfully completed a unit at another Registered Training Organisation, QAT will award a credit transfer.

Before awarding a credit transfer on the basis of another qualification, statement of attainment or record of results, QAT's academic staff will assess and authenticate the evidence provided by the student.

Course Credits are only applied to the course in which the student is enrolled at the time of applying. If a student changes their course, any course credits will be reassessed by QAT academic staff to ensure that they are still appropriate.

If QAT does grant the student a course credit which leads to a shortening of the student's course before the student visa is granted, in most cases, the Confirmation of Enrolment (eCoE) will show the actual net course duration for the course.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is offered on all courses except ELICOS courses. If you think you have sufficient real world experience to have your vocational competencies recognized with a qualification, please discuss this with your trainer. Please understand though that in most cases you will need at least 5 years' direct experience and be able to prove all of the criteria in each individual subject. If you are successful, this may affect your enrollment and shorten or complete your CoE prematurely

Course Fees

Your course fee includes the delivery and assessment of your qualification, all resources and study materials for the course as well as support you receive from our Academic team. You can find all current QAT fees on

the Fees Schedule on our brochures or on our web site. We keep them up to date. Watch out for any special offers which we may be running.

Course fees are available on the QAT website, and will be stated on your Letter of Offer provided upon application. Your course fees will not change during your enrolment once commenced. However, if you do not make payment arrangements before the required date then fees are subject to change during the year.

Fees and Charges

Students are required to pay the fees for their training as per their Tax Invoice. Courses with a duration of more than 24 weeks only require 50% of the course fees paid on or prior to commencement and the balance after course commencement. Special financial arrangements may be considered by QAT. Should a student cancel or withdraw, they may be entitled to a refund as detailed in our Refund Policy.

Incidental Fees

- If you misplace any AQF certification documentation issued by QAT (i.e. your certificate or statement of attainment), you may purchase a replacement copy for \$50 + postage if outside of Australia.
- Re-assessment fee: \$50 per assessment
- Printing: 0.10 cents per side of paper

Refunds

Sometimes plans change at the last minute. QAT has a Refund Policy just in case this happens. Please read it carefully. It's printed on the Enrollment Form with this pack or on the web site if you are enrolling electronically.

Payment Methods

QAT accepts the following methods of payment for fees and charges:

- Direct deposit payment
- Transfer or Direct Deposit (it is compulsory to email the proof of payment to admin@gat.qld.edu.au)

Bank Name:	Bendigo Bank Ltd
Bank Address:	Fountain Court, Bendigo, VIC Australia 3550
Account Name:	Australia Moreton Education Group Pty Ltd (Trading as Queensland Academy of Technology)
BSB:	633-000
A/C Number:	1254-07528
Swift Code:	BENDAU3B

Literacy and Numeracy

Students need satisfactory literacy and numeracy skills to complete the course. Students who feel that they require literacy or numeracy support are encouraged to inquire at enrolment. A formal Language, Literacy and Numeracy test may be given to identify these difficulties depending on the qualification and the pre-enrolment screening process.

For international students, an appropriate English level must be demonstrated before commencing a course, either by results in official tests such as the IELTS test, completion of the QAT entry test to the required course entry level, or completion of an equivalent ELICOS course at a recognized ELICOS college, or completion of a relevant VET or tertiary course to the equivalent level.

QAT have professional language, literacy and numeracy staff who can assist students who may require additional support.

Where it is considered that a student requires additional support throughout their course, they will be referred for literacy and numeracy support. Please contact our Academic Department for more details via vetadministration@qat.qld.edu.au. This service is free.

Queensland Laws and Regulations

Students should make themselves familiar with Australian Law and Queensland Law. You are subject to both. www.australia.gov.au/information-and-services/public-safety-and-law and www.legislation.qld.gov.au

Tourist and Working Holiday Visas

You will need a current visa to study in Australia. You should inquire about entry visa conditions at the nearest Australian Embassy or High Commission as they may vary from country to country. If you need any help, just send us an email. The longest you can study on a tourist is 12 weeks and under working holiday visa is 16 weeks. You will need to tell us if you have studied at another school in Australia before you start at QAT.

Student Visas

Student visas can vary greatly in length and this may depend on your further studies. Your visa may be for several years if you have a package visa that includes QAT and your follow on high school or university.

Your education agent or our staff will let you know the exact details that apply to your country. The first step is always to fill in and send the enrolment form.

After you have started your studies with us you will also need to study hard and maintain satisfactory academic performance in class and on your regular assessment items. Please note that poor academic performance must be reported to DHA for their consideration.

If you are on a student visa, you are not allowed to change colleges unless your first college allows you to (Student completing six months of his or her principal course (or for the school sector, until after the first six

months of the first registered school sector course). Please read the QAT refund policy on your enrollment form for more information.

If you are on a student visa, you must be enrolled in a course for the entire time you are in Australia. However, you can enroll in different courses at QAT and you can study in different schools too. For example, you can study in the QAT IELTS preparation course and then at an Australian school or university.

The following are important conditions of the student visa, the student must:

- Satisfy course requirements
- Maintain a valid enrolment with QAT
- Notify QAT of any change of address within seven days
- Have sufficient funds to cover tuition fees and living expenses whilst in Australia
- Not work more than 40 hours per fortnight during semester
- Maintain valid Overseas Student Health Cover
- Inform DHA of any change in their student status
- Inform DHA if they withdraw from the course they are enrolled in
- Students must extend their student Visa before it expires
- DHA requires student visa holders to maintain adequate schooling arrangements for school-aged dependants who are on a student dependant visa and who are in Australia for more than three months, which means you will have to pay fees for these dependants.

Please remember, student visa rules in Australia need to be carefully understood and followed. For more information you can visit <https://www.homeaffairs.gov.au/trav/visa-1/500-> or visit The immigration Department that is just around the corner,

Department of Home Affairs

Ground Floor, 299 Adelaide Street, Brisbane QLD 4000

Office Hours

Mon-Fri 9am to 4 pm

You should always call first, on **131881** and make an appointment. The Immigration Officer will also tell you what documents to bring.

Working

Students on Australian Student Visas are able to work up to 40 hours per fortnight while they are studying. If you are on a Working Holiday Visa there is no limit to the number of hours you can work BUT decide – are you studying or are you working?

How to find a job in Brisbane, persistence is the key! Check websites such as:

- www.seek.com.au
- www.gumtree.com.au
- www.sunbrisbane.com.au
- www.au.indeed.com

And don't be afraid to take your CV to places and leave it for them (our teachers can help you write your resume during workshops). Some people find jobs very quickly, but it can take a long time.

To be ready to start work you must:

- Apply for a Tax File Number (TFN). It is quicker to apply online at www.ato.gov.au It takes about 2 weeks to receive it by post.
- Get a bank account in Australia.
- Have the correct visa.

It is also a good idea to make yourself as 'employable' as you can – think about getting an RSA certificate (Responsible Service of Alcohol) so you can work in a bar, or doing a Barista course so you can work in a coffee shop.

There is lots of seasonal work in Australia for when you finish your studies – fruit picking for example. Try this site to help you see where you can go! <http://jobsearch.gov.au/harvesttrail/>

Alcohol

The legal drinking age in Australia is 18 years or older. You may be asked for identification at any licensed premises or if you wish to buy alcohol. In Queensland it is an offence to drink or possess an opened alcoholic beverage in a public place (parks, beaches).

Illicit drug use carries harsh penalties in Australia including imprisonment.

Smoking

It is illegal to smoke in all enclosed public places including restaurants, bars and clubs, shopping centers and Queen Street Mall in Brisbane. Please pay attention to signage advising of approved smoking areas. There are smoking areas close to QAT, about 5 meters to the left of the building.

Property and the Law

QAT is a public building and as such we cannot guarantee the security of your personal property. Please be careful and keep your belongings with you at all times. This is your responsibility. QAT will not tolerate those that break Australian Law. Harsh penalties may apply.

Access and Equity

QAT supports access and equity principles by ensuring that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training. QAT maintains a policy of non-discrimination in accordance with the Anti-Discrimination Act 1997 (amended 2002) towards all learners.

Queensland Academy of Technology treats all students and potential students fairly. All aspects of recruitment and training are governed by merit, competence, suitability and where applicable, qualifications, and are not be influenced by sex, age, race, colour, religion, national origin or disability.

All students and clients are treated at all times in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Please refer to our Fair Treatment, Equal Benefits, Opportunity & Access Policy for further information.

QAT will not tolerate student on student harassment or discrimination. It is illegal

Harassment and Discrimination

Queensland Academy of Technology (QAT) supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

Privacy

Our Privacy Policy sets out how QAT protects the privacy of personal information that is collected through our website, from industry partners, agents, contractors to QAT or directly from you. We are committed to ensuring that your privacy is protected. Please refer to our Privacy Policy for further information.

Unique Student Identifier (USI)

All students undertaking nationally recognised training delivered by QAT will need to have a Unique Student Identifier (USI).

A USI gives you access to your online USI account which will contain all of your nationally recognized training records and results from 1 January 2015 onwards. As part of your enrolment you will be required to supply your USI, or provide permission for QAT to create one on your behalf. Please visit www.usi.gov.au for further information.

Student Identification Number

Upon enrolment, you will be provided with your student number. You will need your student number for submitting assessments and for other important matters.

Workplace Health and Safety

QAT is concerned that adequate contingencies are in place to protect the well-being of staff and students. Appropriate procedures must be followed in any emergency, whether large or small and staff and students must follow the directions of the designated official (fire-wardens, etc.). Failure to follow such instructions constitutes disobedience under QAT's definition of misbehaviour, and will result in disciplinary actions being taken.

Welfare and Well-Being

QAT is proactive in caring for our student's welfare. QAT has a proactive monthly social activities calendar, to help students feel actively engaged. QAT provides free in-house counselling by our support staff (simply make an appointment at reception) and can also assist with booking confidential and independent

counselling service provided by registered and qualified psychologists and social workers should it be required. This service is not free.

- **Recreation**

QAT offers advice and information on a range of recreational activities both during the week and on the weekend. Learn about Australian life and culture, visit the Sunshine Coast and the Gold Coast, and join the fun at QAT’s BBQ parties. We’re sure you’ll enjoy your stay!

- **Activities - All courses**

QAT publishes a monthly activities calendar for students. Below is an example:

MONDAY **TUESDAY** **WEDNESDAY** **THURSDAY** **FRIDAY**

24 25 26 27 28 1 2

3 4 5 6 7 8 9

10 11 12 13 14 15 16

17 18 19 20 21 22 23

24 25 26 27 28 29 30

Australian Moreton Education Group PTY LTD T/A Queensland Academy of Technology CRICOS Number 02746G National Provider Number: 31246
 CONTACT US: Ground/333 Adelaide St, Brisbane City QLD 4000 // Tel: 61 7 3002 0888 // Email: enrol@qat.qld.edu.au

Most activities are free but there may be a cost for weekend activities.

We’re sure you’ll enjoy your stay in Brisbane, Queensland, the Sunshine Capital of Australia!

QAT, serious study, serious fun!