



International Student Handbook

*Kueen's Institute
RTOID: 41016/ CRICOS Code: 03573E
Ground Floor
Mountain St. Ultimo. 2007
New South Wales*

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WELCOME

Welcome to Kueen's Institute. Kueen's Institute is located in one of Australia's most liveable and popular cities known worldwide for its quality education, lifestyle, fashion, festivals, nightlife and opportunities. It is also home to thousands of international students.

Our programs have been developed to meet the demands of today's workforce. They are innovative, stimulating and designed so that students achieve maximum opportunities for success. You will also develop a range of skills for your future life including leadership, communication, problem solving, teamwork, innovation and entrepreneurship, particularly as you progress through the Diploma courses into our Advanced Diploma program.

I look forward to meeting you during your studies at Kueen's Institute.

Ritu Dhiman

Chief Executive Officer

Kueen's Institute

OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

CONTACT INFORMATION AND EMERGENCY CONTACTS

Kueen's Institute Main Contact Details

Kueen's Institute

Ground Floor, 22-36 Mountain St. Ultimo. 2007 New South Wales

Phone: +61 2 9904 6502

Website: <http://kueensinstitute.edu.au>

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Administration & Student Support Officer: Sugandha Singh

Email: admin@kueensinstitute.edu.au

After hours support (CEO) 0481 121 578

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

FACILITIES & RESOURCES:

Computer Facilities

Our facilities provide students with technology to maximise their learning experience during their time with us. We have state of the art equipment to ensure students are able to access materials both locally and overseas. This includes hard copies of all required reference materials.

In addition, Kueen's Institute provides its students with additional technological facilities including photocopying, printing and scanning. All of these services have been provided to make your time with us a positive, convenient and enjoyable experience.

Internet

Students are able to access the internet throughout the student areas for the purposes of academic study, research and administrative tasks. You are able to access the internet for private use, but this is to be kept to a minimum when others are requiring the service for academic purposes.

Public Transport

<https://transportnsw.info/>

To travel on Sydney bus, train and ferry services you need to buy a ticket*. With a valid Sydney ticket, you can use any combination of bus, train and ferry services.

Sydney has two types of ticketing, cash tickets and Opal, Sydney's electronic ticketing system.

Sydney recommends Opal as it always ensures that you pay the appropriate and lowest fare.

You need a ticket to travel on any public transport in Sydney (other than the 555 bus). As an international student you must NOT buy a concession ticket. Concession tickets are for local students only. If you are caught with a concession ticket you may be fined over \$200.

If you are staying in Sydney for over 3 months and you commute often, you can buy a MyMulti ticket which will reduce the overall price of your tickets. If so, please ask Natalie at reception. The Sydney transport system charges tickets based on distance. Please see estimated prices below.

Ticket	0-10km	10-20km	20-35km	35-65km	+65km
Adult Single	\$4.00	\$4.80	\$5.40	\$7.00	\$8.80



Adult Return	\$8.00	\$9.60	\$10.80	\$14.00	\$17.60
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The Opal Card

The opal card is an electronic card that you can use to travel on buses, ferries and trains.

The advantage of the opal card is that there is an upper limit (a cap) of how much you pay for travel. After the cap is reached, any other travel is free.

See caps below:

Daily	Sunday	Weekly
\$15	\$2.50	8 journeys

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In addition, a 60 minute transfer applies on all tickets. For example, if you take a train, do your shopping in 30 minutes then come back on another train, it counts as one journey not two.

MyMulti

A MyMulti ticket gives you unlimited travel on buses, trains, ferries and light rail.

There are three types of MyMulti tickets. The ticket you need to buy depends on the zones where you will travel.

Please see the areas covered by **MyMulti**

The prices for MyMulti are as follows:

Ticket	MyMulti 1	MyMulti 2	MyMulti 3
Adult DayPass	\$24	\$24	\$24
7 day (weekly) – Adult	\$48.00	\$56.00	\$65.00



You can also buy a monthly and yearly MyMulti. Please check [discounts for international students](#)

Enquiries

Call the Transport Information Line on 131 500 for any timetable queries or use their website which is available in other languages as well www.131500.com.



Transport Information regarding

Sydney bus services can be obtained for the internet www.sydneybuses.info. Dial 131500 For Sydney ferry information log on to www.sydneyferries.info.

For Sydney Railway information log on to www.cityrail.info.

Timetables for buses can often be provided by the driver on request, or by telephoning the bus company. Bus companies are listed in the Yellow Pages telephone directory under 'Bus and coach scheduled services'.

Taxis

Sydney taxis are easy to spot - they display a 'Taxi' sign on the roof of the vehicle. Drivers must wear a uniform and display their identity cards on the dashboard of their car. Taxis operate 24 hours a day in most parts of Australia.

Taxi ranks are clearly identifiable by signposts and usually located in busy areas, like the CBD. You can also hail a taxi that is not at a rank providing that the rooftop light is illuminated.

A meter on the dashboard of the taxi shows the fare. If travelling in a taxi late at night (midnight - 5am) you will pay an additional surcharge. Taxis will also charge for a phone booking.

Taxi companies are listed in the Yellow Pages telephone directory under 'Taxi cabs'.

In NSW, passengers have a range of vehicles and taxi services to choose from. Whether you are seeking a regular cab, a premium service or a maxi cab for group travel or for passengers in wheelchairs, NSW cabs cater for your needs.

When looking for a cab, use our ranks and take note of special ranks for major events. You might wish to multiple hire in peak periods to reduce the wait. Additionally, the NSW Taxi Service was the first taxi service in the country to introduce transport for people who travel in wheelchairs.

Specific feedback on taxi services and reporting of illegal private hire activity should be sent to the NSW Government regulator for investigation:

<https://www.pointtopoint.nsw.gov.au/contact>

Emergency Medical and Hospital Services:

In a life-threatening situation or an emergency for Police, Ambulance or Fire.



- When making this call the operator will ask you "What Services do you want?" You will then be connected to the service that you have requested, and that operator will ask "What is the address and nearest cross street to you?"
- If you have requested an ambulance they will ask you to stay on the line and convey to them the condition of the person seeking assistance.

Dial 000

For emergency help in floods or storms contact the State Emergency Service

Dial 132 500

Top Hospitals in Sydney

1. St Vincent's Hospital Sydney (23min drive)

390 Victoria St, Darlinghurst NSW 2010

(02) 8382 1111

2. St George Hospital (Sydney) (30min drive)

28A Gray St, Kogarah NSW 2217

(02) 9113 1111

3. St John of God Hospital Burwood (28min drive)

13 Grantham St, Burwood NSW 2134

(02) 9715 9200

4. Sydney Hospital (15min drive)

Macquarie Street, Sydney, NSW 2000

(02) 9382 7111

5. North Shore Private Hospital (10min drive)

Westbourne St, St Leonards NSW 2065

(02) 8425 3000

6. Master Hospital (15min drive)

25 Rocklands Rd, North Sydney NSW 2060

(02) 9900 7300

7. Royal North Shore Hospital (10min drive)

Reserve Rd, St Leonards NSW 2065

(02) 9926 7111

8. Greenwich Hospital (14min drive)

97-115 River Rd, Greenwich NSW 2065

(02) 9903 8333

For general advice, counselling and charitable support:

- Salvation Army Dial 93316000
- Smith Family Dial 90857222
- St Vincent De Paul Society Dial 95608666

Doctors and Dentists.

Qualified doctors and dentists operate throughout the suburbs of Sydney; ask your Student Support Officer for their location. You can also call your OSHC provider:

- BUPA call: 131 243; 1800 888 942 toll free from within Australia
- AHM, Emergency Helpline, call: 1800 006 745 (have your card ready)
- Medibank Private: 1800 234 601 (have your card ready)
- worldcare oshc 24 Hour Emergency Helpline 1800 814 781
- 24 hour Health advice service: 1800 022 222

Also see: <http://www.healthdirect.org.au/>

Banks

There are a number of banks that operate in Australia. All have to operate within Government guidelines and are considered financially stable. If you wish to open an account of any nature you

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must take with you your passport and other forms of identification. Try and establish an account that lets you access your account through an ATM. ATMs are located throughout Sydney so they are relatively easy to find.

Religion

Throughout Sydney there are many religions practiced. If you wish to contact a religious group so that you may continue to practice your faith, ask the Student Support Officer to assist you.

Some common religions' contact numbers that may assist you:

- ☑ Catholic Church 9211 4100;
- ☑ Anglican Church 95572043;
- ☑ Uniting Church 9267 3614;
- ☑ Muslim Mosque (Redfern) 9698 4149;
- ☑ Hindu Temple 9820 3751;
- ☑ Sikh Temple 9444 8253

Telephone Numbers

Telephone numbers throughout Australia are printed in an area book called the White Pages. All land line telephones are issued with these books. Alternatively, use the internet www.whitepages.com.au

The overseas code for Australia is 61 and the area code for Sydney is 02

COURSES PROVIDED BY KUEEN'S INSTITUTE

Kueen's Institute offers the following courses:

- **BSB51918 Diploma of Leadership & Management** <https://kueensinstitute.edu.au/bsb51918-diploma-of-leadership-and-management/>
- **BSB61015 Advanced Diploma of Leadership & Management** <https://kueensinstitute.edu.au/bsb61015-advanced-diploma-of-leadership-and-management/>

Please click the links for information about each course.

SELECTION AND ENROLMENT

Website: <http://kueensinstitute.edu.au>

A. New South Wales Year 12 Students

Overseas students who are currently studying year 12 at a New South Wales secondary school:

- Complete and submit an Enrolment Form for International Students (CRICOS) form.

B. All Other Overseas Applicants

- Apply directly to us by completing and submitting an Enrolment Form for International Students (CRICOS) -<http://kueensinstitute.edu.au> or contact Student Administration admin@kueensinstitute.edu.au

- Include with your application all relevant documentation to support your application i.e. academic results and qualifications, including Year 12 results, and the first instalment + enrolment and materials fee.
- If required, include with your application a certified copy of the results of your IELTS test.

Applicants will be notified by an email regarding the success of their application. Overseas applicants who receive an offer from us will be sent a Letter of Offer together and Course Acceptance Agreement.

Accept the offer by completing the Letter of Offer and Course Acceptance Agreement, pay the required fees, include your Pre-visa assessment results (if applicable) and submit these documents to Kueen's Institute. Once we have received your signed Course Acceptance Agreement and your payment you will be issued with a Confirmation of Enrolment (COE), enabling you to apply for your student visa.

Apply to the Department of Home Affairs for a Student Visa. Refer to the Department of Home Affairs (Previously known as DHA) website <http://www.border.gov.au/Trav/Stud> for detailed information regarding the visa application process.

ELIGIBILITY TO APPLY

In order to be eligible to apply for a place in one of our courses, overseas students must have:

1. For a vocational course, a minimum educational qualification equivalent to a New South Wales Year 12.
2. ALL courses - proof of suitable English Language Proficiency.

Documentary evidence of educational qualifications must be included in your application.

If you need to establish how the educational level of the qualification you have completed overseas compares with an Australian qualification, you can apply for an educational assessment from Overseas Qualification Unit:

<https://internationaleducation.gov.au/services-and-resources/pages/qualifications-recognition.aspx>.

The results of this assessment should be included with your application. Alternatively, send an email to our Admissions Department stating your country and your highest qualification title admin@kueensinstitute.edu.au

ESOS

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students Act 2000 (ESOS) and the National Code.

The ESOS Act and associated legislation protects the interests of overseas students by providing tuition and financial assurance. To find out more about the ESOS framework and how it protects your rights [click here to visit the ESOS section of the Department of Education website.](#)

UNIQUE STUDENT IDENTIFIER (USI)

Unique Student Identifier (USI)

1. A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

To create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

CREDITS

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

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

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

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

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

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

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Kueen's Institute will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

RECOGNITION OF PRIOR LEARNING

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

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

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

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

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

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

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

For more information about submitting an application for RPL, contact the head office.

VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Kueen's Institute and including assistance with visas.

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

If your visa is not approved, you will receive a full refund for the fees that you have paid.

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VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

<https://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

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

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Sydney, New South Wales at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- A valid passport with a valid student visa
- Original birth certificate and other identification
- Original educational qualifications and subject outlines of any previous qualification(s)
- Make sure you also have a copy of your passport and record the serial numbers of your traveller's cheques in case they get lost
- Your electronic Confirmation of Enrolment form (eCoE) and Letter of Offer from Kueen's Institute.

Health Documents – You should also bring any letter from your regular doctor regarding medications that you use, optical prescriptions if relevant and any necessary Health Insurance documents and receipts.

Driver's Licence - You may drive on a valid overseas licence indefinitely if you have a temporary visa (including a student visa), provided the licence is either in English or is accompanied by an official English translation or you have an International Driving Permit. For your International Driving Permit to be valid, you must also carry your overseas license when driving.

Suggested Personal Items

Other optional items that we suggest could include an alarm clock, bath towels and toiletries, bedding or sleeping bag, dictionary (bilingual), umbrella, calculator, camera, cassette recorders for your classes.

It is advisable to include toiletries, bath towel, and a set of clothes in your hand luggage, in case your luggage is misdirected en route to Sydney.

The normal allowable weight for an economy class passenger on international flights is 20kg.

Australia's public mains power supply is 240 volts, 50 Hz. If your communications equipment operates at a different voltage or different power line frequency, you must not connect that item of equipment to the Australian public mains power network or a telecommunications network. Electric plugs typically have three flat pins, one of which is an earth pin. You may need to purchase an adaptor or have the plugs changed when you arrive.

ENTRY INTO AUSTRALIA

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

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

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

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

ARRIVING IN AUSTRALIA

Customs and Border Protection

<https://assets.ctfassets.net/v228i5y5k0x4/2rMXkdDstm6okc0cgogUYE/2f87d17bb0d1b99d2f8d6697712e2742/GuideforTravellers.pdf>

Getting from Location airport to your accommodation

<https://www.sydneyairport.com.au/airport-guide/arriving/international/breeze-through-checks-international-arrival>

All international students will arrive into Sydney via Sydney's International Airport.

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Sydney Airport is located just 8km from the Sydney CBD and driving takes about 25 minutes in light traffic.

You can access taxis and rideshare services when you arrive. The Sydney CBD is a short, 20 minute ride away and will cost about \$45-\$55 one way. You'll find taxi ranks at the front of all terminals - simply follow the signs to the nearest ranks. For rideshare services, please arrange with your driver to meet you at our priority pick-up area.

Sydney Airport is located just 13 minutes by train from the city. Airport Link offers a fast and convenient way to reach the city and suburbs, with trains running approximately every 10 minutes. The station is located at the northern end of the terminal and accessible from the Arrivals level. To use this service, you will need to purchase an Opal Card from the station, Relay or WH Smith. For more information, including fares, maps, timetable changes and travel planners, choose from the links below.

[Transport timetable changes from 26 November 2017](#)

[Email Airport Link](#)

[Opal Card](#)

[Relay](#)

[WH Smith](#)

[Airport Link](#)

[Transport NSW Trip Planner](#)

Airport Reception Service

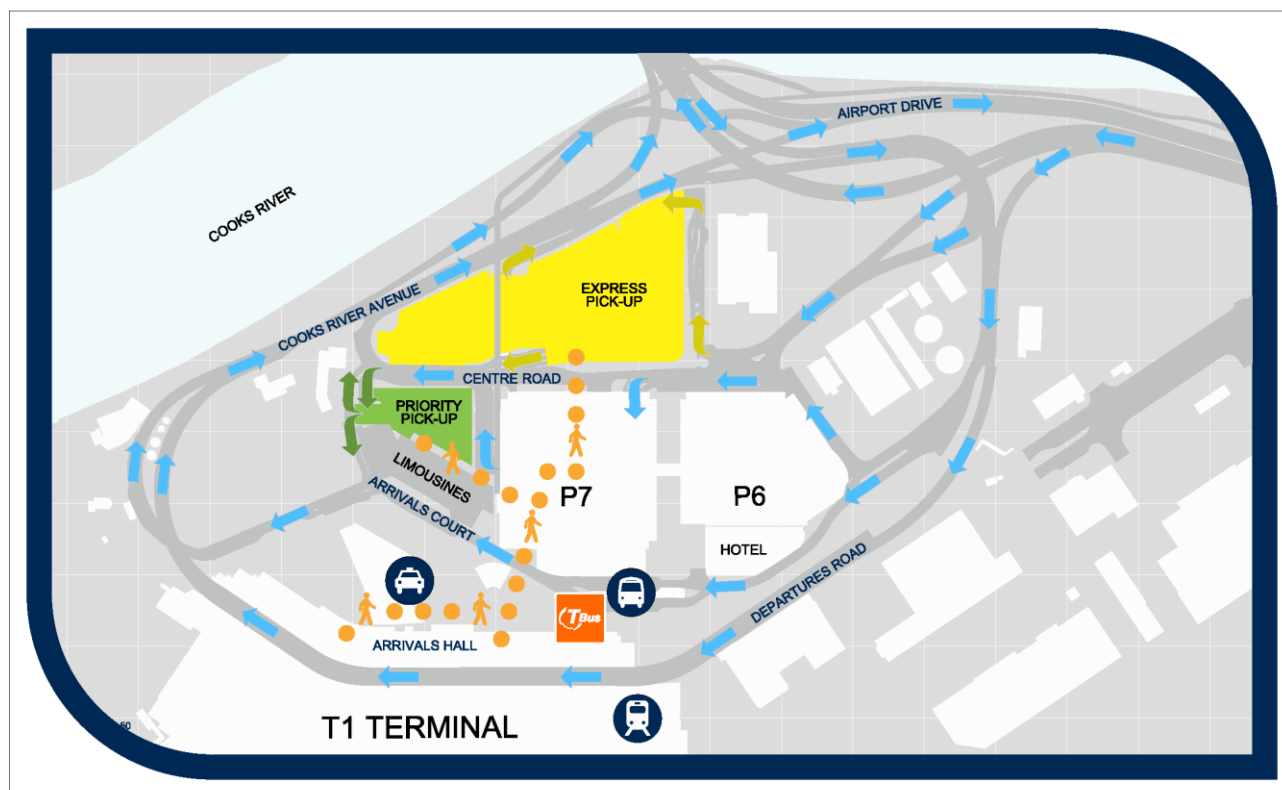
Kueen's Institute offers International Students an Airport Reception Service. This service will cost AUD\$100 per student and our Kueen's Institute representative from Student Support can then arrange transfer to our campus during business hours. If you are arriving outside of business hours and/or are requiring transfer to your accommodation your service will be arranged accordingly and on an individual basis.

If this service is required you will need to complete the "Airport Reception Request" form and fax it to us or email admin@kueensinstitute.edu.au the details to Student Support **at least one week prior to departure**. You will be contacted to confirm this request by email.

Should there be a change of departure time or flight number after you have sent the form, please contact Kueen's Institute with your new details as soon as possible.

Our Kueen's Institute representative will be easily identifiable. Domestic passengers will be met in the baggage claim area of the domestic terminal.

If you are arriving at the International Airport, your representative will be waiting at "The Express Pick Up area on the arrivals level" located at Sydney international Airport, Terminal 1, from your arrival gate.



Do not leave the airport until your representative arrives.

If you cannot locate the representative in the baggage claim area of the domestic terminal or at the International Airport Meeting Point, please wait for delays that may have occurred for 20 minutes and then if still not met; contact Kueen's Institute regarding this matter or, if after-hours, contact Kueen's Institute CEO, Ritu Dhiman on 0481 121 578

If a relative or friend is meeting you and arranging your temporary accommodation, you will not need to request airport reception. After you have settled in, contact Student Support 02 9904 6502 for a guide of what to do next. We are there to help you settle in as quickly as possible so that you may concentrate on preparing for your studies.

If you arrive after hours or at the weekend when we are not open, please contact us as soon as possible on the next working day.

Currency exchange can be completed at the airport at the Travelex Money Exchange located in the arrivals area of the International Terminal.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should

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then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

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

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

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

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

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

ACCOMMODATION

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel.

Kueen's Institute can recommend several budget backpacker/hostel (shared facilities, dormitory style) options where you can take some time to explore Sydney and other accommodation alternatives.

Please refer to our website <http://www.kueensinstitute.edu.au> or Student Administration for further information and contact details of recommended hostels. Student Support can assist you to make arrangements for temporary accommodation.

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

Boarding or homestay

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Boarding or homestay is when you rent a room in a home and live with the home owners. This is a private agreement between you and the home owner.

It is important to remember that as an international Student, you have the same renting rights as local residents. It is expected that the student would be treated as a member of the family. All Homestay families have completed comprehensive police and facilities check.

Kueen's Institute recommends Homestay as it is a perfect way to help improve your English and understand the Australian way of life while living with a carefully selected friendly Australian family.

Student Support can assist you with the application processes.

Costs of Homestay range depending on the services provided (full board including food or just board) but are generally around AUD\$130 - \$230 per week. The advantages of staying with a host family are to give you more opportunity to learn:

- English
- Experience Australian culture
- Learn about city sites and local areas around campus
- Good solid understanding of local amenities
- Share accommodation options.

Most Homestay families will also live in close proximity to public transport allowing students to have easy access to get around the city for studying and social purposes.

Kueen's Institute can provide you with brochures on a range of other temporary accommodation choices as outlined on our website.

It is recommended that some form of accommodation is arranged prior to travel. We are more than happy to assist you with your needs.

Bringing your Family with You

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

Where you have dependent children that need to attend childcare or school, you should be aware of the costs.

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

Food Shopping

Food shopping in Sydney can be quite an adventure offering a large range of choice in gourmet food and cuisines due to our multicultural society. Supermarkets are readily available in both the city centre as well as suburban shopping centres.

As Kueen's Institute is centrally located there are numerous shops in close proximity. Supermarkets often have extended trading hours and when closed there are many 24-hour convenience stores available at garages. You will, however, usually pay more for your purchases at these stores.

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Kueen's Institute is also located close to a variety of markets where supplies of fresh meat, seafood, fruit and vegetables are available. There are also speciality ethnic grocery stores in this vicinity.

For a comprehensive guide to food outlets for check out this internet link:

<http://www.yourrestaurants.com.au/wa/Sydney/>

The table below illustrates some indicative costs for a sample of food items.

Food Item	Cost \$AUD	Food Item	Cost \$AUD
Rice (1kg bag)	1.50	Bananas	2.50/kg
Dozen medium eggs	4.80	Oranges	2.20/kg
Milk 2 litre	2.00	Tomatoes	6.00/kg
2kg White sugar	1.80	Chicken (pieces)	9.00/kg
Butter (500g)	2.97	Beef (mince)	8.00/kg
Apples	2.70/kg	Pork (mince)	12.00/kg

Extracted 15 June 2016 from <http://shop.coles.com.au/online/national>

Eating Out

Sydney is renowned for its international cuisine and abundant eateries. It caters for all cultural requirements. Kueen's Institute is centrally located in vibrant metropolitan and is in close proximity to many of the city's eating precincts.

For information on other cuisines, cafes, restaurants, pubs etc., please refer to the following internet links dedicated to reviewing Sydney's eating scene:

<https://www.zomato.com/sydney>

<https://www.google.com/search?client=safari&rls=en&q=links+to+eating+out+in+sydney&ie=UTF-8&oe=UTF-8>

https://www.tripadvisor.com.au/RestaurantsNear-g255060-d265771-Central_Railway_Station-Sydney_New_South_Wales.html

HEALTH

Emergencies

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

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

Fire

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

Ambulance

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

Medical assistance

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

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

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

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

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

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

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

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

LIVING COSTS IN AUSTRALIA

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

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

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

The following web site includes information about average living costs in Australia:

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

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

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

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

Read more about budgeting at www.understandingmoney.gov.au

WORKING IN AUSTRALIA

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work, you need to make sure your visa allows you to work. Find out more at the www.border.gov.au/Trav/Stud

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

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

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

YOUR SAFETY

Australia is a safe country. However, it's always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological.

SHOPPING

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

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

CLOTHING

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

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

For more information about the cost of living, visit the Study in Australia website at:

<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

COURSE INDUCTION

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

Students' Responsibilities

All students, throughout their training and involvement with Kueen's Institute, are expected to:

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

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- Notify Kueen's Institute if any difficulties arise as part of their involvement in the program.
- Notify Kueen's Institute if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Kueen's Institute holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Kueen's Institute on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

COURSE EXPECTATIONS AND REQUIREMENTS

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

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, workplace component and self-study.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of self-study each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

You will also be required to complete about 10 hours of study per week. Your trainer will provide you with the homework tasks to be completed. There is an expectation that the work will be completed, and you will have gained the knowledge to assist you to advance to the next stage of each unit.

ASSESSMENT ARRANGEMENTS

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

At this time, you will:

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

Your assessor will ask them any questions you have.

Submitting your assessments

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

Assessments can be submitted directly to the trainer/assessor or sent by registered mail.

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

Work will be marked within 28 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 1 further attempts to complete the task and achieve a Satisfactory outcome (fees may apply). You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the second attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

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Reasonable adjustment in assessment

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

Reasonable adjustment can involve:

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

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

Appealing assessment decisions

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

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Kueen's Institute has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

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

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

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Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Links to additional resources, tools, applications and organisations to help with your needs
- Study groups where you can work with your fellow students.
- Referral to relevant external services who provide services like:
 - Specialist support services for students with a disability.
 - Personal counselling

Contact reception to discuss your support needs.

WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, Kueen's Institute provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506

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

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

Study Sydney

<http://www.study.sydney/english/live/welcome-to-nsw/>

NSW Government website for International Students. Information about living, learning and working in Sydney. Get your free Sydney insider guide, information about arriving, international student airport welcome desk and much more.

The Anti-Discrimination Board of NSW

<http://www.antidiscrimination.justice.nsw.gov.au/>

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

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Legal Aid NSW

www.legalaid.nsw.gov.au

Free legal helpline: 1300 888 529

State wide organisation providing legal services to socially and economically disadvantaged people across NSW. Provider of legal services in most areas of criminal, family and civil law.

Multicultural Communities Sydney

<http://www.cityofsydney.nsw.gov.au/community/community-support/multicultural-communities>

Information for international students in Sydney from the City of Sydney Council. Website includes translations to major languages.

Sydney Multicultural Community Services

<http://www.sydneycms.org.au/about-us/>

Phone: (02) 9663 3922, Fax: (02) 9662 7627

Address: 3 General Bridges Cres, Daceyville NSW 2032

Email: info@sydneycms.org.au

Sydney MCS focuses on providing specialised support services for the direct relief of suffering and enhancing the quality of life of people from CALD communities, including the aged, newly arrived migrants and refugees and those in crisis, suffering from language barriers, isolation, frailty, disability, sickness, dislocation, poverty, disadvantage, destitution, misfortune and helplessness.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

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

Healthdirect Australia

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

Phone: 1800 022 222

Symptom checker, medicines and health information.

MindSpot

<https://mindspot.org.au/>

Phone: 1800 614 434

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or can help find local services.

Butterfly Foundation

Phone: 1800 334 673 website: <https://thebutterflyfoundation.org.au/>

Support for those experiencing an eating disorder and want to talk to someone.

When: 8am to 9pm M-F (no public hols)

My Future

Website: <https://www.myfuture.edu.au>

Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:

Rape & Domestic Violence Services Australia

<https://www.1800respect.org.au/>

Phone 1800 737 732 (1800 RESPECT)

A range of support services are available for people who have experienced sexual assault, domestic or family violence.

Telephone Crisis Counselling

There are various telephone counselling services including **Lifeline** which offer free crisis counselling 24 hours per day, 7 days per week. You may be feeling desperate, just need to talk to somebody, or want to use their specialist financial, gambling or youth counselling services.

- Alcohol & Drugs 9442 5000
- Centre Against Sexual Assault 9340 1828
- Gambler's Help 1800 622 112
- Samaritans Crisis Line 9381 5555
- Lifeline 131 114
- Child Protection 9340 8222
- Family Help Line 9223 1111
- Women's Domestic Violence Helpline 1800 007339 (free) or 9223 1188
- Victims of Crime Helpline 1800 818 988 (free) or 9425 2850
- Mental Health Emergency Response Line 9224 8888
- Men's Referral Service 9428 2899

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- Parent Line 6279 1200
- Quitline 137 848
- Poisons Information Centre 131 126
- Maternal and Child Health Line 1800 55 1800

RESOURCES FOR IMPROVING ENGLISH LANGUAGE SKILLS

English Central - Free

englishcentral.com

A platform full of English language videos that progressively build your comprehension.

BBC Learning English - Free/Paid versions

bbc.co.uk/learningenglish

Watch their well-crafted videos and then complete the related activities to increase your knowledge of the English language.

italki - Paid service

italki.com

Choose between native speakers and qualified tutors (more expensive) to have a 1-on-1 video chat with you.

Busuu - Free/Paid versions

busuu.com

A website and mobile app, Busuu is a social network of people learning new languages

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

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

Kueen's Institute will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. Kueen's Institute uses a range of methods to monitor course progress including review of participation and completion of assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and support that you required. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the Training Manager will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

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

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

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

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

COURSE TRANSFER

The purpose of this policy is to ensure that:

- Kueen's Institute does not enrol transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in this Policy.
- Kueen's Institute has a policy and process for assessing student applications to:
 - transfer from Kueen's Institute before completing six months of their principal course
 - transfer to another course provided by Kueen's Institute

This ensures compliance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

1. Policy

- All decisions made by Kueen's Institute with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

Transferring from another registered provider

- Kueen's Institute will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Transferring to another registered provider

- For Kueen's Institute students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:
 - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Kueen's Institute's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
 - there is evidence of compassionate or compelling circumstances.
 - Kueen's Institute fails to deliver the course as outlined in the student agreement.
 - there is evidence that the student's reasonable expectations about their current course are not being met.
 - there is evidence that the student was misled by Kueen's Institute or an education or migration agent regarding Organisation> or its course and the course is therefore unsuitable to their needs and/or study objectives.
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another course will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
 - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
 - There are no legitimate compassionate or compelling circumstances.

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- In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process as outlined below.
- There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid in accordance with Kueen's Institute's Fees and Refunds Policy and Procedures.

Transferring to another course offered by Kueen's Institute

- Students may transfer to another course offered by Kueen's Institute in the following circumstances:
 - Where it is considered that the course that the student wishes to transfer to:
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within Kueen's Institute will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
 - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Kueen's Institute's Fees and Refunds Policy and Procedure.

Visa advice

- All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <http://www.border.gov.au/Trav/Stud/More/Changing-courses>

Complaints and Appeals

International Student Handbook

- Where the decision is made to refuse a course transfer or Kueen's Institute does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Kueen's Institute's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
- The refusal status will not be finalised in PRISMS until the complaints and appeals process is finalised within the 20 working day period or the student withdraws from the course.

Records

- All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

DEFERRAL, SUSPENSION AND CANCELLATION

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with Kueen's Institute and where Kueen's Institute can initiate the suspension or cancellation of the student's enrolment.

This ensures compliance with Standard 9 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Deferral and suspension of studies

- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
 - a traumatic experience that has impacted on the student which could include involvement in, or witnessing of, a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
 - where Kueen's Institute is unable to offer a pre-requisite unit
 - inability to begin studying on the course commencement date due to delay in receiving a student visa
- The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.
- When determining whether compassionate or compelling circumstances exist, Kueen's Institute considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

International Student Handbook

- A retrospective deferment or suspension may be justified if the student was unable to contact Kueen's Institute because of a circumstance such as being involved in a car accident.
- Where a student initiated deferral or suspension of enrolment is granted, Kueen's Institute will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Provider initiated suspension or cancellation

- Kueen's Institute may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - misbehaviour by the student (including plagiarism, collusion and cheating)
 - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
 - a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in Kueen's Institute Course Progress Policy and Procedures.
- Standards of behaviour required are outlined in the International Student Handbook.
- Where Kueen's Institute suspends or cancels a student's enrolment, before imposing a suspension or cancellation Kueen's Institute will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Student initiated cancellation of studies

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Kueen's Institute Course Transfer Policy and Procedure.

Visa status

- When there is any deferral, suspension or cancellation action taken under this standard, Kinggdom will inform the student of the need to seek advice from DHA on the potential impact on their student visa, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.
 - Students are referred to the DHA web site at www.border.gov.au or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Complaints and appeals

- Where a student accesses the Complaints and Appeals process, Kueen's Institute will not notify DET via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

Records

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Kueen's Institute will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at www.border.gov.au/Trav/Stud or telephone 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Kueen's Institute, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Kueen's Institute will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

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

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

YOUR FEEDBACK

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

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

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Kueen's Institute holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20 c per page for photocopying.

Access to records may be provided by:

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

Amendment to records

If a student considers the information that Kueen's Institute holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

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

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Kueen's Institute will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Kueen's Institute must provide a safe environment for both staff and students, as well as providing information to staff and students in

International Student Handbook

relation to health and safety and welfare. Kueen's Institute has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

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

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

Harassment, victimisation or bullying

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

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

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

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

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

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Kueen's Institute Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

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

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

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

National VET Regulator Act 2011

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

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

PRIVACY POLICY

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Personal information means 'information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- 'Whether the information or opinion is true or not; and
- 'Whether the information or opinion is recorded in a material form or not.'¹

SRTOs means the Standards for Registered Training Organisations 2015 – refer definition of 'Standards'

Sensitive information is information or an opinion about an individual's: racial or ethnic origin; or political opinions; or membership of a political association; or religious beliefs or affiliations; or philosophical beliefs; or membership of a professional or trade association; or membership of a trade union; or sexual orientation or practices; or criminal record; that is also personal information; or health information about an individual; or genetic information about an individual that is not otherwise health information; or biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or biometric templates.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 which can be accessed at <https://www.legislation.gov.au/Details/F2017C00663/Download>

¹ Definition from: Australian Government. *Privacy Act 1988* (Cth). Accessed on 5th January 2014 at http://www.comlaw.gov.au/Details/C2014C00076/Html/Text#_Toc382302897

Unique Student Identifier is a unique reference number issued to an individual by the Australian Government. It is made up of numbers and letters and enables an individual to look up and track their training achievements in an online database.

TPS means the Tuition Protection Scheme established to assist international students where the provider is unable to deliver their course in full because of provider default.

USI means Unique Student Identifier as above.

National VET Provider Collection Data Requirements Policy is Part B of the National VET Data Policy 2018.

Policy

Privacy Principles

- In collecting personal information, Kueen's Institute complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the states/territories in which Kueen's Institute operates.
- Personal information, including sensitive information, is collected from individuals in order that Kueen's Institute can carry out its business functions. Kueen's Institute only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by Kueen's Institute if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
 - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
 - It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
 - It genuinely and reasonably believes that:
 - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
 - Unlawful activity, or misconduct of a serious nature, that relates to Kueen's Institute's functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
 - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
 - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.
- Kueen's Institute ensures each individual:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to.
 - Is made aware of any legal requirement for Kueen's Institute to collect the information.
 - Is able to access their personal information upon request.
 - Does not receive unwanted direct marketing.

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- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Kueen's Institute if they consider that their personal information has been mishandled.
- Is made aware of any consequences for not providing the information requested.
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.
- Kueen's Institute retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process:
<https://www.education.gov.au/privacy-notice-and-student-declaration>

Collection of information

- Under the Data Provision Requirements 2012, Kueen's Institute is required to collect personal information about students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).
- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
 - personal and contact details
 - employment information, where relevant
 - academic history
 - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
 - training, participation and assessment information
 - fees and payment information
 - information required for the issuance of a USI
 - for international students:
 - current course information including CRICOS code, agreed starting date, expected completion date if the student did not start on the agreed date
 - Information about any terminations for change to identity and duration of the course
 - English language proficiency including the name of the test and the score received
 - visa information, including the DIBP office where the visa application was made and current local DIBP office
 - passport information including whether the student was in Australia when they became an accepted student

Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Kueen's Institute upon enrolment. Alternatively, Kueen's Institute can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When Kueen's Institute applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
 - name, including first or given name(s), middle name(s) and surname or family name
 - date of birth
 - city or town of birth
 - country of birth
 - gender
 - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, Kueen's Institute will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:
 - is collected by the Registrar as authorised by the Student Identifiers Act 2014.
 - is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI
 - resolving problems with a USI
 - creating authenticated vocational education and training (VET) transcripts
 - may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs
 - education related policy and research purposes
 - to assist in determining eligibility for training subsidies
 - VET Regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purposes of administering VET and VET programs
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses

- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
 - researchers for education and training related research purposes
 - any other person or agency that may be authorised or required by law to access the information
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
 - will not otherwise be disclosed without the student's consent unless authorised or required by or under law
- The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore Kueen's Institute will be unable to issue a qualification or statement of attainment.

Storage and use of information

- Kueen's Institute will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in:
 - paper-based files that are kept in a locked filing cabinets in a secure location and
 - electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used by Kueen's Institute to enable efficient student administration, report data to provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes. Information about international students may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.
- Kueen's Institute may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third party marketing companies without the prior written consent of the individual.

Disclosure of information

- Kueen's Institute will not disclose an individual's personal information to another person or organisation unless:
 - They are aware that information of that kind is usually passed to that person or organisation.
 - The individual has given written consent.
 - Kueen's Institute believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorised by, or under, law.
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

International Student Handbook

- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.
- Personal information may be used or disclosed by Kueen's Institute for statistical, regulatory and research purposes. Kueen's Institute may disclose personal information for these purposes to third parties, including:
 - Commonwealth and State or Territory government departments and authorised agencies; such as the Australian Skills Quality Authority (ASQA), Department of Education and Training (DET), the Department of Home Affairs (DHA) and the Tuition Protection Service (TPS)
 - NCVET
 - Organisations conducting student surveys
 - Researchers.
- Personal information disclosed to NCVET may be used or disclosed for the following purposes:
 - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
 - Facilitating statistics and research relating to education, including surveys
 - Understanding how the VET market operates, for policy, workforce planning and consumer information
 - Administering VET, including program administration, regulation, monitoring and evaluation.

Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that Kueen's Institute holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that Kueen's Institute holds about them; however there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

Complaints about privacy

- Any individual wishing to make a complaint or appeal about the way information has been handled within Kueen's Institute can do so by following Kueen's Institute's Complaints and Appeals Policy and Procedure.

FEES, CHARGES AND REFUNDS

Additional Fees and Charges

Kueen's Institute has the following of additional charges which may apply in some circumstances.

Non Tuition Fees – all students	Charge
<p>Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.</p>	<p>\$50 per document plus the cost of postage if required.</p>
<p>Additional copies of text books or any other learning and assessment resources Where original provided is lost or misplaced. 1 copy of each required resource is included in course fees.</p>	<p>A fee of \$100 per text book or \$20 per printed document applies if required.</p>
<p>Per unit re-enrolment fee (per unit) Where students exhaust the three attempts at re-assessment that are included, they will be required to re-enrol in the unit should they wish to complete the qualification.</p>	<p>\$1,000</p>

FEES AND REFUNDS POLICY

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

DET means the Department of Education and Training

Default day means either;

- the agreed starting day
- the day on which the course ceases to be provided; or
- the day on which the student withdraws from the course; or
- the day on which the registered provider of the course refuses to provide, or continue providing, the course to the student.

DHA means the Department of Human Affairs

ESOS Act means Education Services for Overseas Students Act 2000

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

TPS means the Tuition Protection Service which is an initiative of the Australian Government to protect payments made from overseas students to CRICOS providers.

Weekly tuition fee means the total tuition fees for the course divided by the number of calendar days in the course (round up to the nearest whole dollar).

Weeks in default period is the number of calendar of days from the default day to the end of the period to which the payment relates divided by (and rounded up to the nearest dollar).

Policy

1. Protection of fees paid in advance

- Kueen's Institute protects the fees that are paid in advance by both domestic and international students.
- All course fees paid prior to a student commencing a course will be held in a separate bank account that can only be drawn down once the student has commenced. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system. The account is maintained with an Australian ADI.
 - Kueen's Institute will ensure student fees are paid into this account within 5 days of receiving the fees
 - Kueen's Institute ensures that, at all times, there is sufficient amount standing to the credit of the account to repay all tuition fees to every overseas student or intending overseas student in respect of who tuition fees have been paid to the provider; and who have not

yet begun the course that the provider <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> is to provide to the student

- Kueen's Institute will only draw down from the account if:
 - The amount is withdrawn to pay a refund where applicable
 - The provider has arranged for a student to be offered a place in an alternative course at the providers expense and the amount is withdrawn to pay the alternative provider that students fees.
 - The amount is withdrawn to pay the TPS Director
- For domestic students, fee protection is ensured through:
 - Kueen's Institute does not require a student to ever pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.
- For international students, fee protection is ensured as follows:
 - Kueen's Institute does not require international students to pay more than 50% of course fees prior to course commencement. However, Kueen's Institute provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, Kueen's Institute will require students to pay the full cost of the course prior to course commencement.
 - Kueen's Institute pays into the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government. The role of the TPS is to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.

2. Fees and refund information

- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as in Kueen's Institute's Student Handbook. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. Fee information provided to domestic and international students includes:
 - All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
 - Any additional charges that may apply and the circumstances in which they apply
 - The potential for changes to fees over the duration of the course
 - Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences)
- The Student Agreement and the Student Handbook which are provided prior to enrolment includes this Fees and Refunds Policy and Procedure and informs the student of their

consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.

- As Kueen's Institute does not use direct approach marketing or tele-sales, no cooling-off period applies to its courses.

3. Course fee inclusions

- The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.
- Tuition fees payable to Kueen's Institute include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results or Statement of Attainment (in the case of withdrawal or partial completion).
 - RPL fees if applicable
- Non-tuition fees payable to Kueen's Institute include:
 - An enrolment deposit
 - A materials fee that includes: One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
- Course fees do not include:
 - Additional fees that apply for re-enrolment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment tasks.
 - Re-issuance or additional copies of certification documents will attract a fee of \$60 per document, plus postage if required.
 - Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement and in the Student Handbook.
- Fees payable to Kueen's Institute do not include:
 - Stationery such as paper and pens
 - Overseas Student Health Cover
 - Airport pick ups
 - Excursions (unless stated on the Course Outline)
 - Printing and photocopying charges (may be required for assignments)
- Kueen's Institute cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

4. Payments

- Payments can be accepted by electronic transfer (EFT), money order or cheque.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- Kueen's Institute reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to the Department of Human Affairs (DHA) via PRISMS under student default.
- Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

5. Refunds for domestic students

- As Kueen's Institute does not use direct approach marketing or tele-sales, no cooling-off period applies.
- Tuition fees for fee-for-service students may include an enrolment deposit which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.
 - A full refund of any fees paid (including the deposit) will apply if Kueen's Institute is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- In the unlikely event that Kueen's Institute or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where Kueen's Institute or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where Kueen's Institute ceases to deliver the course in which a student is enrolled and the agreement is terminated.
 - Where Kueen's Institute needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, Kueen's Institute will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Kueen's Institute to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedures.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

6. Refunds for international students

Refunds for international students will be calculated as follows:

Circumstance	Refund amount due
<i>Kueen's Institute fails to start the course on the agreed starting day at the location because of insufficient number, unforeseen circumstances or a sanction has been imposed and the student has not withdrawn before the default day.</i>	<i>Full refund of all tuition and non-tuition fees fees paid.</i>
<i>The course has started but cannot be delivered in full or by Kueen's Institute, including where a sanction has been imposed and the student has not withdrawn before the default day.</i>	<i>The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).</i>
<i>If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).</i>	<i>Full refund of all tuition and non-tuition fees fees paid.</i>
<i>At the discretion of Kueen's Institute's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.</i>	<i>Full refund of all tuition and non-tuition fees fees paid.</i>
<i>If a student has supplied incorrect or incomplete information and as a result Kueen's Institute withdraws the offer prior to commencement of the course.</i>	<i>Full refund of all tuition and non-tuition fees paid less a 20% administration fee.</i>
<i>Kueen's Institute fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.</i>	<i>The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).</i>

<p>The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.</p>	<p>The total amount of all course fees (tuition and any non-tuition fees) received for less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.</p>
<p>The student is refused a visa and has already commenced their course.</p>	<p>Full refund of non-tuition fees. Refund of tuition fees based on weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).</p>
<p>The student withdraws from the course at the specified location before or after the agreed starting date.</p>	<p>Refund of tuition fees based on weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).</p>
<p>The student does not commence the course at the specified location on the agreed starting date and has not withdrawn.</p>	<p>Refund of tuition fees based on weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).</p>
<p>If Kueen's Institute cancels a student's enrolment due to unpaid fees, failure to comply with Kueen's Institute policies, Visa condition breaches, misbehaviour or unsatisfactory course progress. A student must have been given a written warning prior to the decision to cancel the enrolment.</p>	<p>Refund of tuition fees based on weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).</p>
<p>If the student receives credit for units within a course.</p>	<p>Calculated on a pro-rata basis i.e. the total course fees divided by the number of units. The student will receive a refund for the number of units for which they have received credit for.</p>

7. Claiming refunds

- Where a full refund is due, Kueen's Institute will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not

completed a *Withdrawal Form* are not eligible for consideration of a refund or reduction in fees.

- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy*.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

7. Recording and payment of refunds

- Refunds will be paid to the student or another specified person as per the student's written agreement.
- Refund assessments can be appealed following our *Complaints and Appeals Policy*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

8. Publication

- Kueen's Institute will publish this policy in the *Student Handbook* which is downloadable on the website.

COMPLAINTS AND APPEALS

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Appeal means a request for a decision made by Kueen's Institute to be reviewed

DET means Department of Education and Training

Complaint means a person's formal expression of dissatisfaction with any product or service provided by Kueen's Institute.

PRISMS means Provider Registration and International Students Management System

Overseas Student means someone who is studying in Australia on a student visa. An overseas student is also called an international student.

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Policy

Nature of complaints and appeals

- Kueen's Institute responds to all allegations involving the conduct of:

- The RTO, its trainers and assessors and other staff.
- Any third party providing Services on behalf of Kueen's Institute and including education agents.
- Any student or client of Kueen's Institute.
- Complaints may be made in relation to any of Kueen's Institute's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by Kueen's Institute to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Kueen's Institute

Principles of resolution

- Kueen's Institute is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Kueen's Institute ensures that complaints and appeals:
 - Are responded to in a professional, consistent and transparent manner.
 - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Kueen's Institute will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to Kueen's Institute, or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to Kueen's Institute's head office at <Address> attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable Kueen's Institute to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.

Timeframes for resolution

- The complaint or appeal will be acknowledged in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Resolution of complaints and appeals

- Some or all members of the management team of Kueen's Institute will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
 - For domestic students that choose to access this policy and procedure, Kueen's Institute will maintain the student's enrolment while the complaints and appeals process is ongoing.

- *For international students, Kueen's Institute will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Kueen's Institute maintains the student's enrolment as follows:*
- *If the appeal is against Kueen's Institute's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Kueen's Institute's decision to report.*
- *If the appeal is against Kueen's Institute's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Kueen's Institute will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process*

Independent Parties

- *Kueen's Institute acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Kueen's Institute.*
 - *For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). Information is available here: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page>*
 - *All other complainants or appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to locality and area/s of concern: <https://www.resolution.institute/disputeresolverdirectory>*
 - *Kueen's Institute will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.*
 - *The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.*

External complaint avenues

- *Complaints can also be made via the following avenues:*
- *National Training Complaints Hotline:*
 - *The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:*

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: ntch@education.gov.au

- Australian Skills Quality Authority (ASQA):
 - Complainants may also complain to Kueen's Institute's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about Kueen's Institute in relation to:

- the quality of our training and assessment
- our marketing and advertising practices
- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted Kueen's Institute's formal internal complaints process as above.
- Please refer to the following website before making a complaint to ASQA:
<https://www.asqa.gov.au/complaints>

- The Overseas Student Ombudsman (OSO)

International students may complain to the OSO if their complaint is in relation to Kueen's Institute:

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.
- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Kueen's Institute.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

Records of complaints and appeals

- Kueen's Institute will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

Publication

- This policy and procedure will be published in the Student Handbook which is on Kueen's Institute's website

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

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

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

Kueen's Institute must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.