



INTERNATIONAL  
COLLEGE OF QUEENSLAND

# International Student Handbook

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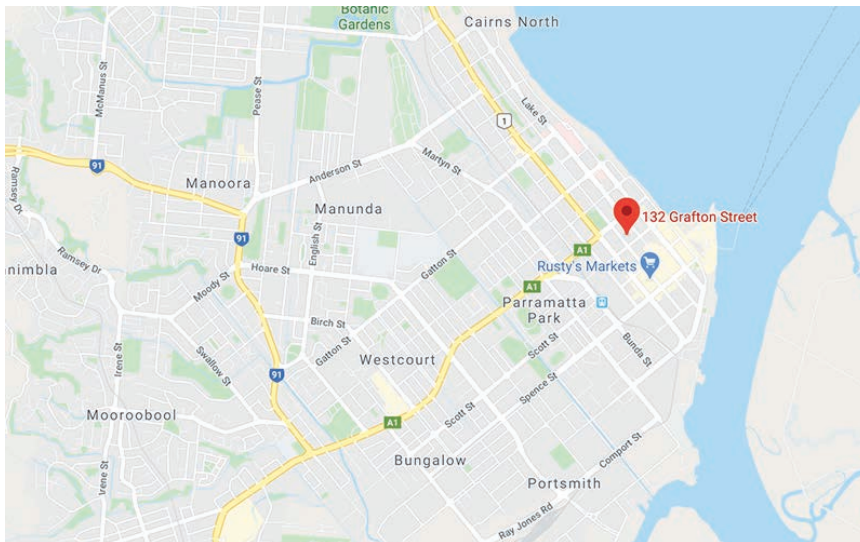
## 1. WELCOME

Thank you for selecting International College of Queensland for your studies in Australia, you will not be disappointed in your decision to study in Australia with us.

We have been operating for more than 30 years and formally known as Cairns Beauty Academy, International College of Queensland has had much success in graduating numerous domestic and international students during this time. We offer a complete lifestyle experience incorporating the arts and culture, tourism, dining and entertaining as well as gaining an excellent quality education.

## 2. CAMPUS LOCATIONS

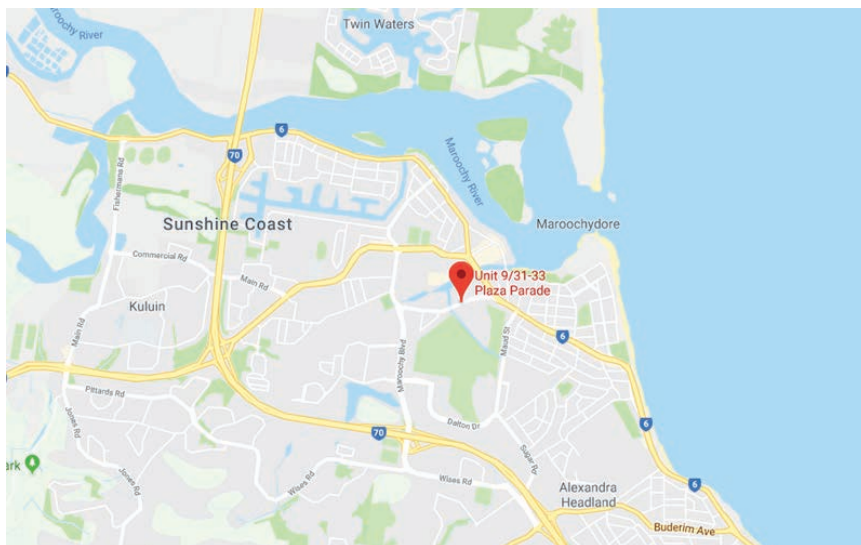
### CAIRNS CAMPUS



The Cairns campus is conveniently located in the heart of Cairns. Cairns is located in far north Queensland, often referred to as the Sunshine State. The campus is well connected by public transport, with the main city bus stop at the front of the campus.

**Office Hours** 8:30 am to 5:00 pm, Monday to Friday  
**Cairns Address** 132 Grafton Street, CAIRNS QLD 4870  
**Phone Number Overseas** [insert your country's dialing code] + 617 5309 6635  
**Within Australia** 07 5309 6635

## SUNSHINE COAST CAMPUS



The Sunshine Coast campus is conveniently located in Maroochydore. The Sunshine Coast is 100km (62 miles) north of the state capital Brisbane. The campus is well connected by public transport, and is opposite a major shopping centre.

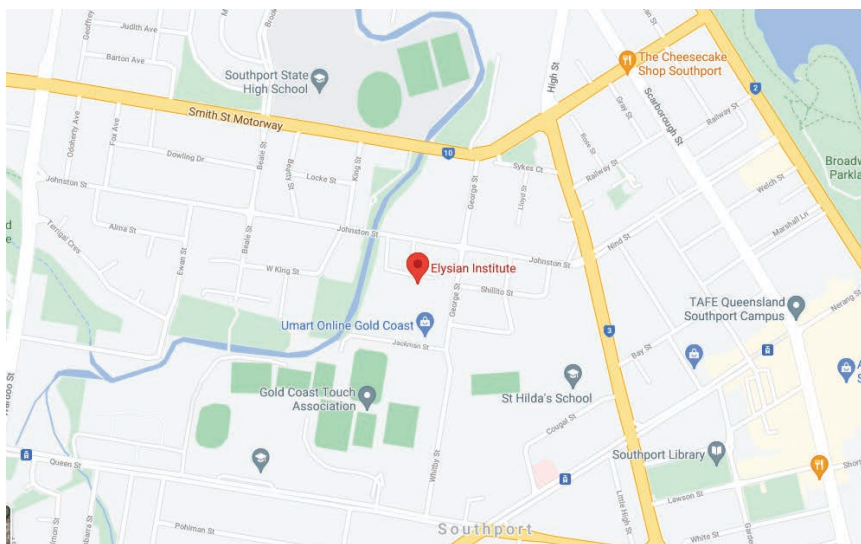
**Office Hours** 8:30 am to 5:00 pm, Monday to Friday

**Sunshine Coast Address** 9/31-33 plaza parade, MAROOCHYDORE QLD 4558

**Phone Number Overseas** [insert your country's dialing code] + 617 5309 6635

**Within Australia** 07 5309 6635

## GOLD COAST CAMPUS



The Gold Coast campus is conveniently located in Southport. The Sunshine Coast is 70km (44 miles) south of the state capital Brisbane. The campus is well connected by public transport, and is near a major shopping centre and the beach.

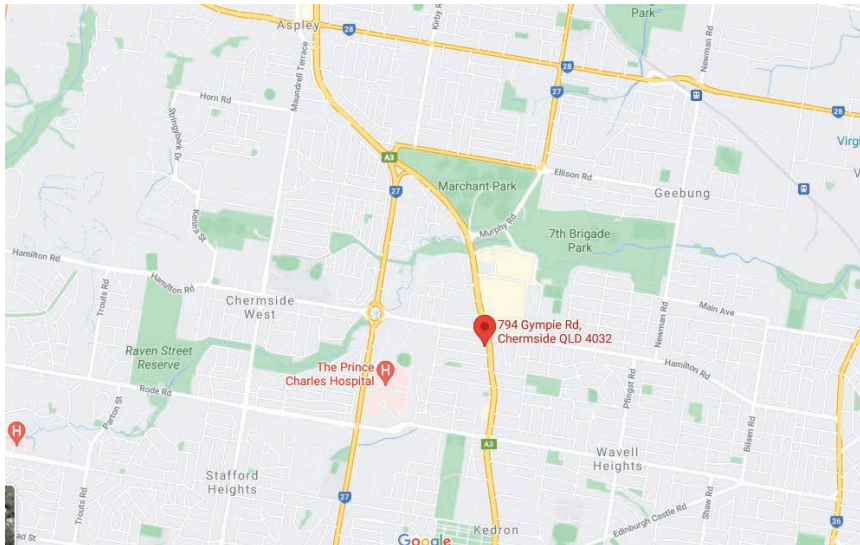
**Office Hours** 8:30 am to 5:00 pm, Monday to Friday

**Sunshine Coast Address** Unit 2, 4-8 Price Street, SOUTHPORT QLD 4032 Australia

**Phone Number Overseas** [insert your country's dialing code] + 617 7 5309 6635

**Within Australia** 07 5309 6635

## CHERMSIDE CAMPUS



The Chermide campus is conveniently located in the heart of the state capital Brisbane. The campus is only 10km from the city centre and is well connected by public transport.

**Office Hours** 8:30 am to 5:00 pm, Monday to Friday

**Sunshine Coast Address** 794 Gympie Road, CHERMSIDE QLD 4032 Australia

**Phone Number Overseas** [insert your country's dialing code] + 617 7 3188 7269

**Within Australia** 07 3188 7269

### 3. ABOUT US

Established in 1986, International College of Queensland is an award-winning Vocational Education and Training (VET), Registered Training Provider (RTO) focused on a well-equipped training academy where students graduated job ready and experienced having the opportunity to work in a busy beauty salon while you learn ensuring our students graduates have the skills and knowledge they need to gain employment, advance their career, or build on their current skills.

We identified a need for Our Campuses have the latest up-to-date facilities, equipment and products that students can enjoy. Our Campuses are located across the road from our major Shopping Centres in each location for convenience and public transport requirements.

International College of Queensland is dedicated to providing industry current, quality job ready training which is engaging, interesting and delivers results. Our Trainers hold a wealth of knowledge and experience in their subject disciplines and come from all over the world. Many have owned ad operated business in the industries you ate training and continue to work in their industry to keep up to date with what the industry requires when training and hiring graduates. Our entire team is passionate to see our students succeed.

The quality of our training organisation can be supported by our industry representatives, employers, past students, current students and parents' students. We regularly seek feedback from these stakeholders to ensure a quality education that sets you on the right path to obtaining your dream job, make International College of Queensland your first choice for job ready training.

## 4. TERMS AND CONDITIONS

We would recommend all prospective and existing students become familiar with the International College of Queensland's terms and conditions set out in this International Student Handbook. We recommend that you always refer to the online version of this Handbook to ensure that you are receiving the most up to date information. The Handbook is readily available from our website [www.studyinqld.com.au](http://www.studyinqld.com.au).

## 5. EDUCATION AGENT AFFILIATIONS

International College of Queensland networks with a range of Education Agents for student recruitment purposes. Some of these Agents do receive a commission for referrals. For further information on our Education Agent affiliates, please refer to our website. Each Education Agent that we engage with is required to sign an agreement outlining the responsibilities and obligations of each party to ensure that those representing the College do so in a compliant, professional manner that is aligned with our values and reputation of quality services. In addition to this, we provide our Education Agents with a comprehensive induction and ongoing training. International College of Queensland works with Education Agents to ensure that the marketing material you are provided with is current and accurate and that their conduct is entirely ethical and professional at all times. Should you have any issues with the conduct of any of our Education Agents, we urge you to provide feedback to us directly at International College of Queensland for us to monitor the service level they are providing to our valued customers.

## 6. PRE-APPLICATION, CLIENT SELECTION AND APPLICATION

International College of Queensland has a three stage application process designed to ensure that you make an educated and informed decision when selecting us as your training provider while studying in Australia. Our extensive process before enrolment allows us to work with you to maximise your training outcomes and meet your needs.

Information on courses delivered by International College of Queensland is available on our website at [www.studyinqld.com.au](http://www.studyinqld.com.au) and the CRICOS website [www.cricos.education.gov.au](http://www.cricos.education.gov.au).

If you do not have access to the internet, please contact our office on [insert your country's dialing code] + 617 5309 6635 and we will arrange for the relevant information to be emailed to you or posted to you in your home country.

## Pre-Application

On receiving your initial enquiry or application for an International College of Queensland course either directly on our website or through one of our agents; International College of Queensland staff will contact you to discuss your application, to establish your needs and to provide additional information. Course Consultants may also discuss your previous experience, skills, and knowledge that may be used to support any recognition processes on offer for the course that you are interested in undertaking. Particular emphasis is made on the following areas:

- Selecting the appropriate qualification; discussing:
  - Your previous study and life/work experiences and qualifications (Course Credit may be applied for (Recognition of Prior Learning (RPL) and/or Credit Transfer (CT)), where on offer.
  - Providing evidence of IELTS 5.5 (or higher) or equivalent.
  - Any challenges you may have and where we can provide support to you during your training.
  - Time management to free up study time.
  - Physical or mental challenges that may affect your ability to complete the course requirements.
- Course information, and structure including entry requirements (applicable for some courses), training content/processes, practice and assessment methods and some possible vocational outcomes you could aim for.
- Full-time training hours per week for selected course. (All courses for international students have a minimum of twenty (20) scheduled course hours per week. There are no part-time options.)
- Fees, charges and payment requirements.
- Any computer and internet access requirements.
- Methods of training and assessment, including campus location(s) and work-based training (if applicable).
- Your rights and obligations.
- Support services available.

## Application Process

We have streamlined the application process as much as possible. However, it is a multistage process. Please email us anytime or call us during Australian working hours (<http://www.timeanddate.com/worldclock/>) if you have any questions about your application.



During the application process, you will be required to apply for the course by completing an application form. Our Application for Enrolment Form can be found on our website [www.studyingqld.com.au](http://www.studyingqld.com.au) or you can apply with one of our Education Agents. A list of our Education Agents and the countries they operate in can be found on our website [www.studyingqld.com.au](http://www.studyingqld.com.au).

**NOTE: Our Education Agents may supply specific services based on the country they are located in.**

As part of the application the student will need to:

- Provide clear identification in the form of either:
  - International passport.
  - Country-issued driver's license and/or international driver's license.
  - Country-issued identity card.
- Be aware that the application process cannot progress until adequate verification of your identity has been established. Identification must include the following:
  - Full name of the student.
  - Date of Birth of the student.
  - Photograph of the student.
  - Signature of the student.
- Note that not all courses allow students to apply for course credit. Where course credit can be applied for, the application must include a request for Credit Transfer (CT) or Recognition of Prior Learning (RPL) application.
  - Where you request to apply for RPL or CT, a separate application form will be sent to you to complete and for you to return with your evidence of competency. The allocated Trainer/Assessor will discuss your completed RPL application in detail upon receipt.
  - NOTE: the awarding of any CT or RPL may reduce the duration of your course, and the Letter of Offer will be modified accordingly. If the CT/RPL is granted after the issuance of a Confirmation of Enrolment (CoE), your CoE will be reissued to reflect any reduced course duration.
- Occasionally there may be situations where the accredited qualification you are interested in may not be achievable in one step. Where this is the case, the Student Support team will discuss alternative routes and training pathways you may undertake to achieve your learning goals.
- Successful applicants will be sent a Written Agreement containing a Letter of Offer. The Letter of Offer is the contract between International College of Queensland and our students, please read it carefully and remember to keep a copy for your records. The Letter of Offer will confirm the course, the fees you will need to pay and when. It will also outline the Refund Policy should you not complete the course.

When an application is not submitted online, International College of Queensland will email or post this International Student Handbook. You must respond in writing advising that you have read the terms and conditions (that is, you have read the International College of Queensland International Student Handbook). Therefore, it is essential that a valid personal email address is recorded when you complete an application and that you have access to a computer to be able to use the email address provided. We may send private and confidential information/documents to the email address provided. Therefore, it is up to you to confirm that this is suitable. We do not allow multiple students to share the same email address.

Please be aware that you will need to supply International College of Queensland with your Unique Student Identifier (USI) number or provide us with the authority to create a USI on your behalf. The USI can be arranged during the first week of study at the College. For more information on USI's, please see [Section 12](#).

### Accepting a Letter of Offer

Once International College of Queensland has reviewed your application, successful applicants will be sent a Letter of Offer within a Written Agreement. It is important that you read this carefully along with this International Student Handbook.

The below outlines the process to accept your Letter of Offer:

- To accept your Letter of Offer, you must sign and return the completed Acceptance of Offer Form (within the Written Agreement). By signing the declaration, you are acknowledging that you have discussed and/or read and agree to abide by the terms and conditions outlined in the Letter of Offer and the Student Handbook and International College of Queensland procedures available on the website.
- The application process is non-committal and any information received from you at this point will not be disclosed to, or shared with a third party. However, should the application proceed to enrolment, you need to be aware that we have an obligation to supply your information to the Australian Governments Provider Registration and International Student Management System (PRISMS). International College of Queensland deems the enrolment to be in effect on receiving the course deposit fee.
- After having received the acceptance and the fee deposit, International College of Queensland will then send a CoE to the student. The CoE will contain the start dates, the total course fees and duration of the course including when the scheduled student vacations are.
- The fee deposit must be received by the College before it can issue the CoE. One of our partners CohortPay provides a service that may reduce the cost of banking fees and transfers for tuition fees. For details and more information visit <https://cohortpay.com/en>. Cohort Solutions are preferred suppliers of the College.

## Client Selection

International College of Queensland may assess you on your ability to meet the requirements of the course. Consideration takes into account prerequisite, entry requirements (including English level, which may differ depending on the course) and Training Package Assessment guidelines, and will always be made by our Access and Equity Policy. Students wishing to enrol in our courses are required to meet the entry requirements for each course. This may include some or all of the following:

- English requirements.
- Qualification entry requirements.

Entry requirements for each of our courses are available on [training.gov.au](http://training.gov.au) and are outlined on the International College of Queensland website [www.studyinqld.com.au](http://www.studyinqld.com.au).

Once International College of Queensland receives all necessary documentation and all eligibility criteria is met for the chosen qualification and fee deposit has been received, your application will proceed to enrolment. Our Student Services team will process the enrolment and will issue you with your CoE. Client Selection

## Visa application

Now that you have been enrolled in your course, you will need to apply for a Student Visa.

Students can use the details on their CoE to apply for a Student Visa (Subclass 572 effective to 30 June 2016 and Subclass 500 effective from 1 July 2016) through the Department of Home Affairs: Immigration & Citizenship online services facility <https://immi.homeaffairs.gov.au/help-support/applying-online-or-on-paper/online>.

To see the general visa requirements, please read <https://www.studyinaustralia.gov.au/english/apply-to-study/entry-requirements/entry-requirements>.

For more detail, please view <https://immi.homeaffairs.gov.au/help-support/applying-online-or-on-paper/online>.

The student visa requirements requires that you must:

- Be a Genuine Temporary Entrant. The main purpose of your stay in Australia is to receive an education.
- Have enrolled into a full-time course which is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) <http://cricos.education.gov.au/>. A CoE has to be provided alongside with your visa application.
- Met and continue to meet Australian health and character requirements.

- Not have any outstanding debts to the Commonwealth of Australia.
- Have adequate funds to support yourself during your studies (course fees, living costs, school costs and travel costs).
- Have Overseas Students Health Cover (OSHC) for yourself and your accompanying family members for the duration of your study and stay in Australia as part of your visa application. There is no requirement to choose a specific provider; students should select the OSHC provider that best meets their needs. To compare the providers of OSHC visit <https://oshcaustralia.com.au/en>. OSHC Australia and Cohort Solutions are preferred suppliers of the College.

### What happens after your Visa is approved

Student should prepare for their study and stay in Australia by:

- Planning their travel to Queensland.
- Arranging their accommodation.
- Arranging schooling if accompanied by school-aged children.
- Set up an Australian Bank account and money transfers.
- If you intend to work, you need to apply for a Tax File Number (<https://www.ato.gov.au/Forms/TFN---application-for-individuals/>).
- SIM card for your phone.
- Transfers from airport or arrival point to your accommodation.
- Familiarise travel between accommodation and the College.
- Estimate weekly cost of living in Brisbane and plan finances accordingly.
- Check out things to see and do in Queensland.

International College of Queensland and its partners may assist with some of the above items. More information is located in the latter parts of this Handbook (section 22 onwards), or you can contact the Student Services team for assistance.

## 7. DELIVERY AND ASSESSMENT METHODS

International College of Queensland Trainers and Assessors are experienced industry professionals committed to providing a high standard of training and assessment. Assessments for all courses meet the principles of assessment in that they are fair, flexible, valid and reliable. International College of Queensland is a Registered Training Organisation (RTO) and CRICOS provider authorised to run nationally accredited and non-accredited training. Our accredited training is based

upon national units of competency forming competency standards. Competency standards are statements that define the skills and knowledge required to perform a specific piece of work to the standard required in industry. Competency standards are the statements of outcome for nationally endorsed training. They shape the curriculum to which students are taught and set the standards against which they are assessed.

### Classroom based training

All our International courses are classroom based with possible workplace-based training. For after hours study and the submission of assignments, access to a computer and the internet is essential.

### Workplace-based training

It may be a requirement of the course that you attend a workplace to be able to practice and hone your skills and knowledge.

Where this is required, the College will arrange placement with a suitable employer. Students will need to make arrangements to get to and from the workplace on the days and times specified.

### Assessment methods

As you progress through the units, there will be an opportunity for you to test your learning by completing some general questions and activities. At the end of each unit, you will be formally assessed by your Assessor after completion of the formal assessment activities. A portion of your written and recorded evidence requirements are to be uploaded to the International College of Queensland online learning system called Canvas. This evidence will form part of your competency assessment. As such, you need to have access to a computer and the internet. Also, being competency based training, our courses require a high practical aspect to assessment to ensure that students can demonstrate aspects of all the skills they have been taught, over a period to level accepted as industry standard. Where this is the case, you may be required to upload recordings of the activities, perform tasks in the presence of an Assessor and use a named supervisor (from within the industry) to act as a verifier of your skills. You are supported throughout the process by a dedicated Trainer/Assessor. The Assessor will make a judgement of competency based on the evidence provided according to the National Criteria.

Our Assessors will ensure:

- Recognition of Prior Learning is offered and recorded.
- The assessment process is valid, reliable, flexible and fair.
- Assessment outcomes are recorded appropriately.

- All evidence that is submitted and deemed as valid, current, sufficient and authentic is considered in making their judgement.
- Timely and constructive feedback on NC (not competent) assessment outcomes is given to applicable students.

International College of Queensland is proud of its high standards and has a strict quality control process before certification being awarded. This involves the checking of random assessment submissions. If upon checking, a problem is found, International College of Queensland has the right to ask for further clarification or evidence before the unit competency can be awarded. While the Trainers/Assessors are fully qualified to assess you, the Head Office checking process may be applied to your submission. The staff working within this quality assurance process reserves the right to question or refute the decisions made by your Trainer/Assessor. As you are assessed for the competencies, skills and knowledge required for the qualification, you will also be reviewed for foundation skills. These are the underlying skills that are threaded throughout completion of any qualification. They include the literacy, numeracy, and digital literacy skills, but also more general skills needed in a modern day business.

### Credit Transfer (CT)

Credit Transfer may not be available to all courses on offer by International College of Queensland. This will be clearly communicated to students before their enrolment. Where it does, the College will recognise qualifications and statements of attainment issued by other Australian Registered Training Organisations upon production and verification of the certified copy of the qualification or statement of attainment. Our Course Consultants will complete a Credit Transfer Application Form on your behalf and forward to the relevant training team to check the validity of the transcript and the match and equivalencies of competencies held. Please note CT must be applied for during the pre-application/application process before the Letter of Offer can be sent. International College of Queensland will also recognise any Unique Student Identifier (USI) transcripts provided by a student who has completed accredited training. If you hold a qualification/ statement of attainment that has been superseded and is no longer available or is not the version required by the qualification into which you wish to enrol, Credit Transfer will not apply. In such situations, Recognition of Prior Learning (RPL) would be the appropriate way to proceed.

### Recognition of Prior Learning (RPL)

Recognition of Prior Learning may not be available to all courses on offer by International College of Queensland. This will be clearly communicated to students before their enrolment. Where the course allows for RPL, students who can demonstrate competency via the provision of evidence of industry experience and prior learning may be eligible to undertake an assessment

only pathway for some of our courses. Should you believe that you already have the competency for some or all of the units for your selected course, you can complete an RPL application form during the enrolment process, or you can contact International College of Queensland to request an application which contains an RPL self-assessment questionnaire. Please note that it is International College of Queensland's policy not to RPL units that impact on Workplace Health and Safety activities, for the sake of your safety and those that you may work alongside. The RPL process will require an initial screening with an Assessor to rate your suitability based on work and study experience. Where applicable, this will be followed by a request to provide as much documented evidence as possible to show competence before you will be interviewed by the Assessor to confirm your prior learning. All RPL requests should be completed before the Letter of Offer is issued as any granting of RPL may affect the length of your course which may impact on the duration of your visa.

### Transitioning of qualifications

On occasion, qualifications are updated by the relevant Industry Skills Council/Service Skills Organisation or Australian Industry and Skills Committee/Industry Reference Committee to reflect current industry practice and updated legislation. International College of Queensland will contact you if an upgrade does occur during your enrolment. We are committed to transitioning students into new qualifications as smoothly as possible and will always keep you informed. Where an upgrade causes significant changes in the course, please be aware there may be cost variances. These will be fully communicated to you, and your approval sought to proceed with any transition. Qualifications that are superseded are typically given a twelve (12) month transition period. This requires all students to complete the qualification that they are enrolled in or be transferred into the newest version of the qualification within twelve (12) months. Where the course has not been updated and not endorsed for continued delivery, the College has two (2) years to finalise all enrolments in the qualification. Changes to the transition periods are determined and communicated by the Australian Skills Quality Authority(ASQA).

### Superseded and equivalent qualifications

Where the qualification has been updated and deemed to be equivalent, the newest version of the qualification should automatically be added to International College of Queensland's scope of registration. Once the College is in a position to deliver the new version of the qualification, students enrolled in the superseded version of the qualification may be given the option of finalising the qualification that they are enrolled in or maybe required to transfer into the newest version. Students that move in-between superseded and equivalent qualifications should not be required to undertake any additional unit(s) of competency or provide any additional evidence.

### **Superseded and non-equivalent qualifications**

If the qualification has been superseded and is not equivalent to the newest version, the College will make a decision as to whether the newest version of the qualification will be added to our scope of registration.

Should the College elect to add the newest version of the qualification, students enrolled in the superseded version of the qualification may be given the option of finalising the qualification that they are enrolled in or may be required to transfer into the newest version. Where students transfer into the newest version of the qualification, they may be required to undertake additional unit(s) of competency and will need to ensure that all requirements of the new qualification are met.

Should the College elect to not add the newest version of the qualification, students that cannot complete within the stipulated time frames will be issued with a statement of attainment for any unit(s) of competency that they have been awarded. Assistance with sourcing an alternative training provider can be provided to students where they wish to continue their studies.

### **Non-current qualifications**

Where a qualification has been deemed to no longer be industry-relevant and will not be upgraded, students will be required to complete their course within two (2) years of the qualification being deemed non-current.

Students that do not complete within the two (2) year time frame will be issued a statement of attainment for any units of competency that they have been awarded competency.

## **8. PROGRESSION AND COMPLETING WITHIN YOUR COURSE DURATION**

During your study in Australia, it is your responsibility to dedicate the time and commitment required to progress through your course until completion within the course duration as outlined in your CoE.

You are required to attend the College for twenty (20) scheduled course hours per week for your course and must not let your progress drop below 50% of each study period. The College monitors your progression and completion of your course of study.

Should you be deemed to be at risk of not progressing through your course, you will be required to attend an intervention meeting with a Student Support team member.



If you have any concerns or circumstances impacting on your ability to complete your course within your course duration, please contact your Trainer or our Student Support team on +61 7 5309 6635 or email [admin@studyingqld.com.au](mailto:admin@studyingqld.com.au)

They can offer advice options, create an intervention plan and/or discuss tools and techniques to assist you towards completion.

## 9. CANCELLATION, DEFERMENT, AND SUSPENSION

A student's enrolment may be cancelled, deferred or suspended where there are compassionate or compelling circumstances impacting upon the student, in the event of student misbehaviour, extenuating circumstances, or in the event of non-payment of fees.

### Compassionate and compelling circumstances

Compassionate or compelling circumstances are those beyond the control of the student and which have an impact on 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 which could include:
  - Involvement in, or witnessing of a serious accident.
  - Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).
  - Where the registered provider was unable to offer a pre-requisite unit.
  - Inability to begin studying on the course commencement date due to delay in receiving a student visa.

### Extenuating circumstances

Extenuating circumstances relating to the welfare of the student may include, but are not limited to the following. The student:

- Is missing.
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing.

- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others.
- Is at risk of committing a criminal offence.
- The College may suspend or cancel a student's enrolment and report them immediately through PRISMS where extenuating circumstances relating to student welfare apply.

### **Misbehaviour**

Students that do not uphold the Student Code of Conduct may have their enrolment suspended or cancelled at the College.

### **Non-payment of fees**

Students that fail to pay their fees within the specified time frames will be sent an intention to cancel course letter unless fees are made within strict deadlines.

## **10. ISSUANCE OF CERTIFICATION**

Full completion of all course requirements will result in the issuance of a qualification. Successful completion of one(1) or more units within a course; but not the full completion of the course requirements will result in the issuance of a statement of attainment only. Qualifications/ statements of attainment will not be issued unless all outstanding fees have been paid and upon receipt of your Unique Student Identifier (USI). International College of Queensland DOES NOT email copies of issued qualifications and statements of attainment. Such documents will only be issued by mail or presented at a formal graduation ceremony run by International College of Queensland. Note that certificates and statements of attainment cannot be issued until you provide International College of Queensland with a copy of your Unique Student Identifier (USI).

### **Replacement Certification**

If you require a replacement qualification or replacement statement of attainment, please contact our Student Services team via [cinde@studyingqld.com.au](mailto:cinde@studyingqld.com.au) for an Application for a Replacement Qualification Form. The completed form, along with payment is to be sent to [cinde@studyingqld.com.au](mailto:cinde@studyingqld.com.au). The replacement qualification/statement of attainment will not be issued until the \$50 replacement payment is made.

## **11. FEES, REFUNDS, AND CHARGES**

Information on course fees and charges are available on our website. If you do not have access to the internet or wish to receive hard copies of relevant material, please contact our office on [insert your country's dialing code] + 617 5309 6635 when overseas or 07 5309 6635 from Australia to

arrange for these to be posted. Alternatively, please send your request in the post to our postal address:

International College of Queensland  
9/31-33 Plaza Parade, Maroochydore Qld 4558

The following fee information will be provided to you in the Letter of Offer:

- The total amount of fees including course fees, administration fees, material fees and any other applicable charges.
- Payment terms including some fees to be paid, and any non-refundable deposit or administration fees.
- Adjustment to tuition fees where a Credit Transfer or Recognition of Prior Learning is approved.
- Additional fees that may not be covered by the tuition fee. Items include but not limited to:
  - Practical placements fees (only relevant to select qualifications) that may be charged by external organisations, travel and accommodation (if required).
  - Uniform or clothing requirements (only relevant to select qualifications).
  - Any health and vaccination requirements (only relevant to select qualifications) should be arranged before arrival in Australia.
  - Referrals to support networks or other study programs not offered by International College of Queensland.
  - Reassessment of Assignments (2nd submissions are no charge, provided the 1st submission has achieved a 80% satisfactory result) \$150, and Late Assessment Re-Submission Fee \$175
  - ICQ Campus to Campus Transfer administration fee (first transfer no charge) \$100
  - Suspension/Deferral of Study (not visa related, may be waived if compelling and & compassionate as determined by CEO) \$100
  - Transfer to another institution – Administrative Fee \$100
  - Late Tuition Payment (7 Days + Charged at \$15/Week overdue) \$15

### Indicative fees

Students enrolling in the College will be provided with an itemised list of indicative course fees, including which fees are non-refundable.

## Payment of fees

All fees must be paid in Australian dollars; please view the CRICOS Fees, Charges and Refund Policy on our website. One of our partners CohortPay provides a service that may reduce the cost of banking fees and transfers for tuition fees and is a preferred supplier of the College. For details and more information visit <https://cohortpay.com/en>.

## Payment Plans

After the deposit, ICQ offers you an option to pay your course tuition in several instalments instead of paying all in advance.

Our payment plan is optional just for those who complete a Direct Debit form, through an Australian bank account. In that case, payment will be debited automatically from your bank account according to the Offer Letter payment plan.

Please advise us if you would like to set up an automated payment plan.

## Outstanding Fees

Students who do not complete a payment plan are required to pay fees either monthly or quarterly in advance by the 1st of each month or at the commencement of a term.

Payments received by the college 15 or more days late will incur an additional \$15 late payment fee of \$15/week for each late week on their next invoice.

Studies will be suspended for non-payment if a student falls more than 30 days in arrears without an approved compelling and compassionate reason.

The CoE will be cancelled if a student falls 60 days in arrears without an approved compelling and compassionate reason, providing a complaint has not been filed or the complaints process has been finalised.

## Refunds

Refunds will only be given in accordance with the following conditions (also outlined within the Written Agreement).

The granting of refunds is at the sole discretion of the Chief Operating Officer, and each application is carefully considered based on the evidence provided/available to the College.

Refund applications must be in writing using the approved Refund Request Form and by emailing the completed form to [cinde@studyingld.com.au](mailto:cinde@studyingld.com.au).

Refunds to students will only be given under the following circumstances.

In the following circumstances, students are entitled to certain refunds without written application. These are circumstances in which International College of Queensland defaults.

International College of Queensland defaults if:

- Either of the following occurs:
  - i. The provider fails to start to provide the course to the student at the location on the agreed starting day;
  - ii. The course ceases to be provided to the student at the location at any time after it starts but before it is completed; and

- The student has not withdrawn before the default day.

*Note: For an exception to this rule see below:*

A registered provider does not default if the provider fails to start to provide the course, or the course ceases to be provided, to the student because the student defaults in relation to the course under paragraph 47A(1)(c) of the ESOS Act 2000.

### **Student default**

Where the student defaults, a Refund Request Form is to be completed where fees have been paid. Student default is defined as:

- The student withdraws from the course prior to the scheduled course start date.
- The course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn) without an approved reason.
- International College of Queensland will not provide, or continue to provide the course to the student if the student has:
  - Not paid fees that they are liable for.
  - Breached a condition of their visa.
  - Is subject to disciplinary or administrative action by International College of Qld

### **Refund Policy**

Refunds to students will only be given under the following circumstances.

**International College of Queensland defaults**, a Refund Request Form is to be completed to nominate the bank account you would like the returns paid to.

- Where the course is cancelled prior to commencement; students will receive a full refund of all paid fees within ten (10) business days (fourteen (14) calendar days) from the date that the course was ceased.
- Where the course has commenced, and International College of Queensland is not able to complete the course; all fees paid in advance will be refunded within ten (10) business days (fourteen (14) calendar days) from the date that the course was ceased.
- Where the course has commenced, and International College of Queensland is not able to complete the course due to a sanction by the designated authority or the Department of Education and Training (DET); all fees paid in advance will be refunded within ten (10) business days (fourteen (14) calendar days) from the date that the course was sanctioned.

**Where the student defaults**, a Refund Request Form is to be completed where fees have been paid.

Students that withdraw prior to the scheduled course commencement date:

- Where at least thirty (30) business days notice has been provided, the student is entitled to a full refund, less all non-refundable fees, upon receipt of the Refund Request Form.
- Where the student provides at least fifteen (15) business days notice; the College will provide a 50% refund unless approved compassionate or compelling circumstances exist where they will receive a full refund. The student will need to complete a Refund Request Form.
- Where the student does not commence their course on the course start date or does not provide at least fifteen (15) business days notice; the College will not provide a refund, unless approved compassionate or compelling circumstances exist where they will receive a full refund at the discretion of the college. The student will need to complete a Refund Request Form.

Students will not be entitled to a refund where the College refuses to provide or continue to provide the course to an overseas student on the grounds of:

- Unpaid fees owed to the College.
- A breach of a visa condition.
- Where there are disciplinary and/or administrative actions in place.

Students that decide that they no longer wish to continue with their course will forfeit the balance of any paid fees for the current study period unless compassionate or compelling circumstances are evident. A Withdrawal Request Form must be completed and all fees for the current course must be paid in full prior to the request being granted unless there are approved compassionate and compelling circumstances.

**Where the student VISA is refused**, if a student has their student visa refused by the Department of Immigration and Border Protection (DIBP) prior to commencing their course, they will be entitled to a full refund of all paid fees, less any non-refundable fees. Students are to provide a copy of the visa refusal letter with their Refund Request Form.

If the VISA is refused after the student commences their course, the pro-rated tuition and materials fee will be refunded to the student based on units commenced.

All refunds will be made to the student unless they have made arrangements, in writing, for the College to pay another individual.

Payment will be made within twenty-eight (28) calendar days of receipt of the completed Refund Request Form and all required documentation where approved.

All refunds will be made in Australian dollars.

Refunds are not transferable to another registered provider or student.

Students can access our complaints and appeals processes should they disagree with a decision that the College has made in regards to their refund request. The Complaints and Appeals Form is available to be downloaded from our website or you may contact the college and the form will be provided to you.

Where the OSHC or accommodation have been organised by the College on behalf of the student; the student accepts that any refund will fall under the OSHC or accommodation provider's refund policy.

### Declined and unpaid fees payments

In the event of a declined payment, the student will be contacted to make immediate alternative payment arrangements.

If the subsequent payment has not cleared within two (2) business days of the designated processing date then:

- The full amount outstanding becomes immediately due and payable.
- Notice of intent to cancel enrolment will be sent to the student.
- The student will have twenty (20) business days to access the College's complaints and appeals processes before the DIBP is notified of the cancellation through PRISMS.
- No certification will be issued until receipt of payment.

Invoices not paid within terms will result in potential default proceedings which can include the use of external collection agencies and defaults being recorded on credit files. If an invoice does

not stipulate payment terms, then payment shall be deemed as being due and payable within seven (7) calendar days from the date of the original invoice. Any fees incurred by International College of Queensland during the process of collecting an outstanding invoice shall be passed on and added to the full amount outstanding. These fees may include, but are not limited to:

- Fees charged by our nominated Collection Agency.
- Any legal fees associated with the collection of the debt.
- Any other fees incurred through third party suppliers associated with the collection of the debt.
- Additional fees as deemed reasonable by law.

## 12. UNIQUE STUDENT IDENTIFIER (USI)

### What is the USI?

From 1st January 2015, International College of Queensland is required to collect and verify a USI for each student at enrolment, or prior to issuing a qualification or statement of attainment. The USI data will also be reported to the National VET Regulator for the purposes of data collection. The onus will be on the student to obtain a USI. However, International College of Queensland may assist students with the process. For further information on the USI or to apply, kindly access the Unique Student Identifier website <https://www.usi.gov.au/>.

The USI is an alphanumeric number that all individuals must apply for and hold when undertaking nationally recognised Vocational Education and Training (VET). This number only needs to be applied for once, and it will remain with the individual for life.

Once implemented, a student will be able to access a full list of their academic achievements from a central system for training undertaken whilst they have a USI.

### Security

International College of Queensland ensures that your personal information is secure at all times and that only authorised team members can access your records. Where identification is requested (outside of our enrolment process and for the sole purpose of applying for a USI on the student's behalf); International College of Queensland has the means to destroy securely copies provided.

It is important to understand that you, as the USI holder, have control over whom you disclose your USI to. You are entitled to withhold your number from International College of Queensland, however; please note that unless you supply your USI to International College of Queensland we will be unable to issue any certification for competencies achieved.



### Additional information

Information pertaining to the USI can be viewed online at <https://www.usi.gov.au/>.

## 13. PRIVACY POLICY

International College of Queensland is committed to protecting the privacy of your personal information. Our Privacy Policy can be downloaded from our website.

## 14. CODE OF PRACTICE

International College of Queensland is committed to providing the highest level of customer service to its clients, students, and stakeholders. International College of Queensland adheres to a set of nationally agreed standards (Standards for Registered Training Organisations (RTOs) 2015) to ensure the quality of Vocational Education and Training (VET) services.

## 15. ACCESS, EQUITY, AND LEGISLATION

### Access and equity

International College of Queensland is committed to offering opportunities for everyone to access and participate in learning.

All International College of Queensland staff carry out their relevant duties and responsibilities in a fair and equitable manner, following all organisational policies relating to access and equity, discrimination and equal opportunity. Harassment, intimidation or discrimination toward any group or individual, including, among other things; age, gender, ethnicity, disability, sexuality, is not tolerated. Your Trainer/Assessor moderates all classroom, webinar and teleconference interactions and is responsible for monitoring and addressing any issues of harassment, discrimination or intimidation.

Should you feel a fellow student, International College of Queensland staff member or Trainer/Assessor is in breach of these policies; please notify the Chief Operating Officer in writing to ensure the matter is dealt with promptly. If the matter is not addressed sufficiently or continues, you may wish to lodge a complaint. For more information, please refer to the Complaints, Grievances, and Appeals section of this Handbook.

## Legislation

International College of Queensland adheres to all legislation relevant to its operations and services provided; in every state and territory. This legislation includes, but is not limited to:

- Sex Discrimination Act 1984.
- Disability Discrimination Act 1992.
- Racial Discrimination Act 1975.
- Age Discrimination Act 2004.
- Human Rights and Equal Opportunity Commission Act 1986.
- Sex and Age Discrimination Legislation Amendment Act 2011 – Proclamation.
- Fair Trading Act 1989.
- Work Health and Safety Act 2011.
- Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- Standards for Registered Training Organisations (RTOS) 2015.
- Disability Services Act QLD 2006.
- Copyright Act 1968.
- Higher Education Support Act 2003.
- Australian Human Rights Commission Act 1986.
- Competition & Consumer Act 2010.
- National Vocational Education and Training Regulator Act 2011.
- Education Services for Overseas Students Act 2000 (otherwise referred to as ‘ESOS Act’).
- Education Services for Overseas Students Act 2000 – Regulations (otherwise referred to as ‘ESOS Act Regulations’).
- Education Services for Overseas Students Act 2000 (the Act) – Legislative Instruments.
- Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012.
- Education Services for Overseas Students (TPS Levies) Act 2012.
- Education Services for Overseas Students Amendment (Student Visas and Other Measures) Regulation 2014.
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

A description of the ESOS framework is available from the Department of Education on the International Education website [https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf).

## 16. STUDENT CODE OF CONDUCT

### Obligations

By enrolling for a course of study at International College of Queensland you are agreeing to the following:

- Pay the fees as agreed at the time of enrolment and within the time frames agreed upon.
- Completion of each part of the course within the time frames as set down in the CoE.
- Attendance of training sessions as advised by your Trainer.
- Access and use of internet services and computer throughout the course.
- Submission of your own work throughout your studies, the use of plagiarism, others' work or group submissions is prohibited by the College, unless otherwise specifically instructed, in writing, from your Trainer/Assessor.
- Meeting the following student expectation requirements at all times.

### Expectations

You are studying to become 'job ready', as such you are expected to maintain a professional approach to your studies and other people at all times. This is part of the training journey and is good practice for when you are employed in your dream job!

All students are expected to adhere to the following:

- **Behaviour.** We value ethical behaviour, demonstrated by openness, honesty and integrity in all our dealings.
- **Responsibility.** We take responsibility for our actions and stand by our promises to each other, to our students and to our organisation.
- **Respect.** We respect ourselves, our organisation, and our students. We expect students to also show respect, value diversity, and tolerance.
- **Caring.** We value caring for our students, our staff and the wider community in a holistic and sustainable way.
- **Quality.** We value quality, embracing uncompromising standards in service provision.
- **Flexibility and Innovation.** We value flexibility and innovation, encouraging original solutions and flexibility in our approach to education provision.
- **Learning for Life.** We value life-long learning. We encourage the ongoing pursuit of knowledge and skills in our students as well as our staff through professional development opportunities. Disciplinary procedures will be enforced where failure to respect and uphold these behaviours occurs.

When attending classroom-based training sessions, all students must adhere to the following:

- Respect and courtesy are to be upheld at all times.
- Personal possessions are the responsibility of the student and interference with another student's or International College of Queensland's property will not be tolerated.
- Consideration without disruption or impediment to others learning must be adhered to at all times.
- Inappropriate physical contact or verbal abuse will not be tolerated.
- Clothing and footwear should be appropriate to attending a training facility and not cause offence to other students and staff.
- Mobile phones are to be switched off during session times.
- Eating and drinking is to be confined to designated areas whilst in the training facility.
- Smoking and alcohol are not permitted inside training facilities.
- Drinking alcohol during allocated break times is strictly not permitted.
- Drug usage is strictly prohibited unless you are required to take legally prescribed drugs.
- Respect start and finish times of all training sessions.
- Disciplinary procedures will be enforced where failure to respect and uphold these behaviours and expectations occurs.

## Personal presentation and hygiene

When attending classes; International College of Queensland requests that you present yourself appropriately. That is that you should ensure that you are well groomed (clean, kept hair) and smartly dressed.

## Plagiarism

Plagiarism is a form of dishonesty that occurs when a person passes off someone else's work as his or her own. On completion of any International College of Queensland courses, you must complete and submit a declaration asserting that all work submitted for assessment is your own work. Students who falsely complete their declaration and submit work that is not their own will have their enrolment cancelled, with no refund and will be invoiced for any unpaid course fees. This will impact on your student visa as the Department of Immigration and Border Protection will be informed of the cancellation of enrolment, through PRISMS.

## Citing sources

To avoid plagiarism, ensure that you reference all sources of information e.g.: website, textbooks, and journals.

## Group work

As you are being assessed as to your personal competency in relation to the course requirements, it is not permissible to engage in group work for assessments as it is regarded as plagiarism. Specific group work assigned by the Trainer/Assessor is not plagiarism; it is the authorised act of a group of students producing common assessable work.

All parties to plagiarism are considered equally guilty. If you share your coursework with another student, and he or she plagiarises it, you are considered as guilty as the one who has plagiarised your work, since you enabled the plagiarism to take place. If you are working in groups, please ensure that you submit all assessments in your own words.

## 17. CRITICAL INCIDENT POLICY

The National Code defines a critical incident as a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. The following list is not an exhaustive list of critical incident events, but provides guidance as to what is classed as such:

- Violence and assault (domestic, emotional, sexual).
- Addictions that impact on their ability to study (e.g. drug abuse, alcohol abuse, gambling).
- Natural disaster (e.g. flood, fire).
- Witnessing an incident (e.g. a serious accident, violence, criminal activity).
- Theft (being subject to police investigation).
- Serious injury and/or death to a student; including any activity likely to result in either outcome.
- Extreme and/or excessive aggressive behaviour (being subject to internal investigation and disciplinary action).
- Students reported as missing.
- Students lost or injured during work-based training.

Should a critical incident arise, the College will follow their Critical Incident Procedure and will record this information in the Incident Register.

## 18. DISCIPLINARY PROCEDURES

International College of Queensland does not tolerate inappropriate behaviour that impedes on the rights of others to learn in a safe environment. Such behaviour includes:

- The use of offensive language.
- Intoxication.
- Attending class under the influence of illegal substances.
- Discrimination.
- Harassment or vilification of any form (including online/social media).
- Breaches in safety.
- Offensive behaviour.
- Illegal behaviour.
- Dangerous behaviour.

Students displaying these types of behaviours will terminate their right to participate and will be immediately excluded from the learning and/or assessment environment without refund. Students may appeal such a decision following the Students as Consumers and Complaints, Grievances and Appeals Policy. International College of Queensland reserves the right to terminate without refund, the enrolment of any student.

## 19. COMPLAINTS, GRIEVANCES, AND APPEALS

International College of Queensland is committed to dealing with any complaint, or appeal with confidentiality and professionalism. All complaints, or appeals, including those related to any partner organisation, should be directed to International College of Queensland directly and without delay.

For more information, please read through the Complaints and Appeals Policy and Procedure available on the International College of Queensland website. Should you wish to lodge a complaint or appeal, you will be required to complete the ICQ Complaint and Appeal Form and forward your completed form to the College.

## 20. STUDENT SERVICES AND SUPPORT

International College of Queensland Trainers and/or Student Support are available to you for support, by email or phone, during business hours. Office staff will also be available to support with administrative aspects for courses. Should you feel you need advice and/or assistance in any area of your study, please contact the International College of Queensland office on +61 7 5309 6635.

## Welfare and guidance services

International College of Queensland endeavours to provide welfare and guidance services to you by offering mentoring support and giving you access to our Student Support team. However, at times, you may need support that International College of Queensland is simply not able or qualified to provide. At the end of this International Student Handbook, we have provided a list of support, welfare or guidance agencies and organisations that may be able to meet your needs better. Any cost associated with third party assistance will be your responsibility.

Student access to records Students can formally request access to their records by completing the Access Information Request Form available on the website or by contacting Student Services.

## Identification checks

At the discretion of International College of Queensland, you may be subjected to random identification checks when you attend class or upload any assessments onto the online learning platform. Identification checks are also made when you contact our Student Services team to discuss your personal training record. Generic information can be discussed and disclosed without the need of formal identification checks.

## Changing your details

Should you change your details (e.g. name, address, phone number) throughout the duration of your course, please notify International College of Queensland by completing the Update Student Details Form available on the website or by contacting Student Services

Students are required to maintain current contact information with the College. Every six (6) months, the College will contact students to confirm and update their address.

## 21. PUBLIC TRANSPORT IN QLD

Our campuses are each well serviced by public transport with trains and buses with most across the road from major shopping centres and the main bus stops.

Please see the information on our website that relates the campus you wish to study at for more details on transport.

## 22. WEATHER IN QLD

Qld enjoys a truly comfortable sub-tropical climate, which is ideal for all year round outdoor activities. Please see the information on our website that relates the campus you wish to study at for more details on the weather. But we can assure you it is the best weather in Australia!

## 23. WORKING IN AUSTRALIA

You can work a maximum of forty (40) hours per fortnight (average of twenty (20) hours per week) when your course is in session (other than work which has been registered as a part of the course). However, there is no work limit during recognised periods of vacation between study terms. Term length and dates of vacation will be provided in your course information or available from Student Services.

NOTE: You cannot undertake work until you have commenced your course in Australia.

The minimum wage in Australia is currently \$17.29 per hour or \$656.90 for 38 hours (before tax) per fortnight (fourteen (14) calendar days).

Working a casual or part-time job, in sectors such as hospitality or tourism can go a long way to cover the cost of living and maybe even some of the tuition fees. There is no restriction on the type of job you can work but as you cannot exceed forty (40) hrs per fortnight (fourteen (14) calendar days). A casual or part-time job provides a good balance between study and work.

For more information on wages and working conditions in Australia visit the Fair Work Ombudsman on <http://www.fairwork.gov.au/>.

The Australian Government provides a list of job placement providers Australia (remember: you cannot undertake work until you have commenced your course in Australia). Just enter the postcode of your accommodation into the Job Search website <http://jobsearch.gov.au/serviceproviders>.

Other job advertisement websites include:

- <https://jobsearch.gov.au/>.
- <http://www.jobseeker.org.au/>.
- <http://www.seek.com.au/>.
- <http://www.gumtree.com.au/s-jobs/brisbane-city-brisbane/c930213005773r10?ad=offering>.
- <http://www.employmentplus.com.au/>.



## 24. AUSTRALIAN SCHOOLING SYSTEM

The Australian Educational system is amongst the best in the world.

In Australia, school lasts thirteen (13) years from preparatory to senior secondary. Schooling is compulsory in Queensland from ages six (6) years and six (6) months to sixteen (16) years old or completion of Year 10 (whichever comes first). If you bring a school-aged dependent with you while studying you must:

- Enrol them in a school.
- Ensure they attend school on every school day, unless the parent has a reasonable explanation.

For more information refer to:

- The Queensland Government website <https://www.qld.gov.au/education/schools/find/enrolment/pages/age.html>.
- The Study in Australia websites, Bringing your children <http://www.studyinaustralia.gov.au/global/australian-education/schools>.
- The Department of Education and Training (DET) International Fee Exemption Policy for Dependents of Temporary Visa Holders <https://www.eq1.com.au/pdfs/exemption-criteria.pdf>.

## 25. COST OF LIVING IN QLD

Please see the information on our website that relates the location you wish to study at for more details on the costs of living. More information can also be found at: <http://www.studyinaustralia.gov.au/global/live-in-australia>

### Food and Groceries

If you would like to find out the most current prices of some supermarkets, click on the below websites to research the prices online. For your information, the two biggest supermarket stores in Brisbane are Woolworths and Coles (both offer home delivery), while other smaller major supermarkets are IGA and Aldi.

- [www.woolworths.com.au](http://www.woolworths.com.au)
- [www.coles.com.au](http://www.coles.com.au)
- [www.iga.net.au](http://www.iga.net.au)
- [www.aldi.com.au](http://www.aldi.com.au)

### Initial Expenses upon Arrival in Brisbane (AUD)

Airport Transfer (Based on transport costs from the airport.)	\$80 - \$150
Food, transport and associated expenses for the first three (3) weeks	\$250 - \$500
3 week Rent advance or rental bond	\$300 - \$720
Weekly Rent for your accommodation in advance. Rental bond is the security deposit	\$100 - \$240
Bedding (based on costs if you have not brought it to you, or it is not provided in your accommodation)	\$100 - \$250
Warm clothing. In the months of (June to August)	\$50 - \$150
Phone calls home	\$5 - \$25

You can buy inexpensive international calling cards at convenience stores to call overseas

### Important notes

It is advisable that you bring enough money to cover your expenses in the initial few weeks of your arrival foreign currency can be exchanged for Australian currency at Brisbane Airport or in the city and most major shopping centres.

If you're arriving on a weekend (Saturday/Sunday) it is advisable to change some currency at the airport as other services may not be available until the next working day (Monday).

Initial establishment costs for a shared apartment, including rental bonds for accommodation, electricity, gas and telephone, could add up to at least \$1500.00.

## 26. YOUR SAFETY

Your safety whilst you undertake your studies is of utmost importance to the College. Whilst accidents can happen, there are certain things that you can do to avoid getting yourself into harmful or compromising situations.

The Virtual Tourist website is full of hints and tips from previous visitors to Queensland [http://www.virtualtourist.com/travel/Australia\\_and\\_Oceania/Australia/State\\_of\\_Queensland/Warnings\\_or\\_Dangers-State\\_of\\_Queensland-TG-C-1.html](http://www.virtualtourist.com/travel/Australia_and_Oceania/Australia/State_of_Queensland/Warnings_or_Dangers-State_of_Queensland-TG-C-1.html).

Some situations to be wary and mindful of include, but are not limited to, are as follows.

## Money

- Carrying large sums of money.
- Avoid where possible and be mindful of who may see what you are carrying in your purse/wallet or what you are withdrawing from an automatic teller machine (ATM).

## Night time

- Late night is walking.
  - Whilst walking at any time of the day has a certain level of risk; walking alone at night in areas with poor lighting or in public parks is not recommended and should be avoided wherever possible.
- Nightlife.
  - Our Queensland Campus locations have a fantastic array of clubs and pubs. Should you wish to enjoy the nightlife, please exercise caution with your alcohol intake and your movements throughout the city. There is a lockout curfew imposed upon certain suburbs which prohibits patrons from entering or re-entering premises after 3am (<https://www.business.qld.gov.au/industry/liquor-gaming/liquor/compliance-licensees/trading-hours/late-trading>). Always monitor your drinks and never leave them unattended.

## Wildlife

- Whilst in built up areas, you will not encounter too many animals that pose a potential risk to your wellbeing. Australia is home to animals that you will not find native in any other country, and quite a few of them are harmful (<http://www.australia.com/en/facts/australias-animals.html>). As a general guideline, do not attempt to touch or handle any wildlife unless you are visiting a zoo or wildlife centre that allows such actions.
- Magpies (an Australian bird). During July – December, you may find an increase in territorial/defensive behaviour from the magpie as it attempts to scare you away from their breeding site and/or chicks (<http://www.brisbane.qld.gov.au/environment-waste/natural-environment/protecting-wildlife-brisbane/living-wildlife/magpies>). Avoid areas with magpie activity to the best of your ability as they have a tendency to swoop/dive-bomb those that enter their territory.

## Skin protection

- Slip, slop, slap (slip on a shirt, slop on sunscreen and slap on a hat). It is quite easy to get sun burnt whilst enjoying the beautiful weather of Queensland. Please exercise caution when spending long periods of time in the sunshine.
- Biting insects. During the wetter periods of the year, Brisbane can experience an increase

in mosquitos and midges (sand flies). It is recommended that you apply a tropical repellent and wear appropriate clothing <http://www.brisbane.qld.gov.au/environment-waste/natural-environment/protecting-wildlife-brisbane/pest-animals-invasive-species/biting-midges-brisbane>.

### Swimming

- The Sunshine State is blessed with beautiful beaches, swimming holes, and rivers. Should choose to swim at any one of our beaches; please always swim between the patrolled flags (<http://www.qldbeaches.com/safety.html>).
- It is not recommended that you swim in river systems; particularly those that are close to an ocean inlet/outlet.

### Travel

- Driving in Australia. Please ensure that you are aware of the road rules that must be adhered to when driving in Australia (<https://www.qld.gov.au/transport/safety/rules/road/index.html>, <https://publications.qld.gov.au/en/dataset/your-keys-to-driving-in-queensland>).
- When catching public transport, please ensure that you follow any and all safety rules (<https://www.qld.gov.au/emergency/safety/public-transport.html>).
- Should you wish to ride a bike, there are road rules that must be adhered to for your safety and for the safety of other road users (<http://www.qld.gov.au/transport/safety/rules/nonpowered/bicycle/>).

## 27. CONTACT DETAILS AND SUPPORT SERVICES

### Internal contact information

Students can contact the College on [insert your country's dialing code] + 617 5309 6635 when overseas or 07 5309 6635 from Australia should they not wish to send an email.

	Team	Email Address
Course and Enrolment Information	Administration	marketing@studyingqld.com.au
Financial Matters	Student Services	admin@studyingqld.com.au
Privacy issues, complaints	Quality	admin@studyingqld.com.au
All admin, attendance, welfare concerns and student support	Student Services	admin@studyingqld.com.au

## Authorised Education Agents

Please refer to the International College of Queensland website for a full, up-to-date list of all approved Education Agents.

## External support and welfare services contact information

Students should all triple zero (000) in the event of an emergency [http://www.triplezero.gov.au/Pages/TripleZero\(000\)AwarenessCampaignandpromotionalmaterial.apex](http://www.triplezero.gov.au/Pages/TripleZero(000)AwarenessCampaignandpromotionalmaterial.apex)

The support and welfare services provided in this Handbook may or may not apply to your particular needs. They are provided as a guide only. If you wish to discuss any support needs that you have with our Student Support team; they will work with you to find an organisation that can best assist you.

Local businesses provided in this section is based solely on their proximity to College and for ease of access to students. It is not the College's position to recommend one organisation over another. The decision must be made by the student.

EMERGENCY SERVICES			
Organisation		Phone Number	Website
Police	Emergencies	000 or 112 from mobiles	<a href="https://www.police.qld.gov.au/forms/contact.asp">https://www.police.qld.gov.au/forms/contact.asp</a>
	Non-urgent matters	131 444	
	Crime Stoppers	1800 333 000	
Fire and Emergencies	Emergencies	000 or 112 from mobiles	<a href="https://www.qfes.qld.gov.au/info/contact.asp">https://www.qfes.qld.gov.au/info/contact.asp</a>
	Non-urgent matters Australia	13 74 68	
	Non-urgent matters international	+617 3405 0985	
Ambulance	Emergencies	000 or 112 from mobiles	<a href="http://www.qld.gov.au/health/services/emergency/">http://www.qld.gov.au/health/services/emergency/</a>
	Non-urgent matters	13 432 584	
	To find a local health care service	13 74 68	<a href="http://www.qld.gov.au/health/contacts/service-finder/index.html">http://www.qld.gov.au/health/contacts/service-finder/index.html</a>

SUPPORT SERVICES			
Organisation		Contact	Website
R U OK?	Suicide and mental health support		<a href="https://ruok.org.au/find-help">https://ruok.org.au/find-help</a>
Lifeline	Personal crisis issues and suicide prevention services	13 11 14	<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>
The Salvation Army	Alcohol and drug addiction, domestic violence, community and family support	03 8878 4500	<a href="http://www.salvationarmy.org.au/en/find-help/">http://www.salvationarmy.org.au/en/find-help/</a>
ReachOut.com	Wellbeing, mental illness		<a href="http://au.reachout.com/">http://au.reachout.com/</a>
Beyond Blue	Mental illness	1300 224 636	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>
The Mood Gym	Cognitive Behaviour Therapy for preventing/coping with depression and anxiety		<a href="https://moodgym.anu.edu.au/welcome">https://moodgym.anu.edu.au/welcome</a>
Gambling Help Online	Gambling counselling, information, and support	1800 858 858	<a href="http://www.gamblinghelponline.org.au/">http://www.gamblinghelponline.org.au/</a>
1800 Respect	Sexual Assault, domestic family violence service	1800 737 732	<a href="http://www.1800respect.org.au/">http://www.1800respect.org.au/</a>
Red Cross	Various support services	03 9345 1800	<a href="http://www.redcross.org.au/">http://www.redcross.org.au/</a>
Endeavour Foundation	Disability Support Services	07 3908 7100	<a href="http://www.endeavour.com.au/">http://www.endeavour.com.au/</a>
Brisbane City Council	South East QLD Community Directories	1300 762 515	<a href="http://www.mycommunitydirectory.com.au/Queensland/Brisbane/">http://www.mycommunitydirectory.com.au/Queensland/Brisbane/</a>
Queensland Council for Adult Literacy	Language, literacy and Numeracy providers	07 3878 9944	<a href="http://www.qcal.org.au/archive/directory/index.htm">http://www.qcal.org.au/archive/directory/index.htm</a>
Domestic violence Helpline	Domestic and sexual assault counselling and support	1800 811 811	<a href="http://www.dvconnect.org/">http://www.dvconnect.org/</a>
Sexual Assault Helpline		1800 010 120	<a href="https://www.dvconnect.org/sexual-assault-helpline/sexual-assault-helpline/">https://www.dvconnect.org/sexual-assault-helpline/sexual-assault-helpline/</a>
Salvation Army Employment Plus	Internet, training, job ready services, links, disability services	136 123	<a href="http://www.employmentplus.com.au/">http://www.employmentplus.com.au/</a>
Mission Australia	Disability/indigenous/literacy and numeracy support		<a href="https://www.missionaustralia.com.au">https://www.missionaustralia.com.au</a>
Max Employment	Disability/indigenous/community connections	1800 021 560	<a href="http://maxsolutions.com.au/employment-solutions.aspx#maxemployment">http://maxsolutions.com.au/employment-solutions.aspx#maxemployment</a>
Alcohol and Drug Information Service		1800 177 833	<a href="https://www.qld.gov.au/health/staying-healthy/atods/drug-abuse/help/index.html">https://www.qld.gov.au/health/staying-healthy/atods/drug-abuse/help/index.html</a>

Poisons Information Centre		13 11 26	<a href="https://www.health.qld.gov.au/poisonsinformationcentre/">https://www.health.qld.gov.au/poisonsinformationcentre/</a>
Pregnancy Counselling Australia		1300 737 732	<a href="http://www.pregnancycounselling.com.au/">http://www.pregnancycounselling.com.au/</a>
Pregnancy Help Line		1300 139 313	<a href="http://www.pregnancysupport.com.au/">http://www.pregnancysupport.com.au/</a>
Abortion Grief Counselling		1800 777 690	<a href="http://pcl.org.au/assets/PCL-AbortionBrochure.pdf">http://pcl.org.au/assets/PCL-AbortionBrochure.pdf</a>
Family Drug Support		1300 368 186	<a href="http://www.fds.org.au/">http://www.fds.org.au/</a>
Men's Line Australia		1300 789 978	<a href="https://www.mensline.org.au/">https://www.mensline.org.au/</a>
Quitline	Assist in quitting smoking	13 78 48	<a href="http://www.qld.gov.au/health/staying-healthy/atods/smoking/quitline/">http://www.qld.gov.au/health/staying-healthy/atods/smoking/quitline/</a>
Interpreting service		13 14 50	<a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a>
Legal Aid		1300 651 188	<a href="http://www.legalaid.qld.gov.au/Pages/Home.aspx">http://www.legalaid.qld.gov.au/Pages/Home.aspx</a>
Department of Immigration and Border Protection	Visa requirements and conditions	13 18 81	<a href="https://www.border.gov.au/">https://www.border.gov.au/</a>
			<a href="http://www.border.gov.au/Trav/Visa-1/572-">http://www.border.gov.au/Trav/Visa-1/572-</a>
			<a href="http://www.border.gov.au/Busi/Visa">http://www.border.gov.au/Busi/Visa</a>

OTHER SERVICES/CONTACTS/USEFUL INFORMATION			
Organisation		Contact	Website
Library Directories	Library locations, services and facilities including internet		<a href="http://www.slq.qld.gov.au/visit-us/find-a-public-library">http://www.slq.qld.gov.au/visit-us/find-a-public-library</a>
Brisbane Council Libraries	Free internet access/ free internet and computer training courses - email/ internet searching/ computer use and terms		<a href="http://www.brisbane.qld.gov.au/facilities-recreation/libraries">http://www.brisbane.qld.gov.au/facilities-recreation/libraries</a>
Labour Market Information			<a href="http://lmip.gov.au/">http://lmip.gov.au/</a>
Career Information			<a href="http://australia.gov.au/topics/employment-and-workplace/career-information">http://australia.gov.au/topics/employment-and-workplace/career-information</a>
Queensland Government Blue Card Services	Blue card services – working with children check		<a href="https://www.bluecard.qld.gov.au/">https://www.bluecard.qld.gov.au/</a>
Foreign embassies and consulates			<a href="http://dfat.gov.au/about-us/pages/foreign-embassies-and-consulates-in-australia.aspx">http://dfat.gov.au/about-us/pages/foreign-embassies-and-consulates-in-australia.aspx</a>
Dentist	Australian Dental Association Inc. Search function to find a local dentist		<a href="http://www.ada.org.au/Find-a-Dentist">http://www.ada.org.au/Find-a-Dentist</a>
Hospital	Cairns Hospital	07 4226 0000	<a href="https://www.health.qld.gov.au/services/cairns-hinterland/cairns_cairns_hosp">https://www.health.qld.gov.au/services/cairns-hinterland/cairns_cairns_hosp</a>

	Sunshine Coast University Hospital	07 5202 0000	<a href="https://www.health.qld.gov.au/scuhospital">https://www.health.qld.gov.au/scuhospital</a>
	Gold Coast Hospital	1300 744 284	<a href="https://www.health.qld.gov.au/services/goldcoast/gcoast_gcoast_hosp">https://www.health.qld.gov.au/services/goldcoast/gcoast_gcoast_hosp</a>
	Royal Brisbane and Women's Hospital	07 3646 8111	<a href="https://www.health.qld.gov.au/tpch">https://www.health.qld.gov.au/tpch</a>
	The Prince Charles Hospital	07 3139 4000	<a href="https://www.health.qld.gov.au/rbwh">https://www.health.qld.gov.au/rbwh</a>
Tuition Protection Service		02 6271 3440	<a href="https://tps.gov.au/Home/NotLoggedIn">https://tps.gov.au/Home/NotLoggedIn</a>
Overseas Student Ombudsman		1300 362 072	<a href="http://www.oso.gov.au/">http://www.oso.gov.au/</a>
Overseas Student Health Care			<a href="https://oshcaustralia.com.au/en">https://oshcaustralia.com.au/en</a>
Residential Tenancies Authority			<a href="http://www.rta.qld.gov.au/">http://www.rta.qld.gov.au/</a>
TRANSLink	Transport information		<a href="http://www.translink.com.au/">http://www.translink.com.au/</a>
International Direct Dial (IDD)	Dialing codes for international calls		<a href="http://www.idd.com.au/international-dialling-codes.php">http://www.idd.com.au/international-dialling-codes.php</a>
Australian Government	International Student information		<a href="http://www.australia.gov.au/information-and-services/education-and-training/international-students">http://www.australia.gov.au/information-and-services/education-and-training/international-students</a>
Australian Government			<a href="https://www.studyinaustralia.gov.au/">https://www.studyinaustralia.gov.au/</a>
Queensland Government	Ideas for recreation, sport, and arts		<a href="http://www.qld.gov.au/recreation/">http://www.qld.gov.au/recreation/</a>
Queensland Government	Public holidays		<a href="http://www.qld.gov.au/recreation/travel/holidays/public/">http://www.qld.gov.au/recreation/travel/holidays/public/</a>
Queensland.com	Ideas for things to see and do		<a href="http://www.queensland.com/en-AU/Things-to-See-and-Do">http://www.queensland.com/en-AU/Things-to-See-and-Do</a>



## Religious affiliations

International College of Queensland does provide excellent counselling services for all its students to assist with not only their academic challenges but also any personal challenges that may be a barrier to their learning experience. We partner with only QEAC qualified International agents to ensure a quality network of support for all our students. Religious affiliations within Australia is diverse, reflecting our multicultural heritage, the following table contains links to some of the different Religious Affiliations in Queensland.

Organisation	Website
Catholic	<a href="http://brisbanecatholic.org.au/parishes-mass-times/browse-mass-centres/">http://brisbanecatholic.org.au/parishes-mass-times/browse-mass-centres/</a>
Anglican	<a href="http://www.anglicanchurchsq.org.au/">http://www.anglicanchurchsq.org.au/</a>
Uniting Church	<a href="http://thriving.ucaqld.com.au/">http://thriving.ucaqld.com.au/</a>
Presbyterian and Reformed	<a href="http://prc.org.au/">http://prc.org.au/</a>
Eastern Orthodox	<a href="http://orthodoxyinaustralia.com/churches-in-queensland/">http://orthodoxyinaustralia.com/churches-in-queensland/</a>
Baptist	<a href="http://www.qb.org.au/find-a-church/">http://www.qb.org.au/find-a-church/</a>
Lutheran	<a href="http://www.lca.org.au/">http://www.lca.org.au/</a>
Pentecostal	<a href="https://www.cai.org/christian-pentecostal-church-group-brisbane-australia">https://www.cai.org/christian-pentecostal-church-group-brisbane-australia</a>
Buddhism	<a href="http://www.buddhistcouncilofqueensland.org/node/24">http://www.buddhistcouncilofqueensland.org/node/24</a>
Islam	<a href="http://www.halalfoodbrisbane.com/mosques.php">http://www.halalfoodbrisbane.com/mosques.php</a>
Hinduism	<a href="http://www.australiancouncilofhinduclergy.com/temples.html">http://www.australiancouncilofhinduclergy.com/temples.html</a>
Judaism	<a href="http://brisbanehebrewcongregation.com/">http://brisbanehebrewcongregation.com/</a>