INTERNATIONAL
STUDENT HANDBOOK

National Provider Number: 31246
CRICOS Provider Number: 02746G
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</thead>
<tbody>
<tr>
<td>Money</td>
<td>22</td>
</tr>
<tr>
<td>Telephones</td>
<td>22</td>
</tr>
<tr>
<td>Post Office</td>
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</tr>
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<td>Hospitals</td>
<td>23</td>
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<td>Accommodation</td>
<td>23</td>
</tr>
</tbody>
</table>
Welcome to QAT!

Dear Students/Trainees,

Welcome to the Queensland Academy of Technology (QAT) and to our ELICOS and VET programs. Whether studying for the IELTS exam, or looking to expand your knowledge in your chosen sector, the skills you learn here will give you to the ability and confidence to achieve your personal and professional goals.

You will learn the fundamentals from highly experienced teachers and trainers. They will share a lot of ideas based on first-hand experience and I encourage you to take maximum advantage of this opportunity.

Please read this handbook carefully as it will guide you through your studies with us. I am certain that your experience with QAT will be memorable.

Thank you for choosing to study with us,

Michelle Wang
Principal Administrator
MISSION

The purpose of Queensland Academy of Technology is to provide comprehensive educational courses in the ELICOS and VET sectors.

The mission of Queensland Academy of Technology is to assist our students to realize their dreams and academic goals by providing high quality, professional courses focused on identifying and meeting the individual needs of each student.

Our mission as educators is to:

- Care for and engage the whole person
- Respect differences and promote independent thinking
- Demand serious commitment while still having fun learning
- Encourage innovation and creativity
- Model leading edge professional practice.

VISION

The vision of the founders of QAT is of a place where each individual, whether student or staff member, can develop to their true potential, supported by an educational environment that values and respects integrity, creativity and effort.

VALUES

Queensland Academy of Technology management values a sense of community amongst the students and staff. This demands that every individual at QAT treat each other with mutual respect and fairness. The values promoted by QAT have the aim of encouraging an international environment that is both enjoyable and highly motivating.
About QAT

Location
Address: Level 4, 333 Adelaide St
Brisbane QLD 4000
Phone: 07 3002 0888
Fax: 07 3002 0808
Website: www.qat.qld.edu.au
Email: info@qat.qld.edu.au

QAT is close to the corner of Adelaide and Wharf Streets (see map). From here, it is only a 5 minute walk to the Queen Street Mall.

Student Support Services

QAT’s Student Services team is here to assist you as you adjust to life in Australia and resolve any problems you may have. If you need assistance please ask our friendly reception staff, who will direct you to one of the following people:

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Studies/Academic Counsellor</td>
<td>John Hunt</td>
</tr>
<tr>
<td>Program Coordinators/Academic Counsellors</td>
<td>Alex Black</td>
</tr>
<tr>
<td></td>
<td>Geri Kolichka</td>
</tr>
<tr>
<td></td>
<td>Sulyman Askarzai</td>
</tr>
<tr>
<td>Student Contact Officer</td>
<td>Charles Eddy</td>
</tr>
<tr>
<td>Attendance and Welfare Counsellor</td>
<td>Wayne Fitzgerald</td>
</tr>
<tr>
<td>Marketing Coordinators</td>
<td>Tyra Jeong</td>
</tr>
<tr>
<td>Evening Coordinator</td>
<td>Jason Gardiner</td>
</tr>
</tbody>
</table>

Learner support takes the following forms:

a. Regular contact with class teacher or trainer during lessons
b. Academic counselling if course progress is unsatisfactory
c. Special assistance by student request

Should QAT not be in a position to provide the support required by a learner, it will make every endeavour to identify an appropriate external source of support and advise the learner. It will then be the responsibility of the learner to contact the external source and to make arrangements for the provision of support.
Policies

Any of the policies referred to in this handbook can be downloaded from the QAT Policies section of our website.

Facilities

QAT has modern facilities and technology available for students. We offer:

- Bright, modern, fully air-conditioned classrooms situated in our spacious multi level city-centre campus.
- 2 modern computer rooms with free, broadband internet access.
- Up-to-date computer software, including a professional pronunciation program.
- Modern audiovisual equipment such as LCS, TVs, DVD players, CD players, MP3 players and digital projectors.
- Generous student kitchen facilities with large refrigerator and microwaves. These are located on the Ground Floor.
- Modern student recreation room with games.
- Library annex, with books, reference material and DVDs.
- 18 computers dedicated solely for student use.

Internet and Computers

At QAT, you can use the computers and the internet during breaks or before and after school. This gives you an opportunity to look at recommended websites by the trainer, and search for learning material and ideas. You cannot download your own software onto QAT computers though, and there is no eating or drinking in the computer rooms.

Photocopying and Printing

Any photocopying or printing that trainees do onsite at QAT will be at the student’s expense – You will be charged a flat rate of $0.10 per page.

Your First Day

- Your written agreement will inform you of your Orientation Day. Please note that it is a condition of enrolment that you attend, as you will receive important information about your course, school procedures and Workplace Health & Safety requirements.
- Our receptionist will take a digital photo of you (or you can bring your own photo!) and we will make a student card for you. You can then get student discounts at some cinemas, theme parks, and in certain cases public transport.
- Each student at QAT will receive information specific to the course they have enrolled in. During your first day at the college, you will receive a course overview containing your timetable and study/training plan. For VET students, this will include unit and module information, due dates for assessments, and any scheduled breaks.
QAT Code of practice

Introduction
As a Registered Training Organisation, Queensland Academy of Technology (QAT) agrees to operate under the VET Quality Framework, the The Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, in addition to the General Directions issued by the Australian Skills Quality Authority (ASQA). This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations (RTOs).

Legislative requirements
QAT is required to meet the legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Training Standards.

Access and equity
All clients are recruited in an ethical and responsible manner consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that learner selection decisions comply with equal opportunity legislation.

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

QAT strives to meet the needs of individuals, and the community as a whole, through the integration of access and equity guidelines. Please see our Access and Equity Policy for more information.

Continuous quality improvement
QAT is committed to acting on opportunities for improvement identified by any means and we continually look for ways to improve our courses and systems. Continuous quality improvement is implemented through:

- Course evaluations: These include a feedback sheet during and at the completion of your course. We also encourage graduates to contact us by phone, email or in person at any time with any further comments and suggestions they may have.
- Course content moderation and validation meetings
- Internal audits: These are based on the Training and Employment Recognition Council’s ASQA Internal Audit and Self-Assessment Checklist.

Marketing and advertising
QAT markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.
Training and assessment standards
QAT has personnel with appropriate qualifications and experience to teach, deliver the training and facilitate the assessment relevant to the training products offered. Assessment meets the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials are used to ensure the learning environment is conducive to the success of learners.

Privacy
QAT is legally required to collect personal information from you, but we will only collect personal information that is necessary for our functions or activities and for the purpose of conducting training associated with our status as both RTO and CRICOS provider. The information will be held by QAT and may be accessed and used by staff employed or engaged by the organisation in the delivery of services to the individual. The information may be used or disclosed to organisations outside the organisation where permitted by relevant legislation.

Furthermore, QAT abides by the National Privacy Principles which detail privacy standards organisations must follow in order to protect your personal information and to ensure that information is handled responsibly.

The provision of information is voluntary. However, if this information is not provided, QAT may be unable to proceed with delivery of your chosen course. An individual also has the right to access and correct their personal information in accordance with the Privacy Legislation.

Please direct any enquiries you may have in relation to privacy to QAT’s Executive Director.

Records
Your records are kept by QAT in accordance with the ESOS Act, the NVR Standards, and ASQA’s General Direction on Retention of student assessment.

For 6 months, we will keep your assessment evidence on file.
For 2 years, we will keep records of your assessment outcomes, contact details, and records of payment.
For 30 years, we will keep a record of any qualifications or statements of attainment that you have achieved.

Students have the right of access to their records. Please see our Student Contact Officer in order to arrange the viewing of your academic or personal records. The Information Privacy Principles Code of Practice will be followed when fulfilling this request. Requests by third parties to obtain information from student’s records will only be granted after written permission is received from the student.

Marketing and advertising
QAT markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Training and assessment standards
QAT has personnel with appropriate qualifications and experience to teach, deliver the training and facilitate the assessment relevant to the training products offered. Assessment meets the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials are used to ensure the learning environment is conducive to the success of learners.
**Appeals mechanism**

QAT ensures that appeals for learning or assessment outcomes are dealt with fairly and with regard to the learner’s level of understanding and needs. Please see QAT’s **Complaints and Appeals Policy** for more information.

**Guarantee**

QAT honours all guarantees outlined in this Code of Practice.

**Course Information**

**Mode of Study**

All classes are taught as a combination of classroom based lectures, tutorial and practical sessions. All courses for international students are offered full time and the duration includes holidays (i.e. for a minimum of 20 hours).

**Course Durations**

<table>
<thead>
<tr>
<th>CRICOS Code</th>
<th>Program</th>
<th>Length (in weeks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>082223F</td>
<td>CHC30113 Certificate III in Early Childhood Education and Care</td>
<td>29</td>
</tr>
<tr>
<td>082222G</td>
<td>CHC50113 Diploma of Early Childhood Education and Care</td>
<td>92</td>
</tr>
<tr>
<td>082222G</td>
<td>CHC50113 Diploma of Early Childhood Education and Care</td>
<td>74*</td>
</tr>
<tr>
<td>077851J</td>
<td>ICA20111 Certificate II in Information, Digital Media and Technology</td>
<td>16</td>
</tr>
<tr>
<td>079168A</td>
<td>BSB20112 Certificate II in Business</td>
<td>16</td>
</tr>
<tr>
<td>07916M</td>
<td>BSB30412 Certificate III in Business Administration</td>
<td>23</td>
</tr>
<tr>
<td>070445B</td>
<td>BSB40507 Certificate IV in Business Administration</td>
<td>22</td>
</tr>
<tr>
<td>077143D</td>
<td>BSB50407 Diploma of Business Administration</td>
<td>24</td>
</tr>
<tr>
<td>079170G</td>
<td>BSB51107 Diploma of Management</td>
<td>24</td>
</tr>
<tr>
<td>080261E</td>
<td>10363NAT Certificate II in Spoken and Written English</td>
<td>23</td>
</tr>
<tr>
<td>080262D</td>
<td>10364NAT Certificate III in Spoken and Written English</td>
<td>23</td>
</tr>
<tr>
<td>080325E</td>
<td>10365NAT Certificate IV in Spoken and Written English- Further Studies</td>
<td>25</td>
</tr>
<tr>
<td>062787B</td>
<td>IELTS Preparation (Intermediate to Advanced)</td>
<td>Up to 24</td>
</tr>
<tr>
<td>057609G</td>
<td>General English</td>
<td>Up to 72</td>
</tr>
</tbody>
</table>

**Courses not offered at the moment**

The following courses will be offered at a later date:
- (057610C) English for Academic Purposes (EAP)
- (078831E) Cambridge English Advanced
- (078830F) Cambridge English First
- (077852G) Certificate III in Information Digital Media and Technology (ICA30111)
Enrolment and Entry Requirements

VET Courses’ Entry requirements

All students must be 18 years of age on the date of commencement of the course. All applicants must have an appropriate level of English for their course, either as a recommended International Second Language Proficiency Rating (ISLPR) rating across all macro skills. Alternatively, students may present a suitable IELTS or TOEFL result, or take the QAT Entry Test, which provides equivalencies for these benchmarks. Tertiary and high level vocational qualifications may be presented as proof of language proficiency, at the discretion of the Executive Director, Director of Studies, or Program Coordinator.

VET English Requirements

<table>
<thead>
<tr>
<th>Program</th>
<th>IELTS</th>
<th>TOEFL (Paper/Computer /Internet)</th>
<th>ISLPR</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHC30113 Certificate III in Early Childhood Education and Care</td>
<td>5.0 (with no band below 4.5)</td>
<td>500/173/61</td>
<td>2</td>
</tr>
<tr>
<td>CHC50113 Diploma of Early Childhood Education and Care</td>
<td>5.5 (with no band below 5.0)</td>
<td>525/195/69</td>
<td>2+</td>
</tr>
<tr>
<td>CA20111 Certificate II in Information, Digital Media and Technology</td>
<td>4.5 (with no band below 4.5)</td>
<td>477/153/53</td>
<td>1+</td>
</tr>
<tr>
<td>BSB20112 Certificate II in Business</td>
<td>5.0 (with no band below 4.5)</td>
<td>500/173/61</td>
<td>2</td>
</tr>
<tr>
<td>BSB30412 Certificate III in Business Administration</td>
<td>5.0 (with no band below 5.0)</td>
<td>500/173/61</td>
<td>2</td>
</tr>
<tr>
<td>BSB40507 Certificate IV in Business Administration</td>
<td>5.5 (with no band below 5.0)</td>
<td>525/195/69</td>
<td>2+</td>
</tr>
<tr>
<td>BSB50407 Diploma of Business Administration</td>
<td>5.5 (with R&amp;W=5.5, S&amp;L=5.0)</td>
<td>525/195/69</td>
<td>2+</td>
</tr>
<tr>
<td>BSB51107 Diploma of Management</td>
<td>5.5 (with R&amp;W=5.5, S&amp;L=5.0)</td>
<td>525/195/69</td>
<td>2+</td>
</tr>
<tr>
<td>10363NAT Certificate II in Spoken and Written English</td>
<td>3.0 (with no band below 3.0)</td>
<td>397/93/30</td>
<td>1</td>
</tr>
<tr>
<td>10364NAT Certificate III in Spoken and Written English</td>
<td>4.0 (with no band below 4.0)</td>
<td>437/123/41</td>
<td>1+</td>
</tr>
<tr>
<td>10365NAT Certificate IV in Spoken and Written English- Further Studies</td>
<td>5.0 (with no band below 5.0)</td>
<td>500/173/61</td>
<td>2+</td>
</tr>
</tbody>
</table>

ELICOS Courses’ Entry requirements

General English (057609G)

You must be 18 or over to study in this course.

There are no academic or English Language requirements for those entering this course. Students of any English Language level may apply. Students with very low English ability start their course at the appropriate level to meet their needs*

Your English level will be determined by our QAT Entry Test and interview which will be given to you before you start your course, or on your first morning or evening at QAT.

*Currently only Elementary and Pre-Intermediate levels of this course are being offered.
IELTS Preparation (057608G / 062787B)

Before enrolling in this course, each student must complete the relevant QAT Entry Test and be over the age of 18.

The QAT Entry Test can either be taken in Australia at QAT, or offshore, in your home country, under the supervision of a designated QAT agent. Each completed offshore test will be faxed or emailed to QAT and marked by a qualified QAT academic staff member (in most instances the Director of Studies). An international telephone interview will also be conducted between each offshore applicant and a suitably qualified QAT academic staff member. You will be notified promptly of the results.

You must score at least well enough on the Entry Test to commence in QAT’s Intermediate Level (at least 65% overall) or have a Band 4 on a previous IELTS test. If your English proficiency level is assessed as being Pre-Intermediate or lower, you will need to study in our General English course first. Once you have passed the Pre-Intermediate Level Test (with an overall score of at least 60%) and are eligible to enter the Intermediate level, you will also be eligible to enter the IELTS Preparation course.

If you are already studying General English at QAT, once you have passed the Pre-Intermediate end of module test (with an overall score of at least 60%) and are eligible to enter the Intermediate level you will automatically be able to enter the IELTS Preparation course. Tertiary and high level vocational qualifications may be presented as proof of language proficiency, at the discretion of the Executive Director, Director of Studies, or Program Coordinator.

There are no academic requirements regarding entry into this course.

Enrolling

It’s easy! Simply decide on the course you want to study at QAT and your arrival date, then fill out the Enrolment Form, available on the QAT website (www.qat.qld.edu.au). Once we have your completed form we will send you an official Letter of Offer, Invoice and Written Agreement. After you have paid the fees, we will then send you a Confirmation of Enrolment (COE). You will need both of these letters from QAT if you are applying for an Australian student visa in your country. Our staff will help you with any details.

If you have an overseas qualification and you intend to apply for course credit, you have to submit these documents for assessment prior to being granted a letter of offer.

Transferring to or from QAT

If you wish to transfer to QAT but have not yet studied with your principal course provider for 6 months, you must:

- Notify QAT in writing that you wish to transfer registered providers
- Provide a Letter of Release from your primary provider, or other sufficient evidence in place of a Letter of Release prior to the date you wish to start

If you wish to transfer from QAT before having studied with us for 6 months, you must:

- Notify QAT in writing that you wish to transfer registered providers
- Provide the letter confirming the offer of enrolment from the new registered provider along with any other relevant documentation
- Wait for QAT’s written decision on the matter

No fees are charged for either of the above services. Please refer to QAT’s Transfer Between Registered Providers Policy for more information.
Non-tuition fees

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment</td>
<td>$150</td>
</tr>
<tr>
<td>Materials</td>
<td>$15 p.w.</td>
</tr>
<tr>
<td>Textbook fee (Diploma of Early Childhood Education and Care)</td>
<td>$170</td>
</tr>
<tr>
<td>Accommodation fee</td>
<td>$220 weekly</td>
</tr>
<tr>
<td>Accommodation placement</td>
<td>$200</td>
</tr>
<tr>
<td>Airport pick-up</td>
<td>$110</td>
</tr>
<tr>
<td>First-Aid workshop (Early Childhood Education and Care)</td>
<td>$195</td>
</tr>
<tr>
<td>Course Change</td>
<td>$50 each change</td>
</tr>
<tr>
<td>Change of Enrolment</td>
<td>$50 each change</td>
</tr>
<tr>
<td>Late assessment (VET courses)</td>
<td>$50</td>
</tr>
<tr>
<td>Reprint of certificate, statement, or qualification</td>
<td>$50</td>
</tr>
<tr>
<td>Installment plan service fee</td>
<td>$50</td>
</tr>
<tr>
<td>Late payment fee</td>
<td>$50</td>
</tr>
<tr>
<td>Overseas payment</td>
<td>$25</td>
</tr>
<tr>
<td>ID card replacement</td>
<td>$10</td>
</tr>
<tr>
<td>Postage fee (e.g. certificates)</td>
<td>$10 within Australia</td>
</tr>
<tr>
<td>Photocopying</td>
<td>$0.10 per page</td>
</tr>
<tr>
<td>General English Book deposit (refundable)</td>
<td>$50</td>
</tr>
</tbody>
</table>
| RPL application                   | $750 per unit (Certificates II, III and IV)  
                                      $1000 per unit (Diploma) |

Overseas student health cover

International Students need to have Overseas Health Student Cover in case they get sick. This means that you can receive money back after you have visited the doctor or hospital. Remember to keep your receipt. You will then need to go to the nearest Medibank office (there is one in the city). Our receptionist will help you with the details. Please see fee information at the below link:


Assessment at QAT

Assessment Methods

QAT provides flexible learning and assessment procedures which take into account the learning styles and preferences of learners.

QAT will endeavor, to the best of its ability, to support each student and aim to offer ongoing assistance to enable each student to achieve success in their studies.

QAT assessment principles are as follows:

- Open and accountable with emphasis on fairness and openness to the student being assessed.
- Outcome oriented - QAT has a focus on the achievement of learning outcomes.
- Flexible-encompassing a wide variety of assessment tools and methods depending on the circumstances surrounding the assessment.
- Validity-assessment methods will assess what they claim to assess.
- Reliability-assessment procedures will result in consistent interpretation of evidence from the students within given contexts.
- Fairness-assessment procedures will be fair and not disadvantage to particular students. Hence assessment procedures will:
  1. Involve procedures in which assessing criteria for performance are made clear to students.
  2. Employ a collaborative/participatory approach.
  3. Be equitable and culturally appropriate.
  4. Allow students to undertake assessment at appropriate times.
Credit Unit Transfer and Recognition of Prior Learning (RPL)

Credit transfer applies to VET learners who have already completed part of their course or required units through another Registered Training Organization (RTO). If you wish to gain credit for courses studied, you are required to provide certified copies of Qualifications or Statements of Attainment. Credit will only be viewed once you have enrolled.

RPL assesses the skills and knowledge you have learned in previous situations and applies them specifically to the units/competencies of the course you are hoping to achieve accreditation in. Relevant knowledge/skills can come from a number of different areas provided you can demonstrate their direct pertinence to the competencies outlines in your courses of study. Your knowledge/skills must be current i.e. they should have been acquired within the last 5 years. You will be required to prepare a portfolio of evidence and attend an interview as part of your submission.

Although you may be required to complete less in-class training and assessment, there is still a cost involved in assessing an RPL application due to the support you will need in gathering evidence and completing interviews. QAT will notify you of any changes to your CoE as a result of any successful RPL. You will only need to pay tuition fees for the units or modules you are unable to RPL. Please contact QAT for more information about the RPL/Credit Transfer process, or see QAT’s Teaching, Training and Assessment Policy. Please note, QAT does not grant credit for ELICOS courses.

Assessment Guidelines – VET students

- Assignments and assessment tasks must be submitted by the due date as outlined on each student’s individual training plan.
- Extensions must be discussed with and approved by your trainer.
- You may have special needs and reasonable adjustments may need to be made during the assessment process. Learners with special needs may include students:
  1. with language, literacy and numeracy problems.
  2. with disability or impairment.
  3. who are anxious or inexperienced.
- Assessments which are not submitted by the due date will attract a $50 late fee per assessment item, unless compassionate or compelling evidence can be provided (e.g. a medical certificate, proof of compassionate circumstances).
- If your assessment is unsatisfactory, you will have ten working days in which to resubmit your work. The maximum number of submissions is three.
- All assessments will be conducted by a qualified assessor. The assessor will provide appropriate feedback as necessary. All assessment tasks will be returned within 10 working days of receipt by the assessor.
- Grading is based on assessment tasks being marked as either ‘Satisfactory’ or ‘Unsatisfactory’. You need to be deemed ‘Satisfactory’ in all assessments in order to gain competency in each unit/module. You need to be deemed ‘Competent’ in all units/modules to successfully complete the course.
- QAT ensures that qualifications and Statements of Attainment are issued in accordance with the requirements of the AQF Guidelines and the specific qualification requirements of the relevant endorsed training packages and accredited courses.
Assessment Guidelines – ELICOS students

- Your progress in General English is assessed by six-weekly tests (consisting of a listening test, a reading test, a writing test and a speaking test) and also on an on-going basis.
- Set tasks and homework, prepared by teachers, assist assessment, consolidation and feedback. Each 12-week study period, this formative assessment is used to monitor course progress.
- Test results and examples of your language learning progress across the four macro skills are collected and collated in separate student files for reference.
- This information is used to inform decisions regarding academic performance and class-level promotion. A pass of 80% is required to move between levels.
- Your progress in IELTS is assessed by three-weekly tests (four-weekly in the evening) and also on an on-going basis.
- Set tasks and homework, prepared by teachers, assist assessment, consolidation and feedback. Each 12-week study period, this formative assessment is used to monitor course progress.
- In designing these tasks, teachers take into account the types of tasks and assessment criteria typically confronting students in the IELTS exam.
- The practice tests consist of a speaking test, a writing test, a reading test and a listening test, and also play a key role in the ongoing assessment process and involve an ongoing process of teacher evaluation and feedback.
- Results of students’ language learning progress across the four skills are collected and collated in separate student academic files for reference.
- Movement between classes is dependent on the results of the practice tests.

Complaint in writing

If you are not satisfied with the assessment process or decision, you may put your complaint in writing to QAT within 5 working days of the incident and provide examples where possible. Please refer to QAT’s Complaints and Appeals Policy for more information. If you have special needs which require consideration during your studies, please inform QAT at the time of enrolment for further information and assistance.

Course Progress (VET)

Requirements

Your progress will be monitored at the end of each 4-week study period as outlined on your training plan. You are required to have passed a minimum of 50% of your assessments in each period.

Monitoring Process

- If you fail to submit, or are unsatisfactory in, 50% of your assessments in a study period you will be identified for an intervention meeting with the Program Coordinator.
- If you fail to submit, or are unsatisfactory in, 50% of your assessments over two consecutive study periods, you will be notified of QAT’s intention to report you to the Department of Immigration and Border Protection (DIBP). A copy of QAT’s Appeals process will also be sent. Please see QAT’s VET Course Progress Policy for more information.
Course Attendance and Progress (ELICOS)

Requirements
Your attendance will be monitored over the length of your course. You are required to maintain a minimum of 80% overall course attendance at all times.

Your course progress will also be monitored over the length of your course. QAT will support you and offer additional help if you are having trouble completing set tasks.

Monitoring Process

- If your current attendance falls below 80%, you will be sent an initial warning letter and advised to make an appointment with the Attendance Administrator or Student Counsellor.
- If your current attendance remains below 80% at the halfway point of your remaining course duration, you will be sent a second warning letter stressing the urgency of the situation and advised to make an appointment with the Attendance Administrator or Student Counsellor. Your teacher will also speak to you and remind you of the attendance monitoring process.
- If your overall course attendance falls below 80%, and the situation cannot be rectified within the scheduled course duration, you will be notified of QAT’s intention to report you to DIBP. A copy of QAT’s Appeals process will also be sent. Please see QAT’s ELICOS Attendance Monitoring Policy for more information.
- If you are absent for five consecutive days, you will also be sent a notice warning you of the consequences for non-attendance, and requesting that you come in to the school for attendance counselling.
- If your course progress is consistently unsatisfactory (i.e. continually failing on tests and set tasks), despite extra assistance and support from the school, you may be reported to DIBP for poor course progress. Please see QAT’s ELICOS Course Progress Monitoring Policy for more information.

Please note: If you provide us with a medical certificate, we will keep it on your file as evidence. However, this does not automatically adjust your overall attendance percentage.

Student Misbehaviour

What is student misbehaviour?

Misbehaviour is defined as any student who:
- is consistently late or absent from class
- is disruptive in class
- fails to participate in class

Gross misbehaviour is defined as any student who:
- steals or damages the property of the school or another student
- recklessly disregards WH&S legislation (e.g. smoking inside the school)
- physically or verbally threatens another student or any school staff member
- is physically or verbally abusive towards another student or any school staff member. This includes violent or inappropriate behavior towards others on the basis of gender, race, religion or sexual orientation.
- directly disobeys a directive issued by QAT
**Consequences of misbehaviour**

In the case of misbehaviour, the student will first be counselled by a member of the Student Support Team. If the misbehaviour occurs a second time, the course will be cancelled and the student notified of QAT’s intention to report them to DIBP. A copy of QAT’s Appeals process will also be sent.

In the case of gross misconduct, the course will immediately be cancelled and the student notified of QAT’s intention to report them to DIBP. A copy of QAT’s Appeals process will also be sent.

In both cases, QAT may proceed with legal action against the student if required. Please see QAT’s Assessing Deferments, Suspensions, and Cancellations Policy for more information.

**Right of reply**

During the disciplinary proceedings, a learner has a right to:

- State his or her case at any stage, and
- Be represented.

Please also be aware that you will always have the right to appeal any decision made by QAT that affects your enrolment. If your internal appeal is rejected and you still disagree with QAT’s decision, you will be advised on how to make an external appeal. This is usually done by contacting Brisbane Counselling Centre on (07) 3831 4452 and making an appointment to speak to one of their trained mediators (3221 4611). BCC is located on Level 9, 135 Wickham Terrace, Brisbane. You also have the right to take your appeal to the Overseas Students Ombudsman, who can be contacted on 1300 362 072 (postal address GPO Box 442 Canberra ACT 2601).

Please see the QAT Complaints and Appeals Policy for more information.

**Documentation of process**

QAT ensures that the discipline process is progressively documented and that you are kept informed of its progress.

**School Rules**

**Deferring or Suspending Your Studies**

Learners wishing to defer their studies must contact QAT prior to their start date.

Learners may wish to suspend their studies due to personal circumstances. Each suspension is judged on a case-by-case basis, and is given due consideration. It is important, however, to note that QAT will only agree to a change if there are compassionate or compelling reasons. These include, but are not limited to:

- Illness or injury to yourself or a close family member
- Delays in flights, visa status, or other matter beyond your control
- Family emergencies
- Legal situations preventing you from studying

Any request for a deferment or suspension of studies will need to be supported by appropriate evidence, using the Special Consideration Form, available on the QAT website (www.qat.qld.edu.au). Please see QAT’s Assessing Deferments, Suspensions, and Cancellations Policy for more information.
**Cancelling your studies**

Learners wishing to terminate their enrolment must notify QAT in writing, providing sufficient documentary evidence.

QAT may decide to cancel a student’s course on the following grounds:

- Poor attendance
- Poor course progress
- Non-commencement (see QAT’s Non-Commencement Policy)
- Student default
- Student misbehaviour
- Non-payment of fees

Please see QAT’s **Assessing Deferments, Suspensions, and Cancellations Policy** for more information.

**Refunds**

Learners may be entitled to a refund of student contribution fees depending on when the application for withdrawal is received. Please see QAT’s **Refund Policy** for more information.

**Moving**

If you change your address, telephone number, or email address you must tell our receptionist as soon as possible. QAT will always need to know your accurate contact details.

**Requests for leave of absence**

If you require a break from your studies, you must seek approval from QAT at least 10 school days before the start of your expected absence. Any leave is considered to be weekly and not by days. Please submit your request at reception. **No leave of absence will be approved unless you have a compelling or compassionate reason, as outlined in our Assessing Deferments, Suspensions, and Cancellations Policy**

**Recording attendance**

If you are an ELICOS student, you will be marked present for each hour of class you attend. If you are more than 15 minutes late to class you will be marked absent for that hour.

If you are a VET student, your attendance will be monitored each session.

**In the Classroom**

Please turn off your mobile phone and your MP3 players while you are in the classroom. Also, you can only bring water into the classroom. Please don’t eat your food in the classroom as we have breaks for snacks and drinks.
English Only Policy

QAT has a strict English Only Policy, and this is monitored both during class and at break times. We want you to have every opportunity to improve your English while studying with us, and you can assist by not speaking your own language around the school.

ESOS framework

The Department of Education, Science and Training regulates the education and training sector’s involvement with overseas students studying in Australia on student visas. Students should be aware of the ESOS Framework. An overview of this can be found at:
Life in Brisbane

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

Transport

Brisbane has an international airport and a convenient public transport system. Buses or trains run to the city from most suburbs. Fast ferries, called City Cats run along the Brisbane River. Pre paid Go Cards, which calculate your fare each journey, are up to 30% cheaper than paying for your fares on the bus or ferry or at the train station. Go Cards can be bought at most news agents or at train stations. The main central train station is just a short walk from QAT.

Climate

The average temperature in Brisbane in the winter (June to August) is between 15-22 C and in the summer (Dec- February) is 28-32C. It’s a sunny, subtropical climate and people go to the beaches all year round! Be sure to wear a hat, a shirt and use some sunscreen when swimming at the beach in summer, as the sun can be strong.
**School Age Dependants**
If you have any school age children travelling with you while you study with us for longer periods of time outside of normal school holiday breaks, they will need to be enrolled either in a government or non-government school. Those schools charge full fees to overseas students.

**Shopping**
There are many shops in Brisbane city and most of them are open 7 days a week. Most shops close by 5 pm, though one day a week they stay open until 9 pm. Restaurants and some supermarkets, though, stay open until late every night.

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

**Food**
You can buy all sorts of food from most countries in Australia, but remember, don’t bring food or plants into Australia. Our strict quarantine laws might mean a fine of up to $220 at the airport, even for not declaring some food! That could be a very expensive apple!

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

**Cost of Living**
The cost of living is reasonable in Brisbane, and is more affordable than many large international cities. For example, 2 litres of milk costs about $2.00; a kilo of rice costs about $2.50 and a loaf of bread costs about $3.00. For the latest exchange rates please visit [http://www.xe.com/](http://www.xe.com/)

**Electrical Appliances**
In Australia, our electrical appliances use 3 pin plugs which take 230-250 volts, so you may need an adaptor socket or a transformer if you are bringing your own personal electrical items like 110 volt hairdryers.
At the Airport
A QAT representative can meet you at Brisbane International Airport in a private limousine and have you taken to your accommodation. The fees for this service are listed in our Fees Schedule. Otherwise there are taxis, buses and trains from the airport to the city. Please visit http://translink.com.au/ for all the latest fare and timetable information. There is a currency exchange service at the airport.

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

Telephones
A local call costs 50 cents from a telephone box and about 15 cents from a home phone. Phone cards are cheaper and you can buy them from newsagents and some shops.

You can make long distance and international calls from public phones. You can buy cheap international phone cards from newsagents and cigarette shops.

To get telephone information in Australia, you call:
International  12552
Local        12455
Reverse charges  12550
Emergency    000

Post Office
The main post office is very near QAT, in Queen St, below the Queen St Mall. It’s open from 7am-6pm Monday to Friday and 9 to 12:00 on Saturdays. The cost to send a standard letter in Australia is 60 cents.
Banking
It is usually a good idea to open a bank account. To open an account you will need proof of identity. If you have been in Australia for less than 6 weeks, your passport is enough. If you have been in Australia for more than 6 weeks you need your passport and either your international drivers license or 2 credit cards or some other photo ID. Our receptionist can help you with advice. Make sure your new bank account comes with an ATM card so that you can access your money easily.

Banking hours are usually 9.30 am to 4.00 pm Mondays to Thursdays and 9.30 am to 5.00 pm Fridays. Some banks, like Suncorp are also open on Saturday mornings in Queen St Mall.

Hospitals
The nearest hospital is the Royal Brisbane Hospital in Butterfield St, Herston. Their phone number is 3636 3777.

Accommodation
If you need help, QAT can assist you in finding home stay accommodation during your time with us. The fees for this service are listed in our Non-tuition Fee list earlier in the handbook. As well, we can help you find rental or share accommodation in Brisbane.

Rental accommodation in Brisbane can be quite reasonable, with small apartments renting from as low as $180.00 per week. Of course, you usually have to pay a rental bond of 4 weeks in advance. You will have to pay for your telephone, electricity and gas bills. There are no bills for water. This bond is returned to you when you leave the apartment or house. Share accommodation can be even cheaper.