



QANTM COLLEGE Policies & Procedures Handbook VET (FACE TO FACE)

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Policy

No. 1.2.001POL

Access and Equity

<p>Policy Statement</p>	<p>Qantm College embraces the concept and beliefs of equity and strives to ensure that its decision-making processes reflect a commitment to access and equity and treats all students or prospective students fairly.</p> <p>Qantm College acknowledges that this is dependent on non-discriminatory access to services and comparable education and training outcomes by all groups in society. By providing accessible and equitable educational programs, employment and services, Qantm College students and staff will be able to develop knowledge and skills to enhance life and work opportunities.</p>	
<p>Purpose</p>	<p>To provide guidelines for providing opportunities for all people, regardless of their background. Qantm College supports government policy initiatives and provides access opportunities whenever possible or alternatively seeks assistance for participants from the relevant agency or department.</p>	
<p>Scope</p>	<p>Qantm College staff and students.</p>	
<p>Definitions</p>	<p>Access & Equity</p>	<p>Refers to the policies and approaches that ensure that Qantm College educational programs are responsive to the diverse needs of all clients.</p>
	<p>Qantm College delivers nationally accredited education and training programs and in doing so accepts its responsibility to deliver these in a fair and equitable manner.</p> <p>QANTM shall ensure:</p> <ul style="list-style-type: none"> • All staff and students shall be made aware of this position at orientation; • Incorporation of non-discriminatory employee and student selection processes that encourage access for all; • Access and equity statutes are considered when developing new products, policies, practices, systems and procedures; • If required, appropriate counselling and training shall be provided to employees who are required to provide services to under-represented groups; • College policies and procedures are in place, which support the principles of access and equity; • An ongoing commitment is maintained to eliminate access and equity barriers identified within the organisation’s processes, practices and business decisions; • Liaising with disability support groups to ensure that special needs can be catered for in areas where we have no knowledge or experience; • Providing support with tutorial assistance for any participant who is encountering learning difficulties; • Reviewing our access and equity policy and procedures to ensure they are: <ul style="list-style-type: none"> ○ Meeting legislative requirements ○ Satisfying individual student needs ○ Enabling participant outcomes to be met 	

	<ul style="list-style-type: none"> ○ Addressing community needs; ● In addition to formal reviews, our policy will be checked whenever there is a change in legislation or we discover there are circumstances not covered by our policy. <p>LEGISLATIVE OBLIGATIONS</p> <p>This policy acknowledges Qantm College’s legal obligations in relation to Access and Equity under relevant legislation, to ensure that the college’s working and teaching practices are fair and equitable, and the working and learning environment is non-discriminatory.</p> <p><i>Relevant legislation</i></p> <p><u>Racial Discrimination Act 1975</u> http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/</p> <p>The Racial Discrimination Act promotes equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and makes discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.</p> <p><u>Sex Discrimination Act 1984</u> http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/</p> <p>The Sex Discrimination Act promotes equality between men and women and eliminates discrimination on the basis of sex, marital status or pregnancy and, with respect to dismissals, family responsibilities. The Act also eliminates sexual harassment at work, in educational institutions, in the provision of goods and services, in the provision of accommodation and the delivery of Commonwealth programs.</p> <p><u>Disability Discrimination Act 1992</u> http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/</p> <p>The Disability Discrimination Act eliminates discrimination against people with disabilities, promotes community acceptance of the principle that people with disabilities have the same fundamental rights as all members of the community, and ensures as far as practicable that people with disabilities have the same rights to equality before the law as other people in the community.</p> <p><u>Higher Education Support Act 2003</u> http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/current/bytitle/C3BDDF687206CD7ACA25748000999BD?OpenDocument&mostrecent=1</p> <p>This Higher Education Support Act requires that all students, or those seeking to enrol, are treated fairly.</p>
<p>Associated Documents</p>	<p>HANDBOOK: 1.4.009_3DOC : Qantm College Student Policies Handbook POLICY: 2.2.004POL : Language Literacy & Numeracy Policy</p>



Policy

No. 2.2.002POL

Admission Requirements

<p>Policy Statement</p>	<p>Qantm College upholds the principle that all applicants seeking to enrol are treated fairly and equitably. The College has open, fair and transparent procedures that are based on clearly defined entry criteria for making decisions about the selection of students. Students will be selected on merit based on the published criteria.</p> <p>The opportunities and benefits of Commonwealth assistance will be made equally available to all eligible students.</p> <p>Qantm College will adopt a flexible approach to providing entry for students into its courses. Students from disadvantaged backgrounds; those returning to formal study and others who may not have completed formal requirements will be encouraged to apply through Special Admissions.</p>	
<p>Purpose</p>	<p>To describe the admission requirements for applicants to a Qantm College course of study.</p>	
<p>Scope</p>	<p>Qantm College applicants, students and staff.</p>	
<p>Definitions</p>	<p>Domestic Student</p> <p>International Student</p> <p>Credit Transfer</p> <p>Advanced Standing</p> <p>RPL</p> <p>Articulation</p>	<p>A student who is not an International Student.</p> <p>A student from overseas who is admitted to study at Qantm College in accordance with Government and Qantm College policies</p> <p>Credit transfer refers to credit granted on the basis of previously attained qualifications. It recognises formal learning and uses the course/program or subject/unit that a student is using to claim credit to determine this. Credit transfer involves examining a qualification to evaluate whether it is equivalent to the studies the student has completed.</p> <p>Credit is awarded that means that a student may not have to complete all of the subjects or units in a course or program, thus reducing the overall length of the course or program.</p> <p>RPL or Recognition of Prior Learning is the formal recognition of an individual's current skills and knowledge irrespective of how, when or where the learning took place.</p> <p>Articulation is the process of developing a formal, written and published agreement that identifies courses (or sequences of courses) from one college or institution that are comparable to, or acceptable in lieu of, specific course requirements at another college or institution.</p>
	<p>Applications for admission to Qantm College as a student will be under the following categories:</p> <p>1. NORMAL ENTRY</p> <p>1.1 Domestic Students</p> <p>Applicants for Brisbane campus</p>	

Entry into a degree or vocational course is through the normal tertiary process of the Queensland Tertiary Admissions Centre (QTAC) and in accordance with their policies and procedures. Following confirmation of acceptance from QTAC, applicants can proceed to enrolment. Students applying for RPL/Credit Transfer/Advanced Standing should contact Qantm directly and not enrol via QTAC.

Applicants for Melbourne campus

Entry into a degree or vocational course is through the normal tertiary process of the Victorian Tertiary Admissions Centre (VTAC) and in accordance with their policies and procedures. Following confirmation of acceptance from VTAC, applicants can proceed to enrolment.

Applicants for Sydney campus

Entry into a degree or vocational course is by direct application to the College.

Qantm College will admit to degree programs, students who have satisfied the published entry requirements for the course. Selection shall be based on merit, including the satisfactory completion of English and Mathematics.

Domestic applicants may also enter the degree program from a Diploma or Advanced Diploma, which will involve articulation and credit transfer arrangements, or from another undergraduate degree.

1.2 International Students

1.2.1 Education Agents

Qantm College will take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and will not use agents who we reasonably believe to be dishonest or lack integrity.

Qantm College will enter into a written agreement with each education agent it engages to formally represent it. The agreement shall specify:

- The responsibilities of the education agent and the registered provider and the need to comply with the requirements in the National Code.
- The processes for monitoring the activities of the education agent including where corrective action is required.
- Termination conditions, including providing the termination in the circumstances where Qantm College has entered into an agreement with an education agent and subsequently becomes aware of, or reasonably suspects, the engagement by that education agent, or an employee or subcontractor of that agent, of the following misconduct
 - Engaged in or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers
 - Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa.
 - Using provider registration and International Student Management Systems (PRISMS) to create Confirmations of Enrolment for other than bona fide students
 - Providing immigration advice where not authorised under the Migration Act 1958 to do so.

Where an individual employee or sub-contractor of the education agent was responsible for the conduct and the education agent has terminated the relationship with that individual or sub-contractor termination may not apply.

Qantm College shall take immediate corrective and preventative action when it

becomes aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training.

Qantm College will ensure that its education agents have access to up-to-date and accurate marketing information.

1.2.2 Direct Entry

International students may be admitted in accordance with Government and Qantm college policies and can apply directly to Qantm College for admission. International students will be admitted in compliance with the ESOS Act 2000 and its Regulations 2001. International students seeking admission to Qantm College must be at least 18 years of age.

The Campus Academic Coordinator will interview applicants prior to admission using the following selection criteria:

- School results (where applicable) and evidence of further study since leaving school;
- Recognition of prior learning, where exemptions requested; and
- References, reasons for applying and Life Goals.

International students will need to provide certified/attested copies of their academic records and any official examination certificates as well as evidence of their English Language Proficiency:

- An overall IELTS band score of 6 or higher for a higher education program and 5.5 or higher for a vocational education program; or
- A TOEFL score of 550 (computer-based score of 213), including a TWE of 4; or
- An ISLPR (International Second Language Proficiency Rating) with an overall rating of 3).

Qantm College will ensure at all times that it complies with the requirements of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students* which have been developed under the above Act.

2. Special Admission

Qantm College recognises that preparation for study is not restricted to formal educational attainment and that valuable intellectual and skills development can be gained through wide ranging experiences. Qantm College will review applications on a case by case basis from persons of at least 18 years of age, who do not have formal qualifications for entry but who seek admission to courses on the basis of their educational and skills development through experience and informal study.

Consequently, applicants may, in special circumstances, be admitted on the basis of having satisfied specific criteria demonstrated through the submission of an **RPL (Recognition of Prior Learning)** application, a portfolio, performance at a follow-up interview and specific minimum levels of formal academic achievement.

Through the portfolio, applicants will need to demonstrate achievements in design and production for their chosen course of study and clearly articulate those skills and achievements in the subsequent interview. In all cases Special Admission will only be granted to students with at least a Year 10 level of schooling.

3. Credit for Prior Studies or Prior Knowledge

Students accepted into Qantm College education and training programs may be

	<p>eligible to apply for acknowledgement of previous study or previous knowledge and/or skills acquired outside of Qantm College.</p> <p>3.1 Credit Transfer and Advanced Standing This refers to formal study undertaken in recognised higher education institutions in Australia, including universities, colleges, TAFE and other post-secondary education institutions. Overseas institutions will be recognised according to the extent to which they are considered equivalent to the Australian higher education institutions noted by NOOSR. Prior learning may also extend under certain conditions to:</p> <ul style="list-style-type: none"> • programs provided by recognised professional bodies, employers and other authorities, where appropriate certification or proof of performance is available and/or • demonstrated expertise and relevant professional experience <p>Courses for which credit is requested will be evaluated by the relevant Course Coordinator and approved by the National Academic Coordinator.</p> <p>3.2 Recognition of Prior Learning or RPL This refers to the formal recognition of an individual's current skills and knowledge irrespective of how, when or where the learning took place.</p> <p>4. Articulation Qantm College has based its articulation policies on the framework supplied by the Australian Vice-Chancellors' Committee "AVCC Policy Guidelines on Cross-Sectional Qualification Linkages".</p> <p>This framework has been used to develop an articulated program for students who have completed a Qantm College Diploma. This articulation allows students to progress from a Certificate to a Diploma and continue into a Qantm College degree program.</p> <p>As a Registered Training Organisation, Qantm College operates within the Principles and Standards of the Australian Quality Training Framework (AQTF). This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations. Full details of the procedures by which students can apply for credit transfer or recognition of prior learning are detailed in the <i>Granting of Credit / RPL / Advanced Standing</i> and the <i>National Recognition, Recognition of Prior Learning and Credit Transfer – Diplomas & Certificates Policies</i>.</p>
Associated Procedure(s)	<p>In support of this policy the following procedures are included:</p> <p>2.1.003_1PROC: National Recognition, Recognition of Prior Learning and Credit Transfer – Diplomas & Certificates Procedure 2.1.001_2PROC: Student Enrolments – International Procedure</p>
Associated Documents	<p>2.1.002POL: Recognition of Prior Learning, Credit Transfer and Advanced Standing (Degree) Policy 2.1.001POL: Student Enrolment Policy</p>
Associated Records	<p>FORM: Completed 2.1.001_1FORM: Student Enrolment Form (International) FORM: Completed 2.1.001_2FORM: Student Enrolment Form (Generic)</p>

professional experience is to be considered in conjunction with formal post-secondary qualifications, appropriate certified documentation must be submitted. Supporting documentation may include: references, samples of work, project briefs, reports, publications, employment history and employment position descriptions.

2.1 RPL for International Students

If RPL is granted to an international student prior to commencement (and issue of the eCoE), the eCoE must be issued with the reduced length of study time. If RPL is granted after issue of eCoE and/or commencement of student, a Course Variation must be issued (via PRISMS) advising of the reduced study time. A copy of completed and signed RPL application shall be stored on the student file.

3. CREDIT TRANSFER

A student may apply for Credit Transfer where they can demonstrate that they have attained a unit of competency through prior training at another institution. An application for credit transfer must be lodged with the Student Administration. The application must be made in writing using the Credit Transfer Application Form. The application must be accompanied by a certified copy of the Statement of Attainment or academic transcript of the qualification attained by the student, except in the case of previous study at Qantm College. A refund will be provided where Credit Transfer is granted.

3.1 Credit Transfer for International Students

If Credit Transfer is granted to an international student prior to commencement (and issue of the eCoE), the eCoE must be issued with the reduced length of study time. If Credit Transfer is granted after issue of eCoE and/or commencement of student, a Course Variation must be issued (via PRISMS) advising of the reduced study time.

4. APPROVAL OF CREDIT

The National Academic Coordinator or designated officer, shall be responsible for:

- determining the credit to be granted
- approving course requests for extension of time limits in appropriate cases within the provision of these regulations
- advising the Academic Board, through the Board of Studies, on planned articulation arrangements.

5. APPEALS

Any student who is dissatisfied with the outcome of an application for credit transfer or RPL may appeal the decision. For details of the Appeals process please refer to the **Complaints and Appeals Policy**.



Procedure

No. 2.1.003_1PROC

National Recognition, Recognition of Prior Learning and Credit Transfer

Purpose	To describe the process for processing applications for Recognition of Prior Learning (RPL) and Credit Transfer.	
Scope	All Qantm College VET students, VET teaching staff and Administration staff.	
Definitions	RPL	Recognition of prior learning (RPL) is the formal recognition of an individual's current skills and knowledge irrespective of how, when or where the learning took place.
	Credit transfer	Credit transfer refers to credit granted on the basis of previously attained qualifications or units of competency.
Procedure	<p>Applications for RPL and Credit Transfer will be processed by doing the following:</p> <p>1. RECOGNITION OF PRIOR LEARNING (RPL)</p> <p>1.1 Students, who believe they meet the requirements of the learning outcomes and assessment criteria for a particular unit, regardless of how, when or where the learning took place, can apply for Recognition of Prior Learning.</p> <p>1.2 The student will request an Application for RPL Form from the Student Administration.</p> <p>1.3 The student will be required to complete the Application for RPL Form outlining which units they are applying for RPL. They will be required to attach evidence to support their application.</p> <p>1.4 The Education Administration officer (EAO) will provide the application to the National Academic Coordinator, or designated officer, for assessment.</p> <p>1.5 The National Academic Coordinator or designated officer will, in conjunction with a qualified Instructor assess the application. An interview with the student may be requested where further evidence is required.</p> <p>1.6 If the RPL is granted, the result of RPL will be entered on the Student Portal by the National Academic Coordinator or designated officer or the relevant Instructor.</p> <p>1.7 Once assessment of the application is finalised, the National Academic Coordinator or designated officer will return the application to the EAO for processing.</p> <p>1.8 The EAO will update the result in the eMinerva system by doing the following:</p> <ul style="list-style-type: none"> ➤ Open eMinerva and search for the relevant student ➤ The Student Control Panel page will appear ➤ In the 'Enrolments' section, select 'Result' ➤ The Unit Result page will appear and then select 'List' ➤ Locate the relevant unit and change the result to 'RPL' ➤ Change the date to the date the RPL was approved on the application form ➤ Press 'Save' <p>1.9 The EAO will then provide the approved application to the Financial Officer for producing an invoice (refer to Invoice Procedure). RPL fees are calculated at 50%</p>	

of the normal tuition fee for the relevant unit/s.

1.10 Once the Financial Officer has generated and posted the invoice to the student, the approved application form along with all evidence will be filed on the student's individual file by the EAO.

1.11 The EAO will then add a noting to the student's record on the Student Portal by doing the following:

- Open Student Portal and search for student
- Click on the 'Edit/View Notings' link and then click on 'Add Noting'
- Enter details in the new noting about the RPL approval

International Students (RPL)

If RPL is granted to an International Student prior to commencement (and issue of the eCoE), the eCoE must be issued with the reduced length of study time. If RPL is granted after issue of the eCoE and/or commencement of the student, a Course variation must be issued (via PRISMS) advising of the reduced study time. A copy of the completed, signed and approved RPL application shall be stored on the student file.

2. CREDIT TRANSFER

2.1 Students, who have completed an identical unit/s at another institution or within another Qantm qualification, can apply for a result of Credit Transfer.

2.2 The student will request an **Application for Credit Transfer Form** from Student Administration.

2.3 The student will be required to complete the Application for Credit Transfer Form outlining which units they are applying for Credit Transfer. They will be required to attach evidence to support their application (original or certified copies of qualifications and/or Statement of Attainments/Results), except in the case of previous study at Qantm College.

2.4 The Education Administration officer (EAO) will provide the application to the National Academic Coordinator for assessment.

2.5 The National Academic Coordinator or designated officer will, in conjunction with a qualified Instructor assess the application.

2.6 If the Credit Transfer is granted, the National Academic Coordinator or designated officer or the relevant Instructor will enter the result of Credit Transfer on the Student Portal.

2.7 Once assessment of the application is finalised, the National Academic Coordinator or designated officer will return the application to the EAO for processing.

2.8 The EAO will update the result in the eMinerva system by doing the following:

- Open eMinerva and search for the relevant student
- The Student Control Panel page will appear
- In the 'Enrolments' section, select 'Result'
- The Module Result page will appear and then select 'List'
- Locate the relevant unit and change the result to 'Credit Transfer'
- Change the date to the date the Credit Transfer was approved on the application form
- Press 'Save'

2.9 The EAO will then provide the approved application to the Financial Officer for producing a credit or refund. Students who are awarded a result of Credit Transfer will be entitled to a refund/credit for tuition fees.

2.10 Once the Financial Officer has generated the refund, the approved application form along with all evidence will be filed on the student's individual file by the EAO.

2.11 The EAO will then add a noting to the student's record on the Student Portal by doing the following:

- Open Student Portal and search for student
- Click on the 'Edit/View Notings' link and then click on 'Add Noting'
- Enter details in the new noting about the Credit Transfer approval

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2.2 International Students (Credit Transfer)

If Credit Transfer is granted to an International Student prior to commencement (and issue of the eCoE), the eCoE must be issued with the reduced length of study time. If Credit Transfer is granted after issue of the eCoE and/or commencement of the student, a Course variation must be issued (via PRISMS) advising of the reduced study time. A copy of the completed, signed and approved Credit Transfer application shall be stored on the student file.




Policy

No. 2.1.007POL

Transfer Between Registered Providers

Policy Statement	Qantm College shall assess requests from students to transfer between registered providers prior to the student completing six months of the principal course of study in accordance with documented procedures.	
Purpose	To provide Qantm College's policy for dealing with students transferring between registered providers.	
Scope	Qantm College staff, students and prospective students.	
Definitions	Registered Provider	An individual or organisation registered through a State Training Authority to provide accredited competency based training and/or assessment.
	<p>Qantm College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:</p> <ul style="list-style-type: none"> • The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered • The original registered provider has provided a written letter of release • The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course • Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change. <p>As part of the approval process Qantm College shall undertake a review of the student's prior learning and the circumstances surrounding the student's request for the transfer. An initial response to the student acknowledging receipt of the request to transfer will be made within 5 days of receiving the request. Over a further 14 days the request will be assessed and the student will receive notification in writing from the General Manager about the outcome of the request to transfer to Qantm College from another registered provider's college.</p> <p>Transferring from Qantm College Where a student requests to transfer from Qantm College to another registered provider, Qantm College will grant a letter of release only where the student has:</p> <ul style="list-style-type: none"> • Provided a letter from another registered provider confirming that a valid enrolment offer has been made, or • If the student is under 18 Qantm College will need to have written confirmation that the student's parent or legal guardian supports the transfer and • Where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements. <p><i>Letter of Release</i> Where a letter of release is granted by Qantm College it shall be issued at no additional cost to the student and shall advise the student of the need to</p>	

	<p>contact DIAC to seek advice on whether a new student visa is required.</p> <p>If Qantm College do not grant a letter of release, the student shall be provided with written reasons for refusing the request and must be informed of his or her right to appeal the decision of Qantm College in accordance with Standard 8 (complaints and appeals) of the National Code of Practice.</p> <p>Qantm College shall maintain records of all requests from students for a letter of release and the assessment of and decision regarding the request on the student's file.</p>
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	Policy	No. 7.1.003POL
Fees and Refunds		

Policy Statement	This policy governs the administration of fee collection and refunds.	
Purpose	This policy details the processes and policies by which tuition fees for higher education courses and VET FEE-HELP enabled courses are managed at Qantm College. Ancillary fees; such as for equipment, software, or accommodation; are not covered by this policy.	
Scope	Qantm students and administration staff.	
Definitions	Fee	Money charged for tuition services provided to a student.
	Refund	An amount returned to a student from fees paid.
	FEE-HELP	Higher Education Loan Programme for higher education courses
	VET FEE-HELP	Higher Education Loan Programme for approved vocational courses
Policy	<p>1.0 Introduction</p> <p>Under the direction of each Campus Manager, the administrative staff of Qantm College undertake all fee collection and management. All financial transactions are reported to the Group Financial Controller based in Byron Bay and are subject to standard control mechanisms and audit processes.</p> <p>Tuition fees are set against individual units of study.</p> <p>A unit of a study is a discrete component of a course.</p> <p>Unit fees are set annually. The fee that is levied against a unit of study is determined by the year the unit of study is commenced.</p> <p>2.0 Communication of tuition fees and changes to fees</p> <p>Domestic and International student fees are published in the relevant current Schedule of Fees and supplied to prospective students upon initial enquiry and made available on-line.</p> <p>Qantm sets and publishes an annual unit fee schedule for the forthcoming year on or before the <u>1st October</u> of the preceding year in line with the requirements of the <i>Higher Education Support Act 2003</i>.</p> <p>Qantm will quote total course fees as indicative. This is because fees are charged according to the year the unit of study is commenced and unit fees are subject to annual adjustment.</p>	

3.0 Student fees and GST

Qantm determines the GST status of its courses in line with the Australian Taxation Office Ruling GSTR 2001/1. GST is not currently applicable on tuition fees for accredited courses conducted by Qantm in Australia.

4.0 Tuition fees payment options

For Australian citizens and Australian resident permanent humanitarian visa holders studying a higher education course or a VET FEE-HELP enabled course, there are three fee payment options:

1. *Up front payment of fees (due 30 days prior to commencement).*
2. *Payment of fees by trimester instalments (where the first instalment falls due 30 days prior to commencement and subsequent payments must be made prior to commencement of the trimester).*
3. *FEE-HELP.*

For all other students, including international students, there are two payment options:

1. *Up-front payment of fees (due 30 days prior to commencement or prior to issue of eCoE).*
2. *Payment of fees by trimester instalments (where the first instalment falls due 30 days prior to commencement or prior to issue of eCoE, and subsequent payments must be made prior to commencement of the trimester).*

5.0 Commonwealth Assistance Notice

Qantm will issue a Commonwealth Assistance Notice (CAN) to each student that requested FEE-HELP or VET FEE-HELP assistance after each census date in accordance with the Higher Education Support Act 2003.

6.0 Fee refunds with regards to withdrawal from a course or unit of study.

For the purposes of this policy withdrawal includes cancellation or deferment of studies.

All requests for a refund must be made in writing unless a refund becomes payable because Qantm does not commence a course on the scheduled date or does not provide a course in full. Written requests for refunds should be forwarded to the Campus Administration.

In all circumstances where refunds are granted, students will be provided with a statement showing how the refund amount was calculated. In the case of student withdrawal, all refunds are normally paid to the student within 4 weeks of receipt of the written request.

6.1 All students, other than international students, studying a higher education course or a VET FEE-HELP enabled course

In the event of a student withdrawing from a unit of study prior to the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; or

- the student will not incur a FEE-HELP debt.

In the event of a student withdrawing from a unit of study after census date for that unit of study:

- no refund is applicable; or
- the student will incur a FEE-HELP debt.

A student may apply for special consideration in line with the *FEE-HELP Review Procedures*.

6.2 All students, other than international students, studying a vocational course which is not VET FEE-HELP enabled

Students are entitled to a refund of tuition fees if they withdraw from a unit of study before it commences, less an administration fee of 10%.

If a student withdraws from a unit of study after commencement, Qantm College will not refund any of the fees paid for that unit of study unless compassionate grounds apply. Any fees paid in advance for subsequent units of study will be refunded, less an administration fee of 10%.

Where a student withdraws after the unit of study has commenced, refund of fees on a pro rata basis may apply in the following circumstances:

- where a medical condition prohibits the student from continuing or
- unforeseen family difficulties or circumstances; or
- where a change in employment status or residence forces the student to discontinue study.

These reasons may be accepted as grounds for a partial refund of fees with the provision of adequate documentary evidence to support the application.

6.3 International Students

In the event of the Australian Federal Government Department of Immigration and Citizenship (DIAC) refusing a student visa all fees paid in advance are refundable in full.

If an international student cancels a course for any other reason less than 30 days prior to commencement, 1 trimester tuition fees and total annual health cover fee will not be refunded.

In the event that an international student withdraws from a course prior to the 30th day before commencement, a cancellation fee of AUD\$1,000.00 will be levied.

In the event that the student remains in credit following the payment of the cancellation fee, a refund, to the value of the credit, will be given.

In the event that a student defers a course prior to the 30th day before commencement, the full amount paid will be held for a maximum period of one year, and credited towards the student's future re-enrolment within that period.

This refund policy, and the availability of complaints and appeals processes, does not remove the right of a student to take action under Australia's consumer protection laws. Furthermore, Qantm's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

In the event that Qantm withdraws an international student from a course

If Qantm withdraws a student from a course because the student has seriously breached international student visa conditions or Qantm's rules, no refund of the current trimester's fees will be made. If fees have been paid for any subsequent trimesters these fees will be refunded within 4 weeks of the student being withdrawn.

In the event that Qantm does not provide an international student's course in full

In the unlikely event that Qantm does not start a student's course on the scheduled date or is unable to deliver a course in full for any reason, the student will be offered a refund of 100% of tuition fees paid for the course. The refund will be paid within 2 weeks of the day on which the course ceased being provided or did not start.

Qantm may arrange for another course, or part of a course, to be provided to students, at no extra cost to the student, as an alternative to refunding course money. Where the student agrees to this arrangement, Qantm will not be liable to refund the money owed for the original enrolment.

If Qantm is unable to provide a refund, or place the student in an alternative course, the ACPET Tuition Assurance Scheme (ACPET-TAS) will place the student in a suitable alternative course at no extra cost to the student. If the ACPET-TAS cannot place the student in a suitable alternative course, then the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the ESOS Assurance Fund Manager.

This refund policy, and the availability of complaints and appeals processes, does not remove the right of an international student to take action under Australia's consumer protection laws. Furthermore, Qantm's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

7. Outstanding Fees

7.1 Collection of Outstanding Fees Prior to Course Commencement

In the event that a student's fees (or in the case of a student electing to pay their fees by FEE-HELP, a signed FEE-HELP Request form) have not been received by Qantm by the date(s) stipulated on the Offer of Admission, prior to a student commencing a course the following procedures apply:

- One calendar week overdue: student notified, in writing, of outstanding fees.
- Two calendar weeks overdue: student notified, in writing, that his/her course enrolment has been placed on hold and that their place in the course may be offered to another applicant.

7.2 Collection of Outstanding Fees Following Course Commencement

In the event that a student's fees fall into arrears once the student has commenced a course, the following procedures apply:

1. One calendar week overdue: First reminder letter sent. Student access to Institute resources and facilities is barred.
2. Two calendar weeks overdue: Second reminder and final warning sent. Student's class attendance placed on hold and all assessment results withheld.
3. Four calendar weeks overdue: The matter is to be referred to a debt collection agency.
4. Once the processes of the debt collection agency have been exhausted, legal action to reclaim the debt may be instituted.
5. Once the collection of debt has entered this phase, the matter is to be dealt with under the jurisdiction of the Courts and in accordance with

	<p>applicable legislation.</p> <p>In the event that fees are not paid by the due dates, and subject to reasonable communication and attempts to resolve the issue following steps 1 to 3 above, and in accordance with Qantm’s policies and procedures and applicable legislation, Qantm reserves the right to cancel a student’s enrolment.</p>
Associated Procedure	<p>In support of this policy the following procedures are included:</p> <p>7.1.001_1PROC: Fees and Refunds Procedure</p>
Associated Documents	7.1.001_1FORM : Fees and Refunds Form
Associated Records	7.1.001_1FORM : Fees and Refunds Form



Policy

No. 2.2.003POL

Student Orientation

Policy Statement	Prior to the commencement of a course, Qantm College will provide an orientation program designed to welcome students to college life at Qantm College and to introduce them to the important aspects of Qantm College operations, other new students and staff.	
Purpose	To define a commencement program for new Qantm College students that presents student responsibilities and best practice expectations.	
Scope	Qantm College students and staff	
Definitions	Student Orientation	A commencement program that welcomes new Qantm College students and provides information about the rules, regulations and expectations of Qantm College students.
	<p>Prior to the commencement of a program of study at Qantm College, students will attend an Orientation Day where they will undertake an orientation program designed to introduce them to the important aspects of Qantm College operations, activities and opportunities.</p> <p>Senior teaching staff will address a number of issues that will be important to the student during the study period with Qantm College. Some of the areas covered will be (but not limited to):</p> <ul style="list-style-type: none"> • Program / course outlines • Expectations of study times • Forms of academic assistance available to students • Library resources • Support services • Timetables • Access to the Qantm College computer network, student portal and email accounts • Student Identification • Attendance requirements • Network Acceptable Use Policy 	



Policy

No. 2.2.004POL

Language, Literacy and Numeracy

<p>Policy Statement</p>	<p>Qantm College recognises the importance of basic skills in English language literacy and numeracy (LLN) and is aware that improving basic skills will assist in breaking down barriers. During student orientation, all students are given a language, literacy and numeracy test to determine their abilities. Qantm College is committed to providing guidance or support to those students who have any identified needs in relation to language, literacy and numeracy support.</p> <p>Qantm College will provide the following services for students:</p> <ul style="list-style-type: none"> a) Qantm College will provide individual assistance where possible to students who have literacy and numeracy skill needs and will also provide referrals to specialist literacy and numeracy assistance agencies where appropriate. b) Staff from Qantm College will work directly with students who are seeking additional support in their studies. While extra advice is provided on the Qantm student portal on all assessment items, students are invited to consult with their relevant Course Co-ordinators to improve their performance. Students will negotiate meetings times with these staff members. 	
<p>Purpose</p>	<p>To provide guidelines for the identification of any student guidance or support required for any student in language, numeracy and literacy.</p>	
<p>Scope</p>	<p>Qantm College students and staff.</p>	
<p>Definitions</p>	<p>Language</p>	<p>In this context it refers to the ability to read and speak English to an acceptable level. QANTM College requires all overseas applicants have passed an English language proficiency test.</p> <p>The required minimum language levels are:</p> <p>IELTS (International English Language Testing System) Diploma Programs 5.5 or TOEFL : 530 (paper based test) 197 (computer based score) or *ASLPR with no individual score less than 3 or TAFE Queensland Certificate IV in English or First Cambridge Certificate of English, A or B grades only or Cambridge Certificate of Advanced English or Successful completion of an acceptable formal course (not ELICOS) where the medium of instruction is English or Sound Achievement, or equivalent, Year 12 English in an Australian School</p>

	Literacy	the ability to communicate by reading, speaking, listening and viewing
	Numeracy	a mastery of the basic symbols and processes of arithmetic
	<p>All non-native English-speaking applicants are required to provide proof of English language ability. As proof, Qantm College accepts either TOEFL (Test of English as a Foreign Language) or IELTS (International English Language Testing System).</p> <p>Applicants from native English-speaking countries, including New Zealand, South Africa, the British Caribbean Islands, Canada (except French-speaking areas) Ireland, Israel, the United Kingdom and Kenya, are not required to submit TOEFL or IELTS scores.</p>	



Policy

No. 5.1.003POL

Network Acceptable Use

<p>Policy Statement</p>	<p>This acceptable use policy governs the use of the computers, forums and networks of Qantm College.</p> <p>Any individual or group, who participates in conduct which adversely affects Qantm’s educational goals, violates or shows disregard for the rights of individuals within Qantm, or damages property will be disciplined in accordance with the Misconduct and Discipline Policy.</p>	
<p>Purpose</p>	<p>To define student and staff access and use of networks at Qantm College.</p>	
<p>Scope</p>	<p>Qantm students and staff</p>	
<p>Definitions</p>	<p>Network</p>	<p>Two or more computers connected together to share files and resources</p>
	<p>Students may access the company’s network, including the Internet only in performing course/study related tasks.</p> <p><i>Students shall not install software onto Qantm College computers.</i></p> <p>Browsing Sites</p> <p>Browsing of information on the World Wide Web is to be performed only for course or study reasons, and should be relevant to the tasks that have been assigned to you.</p> <p>Certain areas of the World Wide Web contain information that is not acceptable, e.g. obscene, immoral, illegal or pornographic material. These sites are prohibited for students to access. Students shall not disseminate the URLs of pages that are considered to be unacceptable.</p> <p>The Qantm College proxy server cache shall be monitored for unacceptable material, and any such material will be removed. Any students monitored accessing unacceptable sites will be reported to management and may be subject to disciplinary action.</p> <p>Broadcast Services</p> <p>Broadcast services (also known as "Push Technology") such as PointCast, Microsoft Channels, etc. are not permitted except where there is a valid course or study reason. These have the potential to create significant capacity issues.</p> <p>Downloading</p> <p>Qantm College reserves the right to determine the nature of any files downloaded from the Internet and to monitor the usage of the Internet connection to determine what files are being downloaded, by whom and remove them if appropriate.</p> <p>Users are prohibited from downloading movies and/or audio files. Users are also prohibited from downloading material that is offensive, immoral, illegal, obscene, pornographic, sexist, racist, discriminatory, terrorist or drug-related.</p> <p>Users must not violate copyright when downloading information from the</p>	

Internet. Many sites have legal notices regarding the usage of resources available from that site. Compliance with these notices must be observed.

It is a breach of security to download files which disable the network or which have the purpose of compromising the integrity and security of the networks and file servers. To intentionally introduce files which cause computer problems could be prosecutable to the full extent of the law.

Downloading Documents

Users may download documents from web sites. The most common types of documents are those created with Microsoft Office or Adobe Acrobat.

Adobe Acrobat Reader (a free component provided by Adobe) is available to all users.

Downloading Software

Students are not permitted to download software. The breach of this will be treated as an act of misconduct by the student and dealt with in accordance with the Qantm College Misconduct and Discipline Policy. Instructors will download any software required for classes. Qantm College will not be liable for any fees or charges associated with downloaded software.

Uploading

Uploading refers to copying information to computers on the Internet and includes using FTP (File Transfer Protocol), posting files to Internet news groups or using proprietary systems. Students are prohibited from uploading files to the Internet except in specific cases as follows:

- Required as part of their study program.
- The information is required to supplement a support call logged with a supplier.
- Files posted officially on behalf of Qantm College by users authorised by the company to do so.

Home Directories and Public Folder Shares

Users are prohibited from storing movies and/or audio files on their home directories or Public Folder shares. Users are also prohibited from storing material that is offensive, immoral, illegal, obscene, pornographic, sexist, racist, discriminatory, terrorist or drug-related.

Users must not violate copyright when storing information. Software Piracy is a criminal offence and will not be tolerated.

Instant Messenger Programs

Students are expressly forbidden to use, install or upload to the Qantm College Network and computers any type of Instant Messenger Programs. Examples include but are not limited to the following: MSN Messenger, GAIM and Yahoo Messenger.

Use of private Laptops and Computers

Qantm College reserves the right to disconnect any network device attached to the college network that poses a security risk. Any laptop, computer or PDA device that is connected to the college network must be running an up to date anti-virus program and the user must ensure that this is free from viruses and Trojans.



Policy

No. 1.2.008POL

Information Privacy Policy

Policy Statement	<p>Qantm College recognises the right to privacy of client files and communications.</p> <p>As an organisation, Qantm College is committed to complying with the Information Privacy Principles as defined in the Commonwealth of Australia Privacy Act 1988.</p>	
Purpose	<p>To inform students of Qantm College policy in relation to the collection, use storage, security and disclosure of personal information collected about them and the right to access their personal information.</p>	
Scope	<p>Qantm students, staff and visitors.</p>	
Definitions	<p>Privacy Act 1988.</p>	<p>An Act that makes provision for protecting the privacy of individuals, and for related purposes. The Privacy Act 1988 may be found at: (http://www.comlaw.gov.au/ComLaw/Management.nsf/current/bytitle/32AA97DFE9AA8326CA256F7100071D25?OpenDocument&mostrecent=1)</p>
Policy	<p>In complying with the Privacy Act,1988 , Qantm College shall meet the minimum standards for the collection, use and disclosure of personal information in the following manner:</p> <p>1. Collection Qantm College shall only collect personal information that is necessary to carry out legitimate activities. Information shall be collected in a legal and just method and shall not, where reasonably possible, be intrusive.</p> <p>If practical, personal information shall be collected from individuals.</p> <p>When collecting personal information, Qantm College shall take reasonable steps to inform the person about:</p> <ul style="list-style-type: none"> ▪ The identity of this organisation ▪ The purpose of collection ▪ Their rights to access Personal Information held by this organisation <p>2. Use and Disclosure Qantm College shall only use or disclose information for the primary purpose (original reason for information being collected), for which it was collected.</p> <p>Qantm College shall not use or disclose information for a secondary purpose (any other purpose than the primary purpose) unless the individual has consented to the use or disclosure.</p> <p>Qantm College shall provide reasonable opportunity for an individual to opt-out of any activity that shall make use of their personal information.</p> <p>PLEASE NOTE: Qantm College may be requested to make personal information available to authorised Australian Commonwealth and State agencies when required. For example, personal information about international students studying with Qantm College may be shared with the Australian Government and designated authorities, including the Tuition Assurance</p>	

Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition. Personal information may also be collected to assess an individual's entitlement to Commonwealth assistance under the *Higher Education Support Act 2003* and to allocate a Commonwealth Higher Education Student Support Number (CHESSN). Qantm College will disclose this information to the Department of Education, Employment and Workplace Relations (DEEWR) for these purposes. DEEWR will store the information securely in HEIMS or the VET FEE-HELP IT System. DEEWR may disclose information to the Australian Taxation Office. Personal information gathered for these purposes will not otherwise be disclosed without the individual's consent unless required or authorised by law.

3. Data Quality

Qantm College shall take all reasonable steps to make sure that personal information is accurate, complete and up-to-date at the time of collection and use and that any personal information collected is not misleading.

4. Data Storage and Security

Qantm College shall take all reasonable steps to ensure personal information is suitably and securely stored including ensuring that appropriate filing procedures are in place. Qantm College shall take reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times.

Qantm College shall also ensure personal information is safe from misuse, loss, and unauthorised access, alteration or disclosure. Personal information shall be destroyed or de-identified when it is no longer needed for either the primary or approved secondary purpose.

5. Openness

Qantm College shall make available, on request, our Privacy Statement and Policy. We shall also, on request and within reason, inform an individual of:

- The type of personal information we collect and hold
- The purpose for this information
- The method by which it is collected
- How it is used and disclosed.

6. Access and Correction

If requested, Qantm College shall give individuals access to and correction of their personal information held by this organisation. If requested, a copy shall also be provided. This information is provided on the condition that none of the following exceptions apply:

- (a) in the case of personal information other than health information - providing access would pose a serious and imminent threat to the life or health of any individual; or
- (b) in the case of health information - providing access would pose a serious threat to the life or health of any individual; or
- (c) providing access would have an unreasonable impact upon the privacy of other individuals; or
- (d) the request for access is frivolous or vexatious; or
- (e) the information relates to existing or anticipated legal proceedings between the organisation and the individual, and the information would not be accessible by the process of discovery in those proceedings; or
- (f) providing access would reveal the intentions of the organisation in relation to negotiations with the individual in such a way as to prejudice those negotiations; or

- (g) providing access would be unlawful; or
- (h) denying access is required or authorised by or under law; or
- (i) providing access would be likely to prejudice an investigation of possible unlawful activity; or
- (j) providing access would be likely to prejudice the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law; or
- (l) the enforcement of laws relating to the confiscation of the proceeds of crime; or
- (m) the protection of the public revenue; or
- (n) the prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct; or
- (o) the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of its orders by, or on behalf of, an enforcement body; or
- (k) an enforcement body performing a lawful security function asks the organisation not to provide access to the information on the basis that providing access would be likely to cause damage to the security of Australia.

When requesting access to personal information, individuals shall:

- request to access their personal information formally in writing
- provide two (2) acceptable forms to prove their identity
- advise what format they require the information
- provide data storage, if necessary
- allow 14 working days for processing

Qantm College will provide individuals access to any personal information held about them free of charge. Qantm College may choose to charge a fee to make a copy of personal information. Should a fee apply, it will not be excessive.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Identifiers

Qantm College shall not assume, as its own identifier of a person, an identifier that has been assigned by:

- A Government agency or agent
 - A contracted service provider for a Commonwealth Contract.
- Please note: A person's name or ABN number is not considered to be an identifier.*

7. Transborder Data Flow

Qantm College shall only transfer personal information to a foreign company if:

- The foreign recipient has similar compulsory privacy limitations;
- We have obtained the individuals permission; or
- It is necessary to conduct business which involves the individual

8. Sensitive and Health Information

Qantm College shall not collect personal information that is of a sensitive nature unless prior permission has been sought from the individual.

Associated Procedure(s)	In support of this policy the following procedures are included: There are no procedures currently associated with this policy.
Associated Documents	STATEMENT: 1.2.008_1STAT: Privacy Statement ACT: The Privacy Act 1988: http://www.comlaw.gov.au/ComLaw/Management.nsf/current/bytitle/32AA97DFE9AA8326CA256F7100071D25?OpenDocument&mostrecent=1
Publication	This policy will be made available to students and prospective students by publication on Qantm College's website (www.qantmcollege.edu.au). In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, Qantm College will advise students on enrolment about these procedures and where they are located.




Policy

No. 11.3.001POL

Attendance Policy

Policy Statement	This policy provides a framework by which Qantm monitors student attendance. VET (face-to-face) students enrolled at Qantm College are required to attend all scheduled sessions to maximise the quality of their education. In addition, Qantm College bases student attendance on the requirements of DEST, Centrelink and the ESOS Act for all its Vocational Education and Training programs and keeps a systematic record of each student's attendance. Qantm College will provide its attendance records to relevant government bodies upon request.	
Purpose	To ensure the students of Qantm College have every opportunity to maximise the quality of their education by understanding the need to regularly attend classes.	
Scope	VET (face-to-face) students, VET delivery and administration staff.	
Definitions	Attendance	Is the frequency a student is present in class.
	Absence Roll	A record of student absence.
	ABStudy	A government funded financial assistance scheme for Indigenous secondary or tertiary students or a full-time Australian Apprentices.
	Austudy	A government funded financial assistance scheme for people 25 years or more who are studying or undertaking a full-time Australian Apprenticeship.
	Centrelink	Centrelink is an Australian government statutory agency, delivering a range of Commonwealth services to the Australian community.
	Course Coordinator	Staff member responsible for the running of a given course, to whom the Trainer is required to report any absences.
	DEST	Department of Education, Science and Technology
	ESOS	Education Services for Overseas Students
	Special Consideration	When sickness, misadventure, or other circumstances beyond a student's control prevent them from completing a course requirement or attending or submitting assessment, the student may request their circumstances be taken into consideration.
	Session	A scheduled period of training as per the Semester timetable.
	Trainer	Staff member conducting a training session.
	PRISMS	Provider Registration and International Students Management System
	VET	Vocational Education and Training
	Youth Allowance	A government funded financial assistance scheme that helps young people who are studying, undertaking training or an Australian Apprenticeship, looking for work, or are sick.

<p>Policy</p>	<p>Centrelink requirements, stipulate that students receiving payments (such as Austudy, Youth Allowance or ABStudy) must:</p> <ul style="list-style-type: none"> Attend at least 75% of their required classes. <p>Students who do not have valid reason for a lack of attendance may be required to repay funds to Centrelink. Qantm College will provide its attendance records to Centrelink, upon request.</p> <p>International Students</p> <ul style="list-style-type: none"> Who are absent for more than 5 consecutive days, without approval, or who do not attend consistently, will be contacted by the Course Coordinator to address their absence. The Course Coordinator will report the students case to the National Academic Coordinator who can offer or arrange counselling where necessary. Details of contact and subsequent counselling services will be documented on the individual student file. If an International student's attendance falls below 80%, the Enrolments Officer of Qantm College will report unexplained absences to DEST via PRISMS. Advice will be sent to the student of the report made. Qantm College audits all attendance rolls on a fortnightly basis and captures data for each international student in a spreadsheet. <p>Special Consideration <i>may be approved when:</i></p> <ul style="list-style-type: none"> Sickness, misadventure, work commitments or other circumstances beyond a student's control prevent them from attending training, associated activities or submitting assessments. The student must document this by completing a <u>Special Consideration Form</u> and provide supporting documentation, (<i>for example: a doctor's certificate where an absence was due to sickness; an employer letter where absence was work related</i>). An approved Special Consideration Form and supporting documentation will then be kept on the student's file to validate their legitimate absence.
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	<h2 style="margin: 0;">Procedure</h2>	<h2 style="margin: 0;">No. 11.3.001_1PROC</h2>
<h3 style="margin: 0;">Attendance Reporting Procedure</h3>		

Purpose	To define student attendance requirements for VET (face-to-face) Diploma students and ensure staff engagement in complying with these requirements.	
Scope	VET (face-to-face) students, VET and Administration staff.	
Definitions	Attendance	Is the frequency a student is present in class.
	Absence Roll	A record of student absence.
	Course Coordinator	Staff member responsible for the running of a given course, to whom the Trainer is required to report any absences.
	Special Consideration	When sickness, misadventure, or other circumstances beyond a student's control prevent them from completing a course requirement or attending or submitting assessment, the student may request their circumstances be taken into consideration.
	Session	A scheduled period of training as per the Semester timetable.
	Trainer	Staff member conducting a training session.
	VET	Vocational Education and Training
Procedure	<p>1. Setting Attendance Expectations</p> <p><u>At the commencement of each course, Trainers are required to:</u></p> <p>1.1 Explain to students that they are required to attend their classes whenever instruction is provided.</p> <p>1.2 Explain to students that late arrival and/or early departure from classes is not acceptable practice at Qantm College.</p> <p>1.3 Advise students that it is their responsibility to ensure that their trainer has noted their attendance.</p> <p>1.4 Manage student lateness, leaving class early or non-attendance, particularly in regards to causing disruptions and affecting the progress of other students.</p> <p>2. Recording Student Attendance</p> <p><u>For every training session, Trainers are required to:</u></p> <p>2.1 Ensure all students are aware of the attendance requirements of Qantm College, as per the VET Attendance Policy and Procedure.</p> <p>2.2 Complete the attendance record within the first ½ hour of each training session.</p> <p>2.3 Report any student absences to the Course Coordinator via email at the end of the session.</p>	

3. Absenteeism

3.1 Absence with Notification

- 3.1.1 Students who are unable to attend training, for legitimate reasons outside of their control, are required to contact the college to advise their Trainer as soon as possible.
- 3.1.2 The Trainer will make a noting on the portal and inform the Course Coordinator of the reason for the absence.
- 3.1.3 The student is required to provide documentary evidence, including a Special Consideration Form, supporting their absence when they next attend the college. This will be retained on the student's file to validate their absence.

3.2 Absence without Notification

- 3.2.1 **Absent for two (2) consecutive sessions (one training day):**
 - 3.2.1.1 The Course Coordinator emails the student, asking why they were absent and if there is any reason that could prevent them from attending the next scheduled session. The Course Coordinator makes a noting of the email on the student portal and any reply offered by the student.
- 3.2.2 **Absent for four (4) consecutive sessions (two training days)**
 - 3.2.2.1 The Course Coordinator attempts to contact the student via telephone and makes a noting of the phone call on the student portal and any explanation offered by the student.
- 3.2.3 **Absent for five (5) consecutive sessions (one training week)**
 - 3.2.3.1 The Course Coordinator will advise the Senior Lecturer who will email Student Administration and request an absentee letter be sent to the student. This email is to be carbon copied to the National Academic Coordinator.
- 3.2.4 Student Administration will generate and mail an absentee letter indicating that if the student does not contact Qantm College within 7 days, they may be excluded from the course.
- 3.2.5 Student Administration will record a note on the portal indicating that the letter has been sent.
- 3.2.6 If the student responds, they will be advised to provide documentary evidence, including a Special Consideration Form, of legitimate reason for their absence when they next attend college.
- 3.2.7 If the student does not respond within 7 days, the National Academic Coordinator may request Student Administration to exclude the student from the course as a discontinued enrolment.

3.3 Intermittent Absence

- 3.3.1 Throughout the trimester, the Course Coordinator will conduct routine attendance checks.
- 3.3.2 If a diploma student has missed an average of one or more non-consecutive sessions per week, the Course Coordinator will email the Senior Lecturer advising of the student's poor attendance record.
- 3.3.3 The Senior Lecturer will email the student to arrange a meeting to discuss the student's attendance record. This email is to be CCd to the National Academic Coordinator.

3.3.4 If the student is unable to demonstrate legitimate reasons for their absences, the Senior Lecturer may request the student show cause why they should not be excluded from the course

3.4 Absenteeism restricting attainment of competency

3.4.1 Where a student has been assessed as Not Yet Competent for a unit, a demonstrated history of not attending training sessions for the full duration, or of absences without legitimate reason, may preclude them from seeking special consideration review of their assessment outcomes. In such instances students will have to re-enrol in the relevant units.

4. Late Arrival or Leaving Early

4.1 Late arrival and / or early departure from training sessions are not acceptable practices at Qantm College. Students are responsible for time management to ensure they are able to attend the full duration of each session. Where circumstances prohibit this:

Students arriving late are required to:

4.1.1 Contact the college in advance with advice of their late arrival and the cause.

4.1.2 Arrive for class without causing a disruption.

4.1.3 Observe any class activities in progress if unable to participate in them.

4.1.4 Ask the Trainer about any material missed.

4.1.5 Ensure the Trainer has noted their late arrival on the class roll and noted the reason for their late arrival on the student portal.

Students needing to leave class early are required to:

4.1.6 Advise the Trainer at the beginning of the class if they need to leave class early, along with the reason, so the Trainer may make a noting on the student portal.

4.1.7 Ask the Trainer about any material they may miss.

4.1.8 Leave the class without causing a disruption

	<h2 style="margin: 0;">Policy</h2>	<h2 style="margin: 0;">No. 2.7.001POL</h2>
<h3 style="margin: 0;">Misconduct and Discipline</h3>		

Policy Statement	This policy states the responsibilities of all Qantm College students regarding student conduct.	
Purpose	To provide procedures for investigating student misconduct matters in a fair, equitable and confidential manner.	
Scope	Qantm College students and staff.	
Definitions	Misconduct	a breach of any rule relating to student conduct that <ul style="list-style-type: none"> impairs the freedom of other persons to pursue their studies, duties or to participate in lawful activities disrupts the due processes of Qantm College, or causes damage to property, or is otherwise detrimental to the proper order or good conduct of Qantm College, or is adverse to its academic standing or reputation.
	<p>A student is guilty of misconduct if the student -</p> <ul style="list-style-type: none"> wilfully disrupts or obstructs any teaching or related activity, examination, official meeting, ceremony or other activity of Qantm College wilfully obstructs, or attempts to obstruct or deter a Qantm College member of the staff in the performance of their duties wilfully interferes with the freedom of movement within Qantm College of any staff, students, clients, guests or visitors wilfully interferes with the freedom of speech within Qantm College of any staff or students or of any speakers with a legitimate invitation to speak wilfully, recklessly or negligently engages in conduct which results in or involves injury to any person or loss or destruction of, damage to or interference with any premises, facilities or property enters a part of Qantm College’s premises - <ul style="list-style-type: none"> to which entry is prohibited to which entry is permitted only with authority unlawfully assaults, or attempts to assault, a person on Qantm College’s premises wilfully damages or wrongfully deals with property of Qantm College or property of a person within Qantm College’s premises cheats, acts dishonestly or unfairly or assists another person to cheat or act dishonestly or unfairly, or attempts to do so, at or in connection with an examination, test, assignment or other means of academic assessment conducted by or on behalf of Qantm College in an attempt to gain academic credit, plagiarises the work of another without lawful authority, obtains access to or alters or attempts to gain access to or to alter, a document or record, kept by Qantm College, whether kept in hard copy, electronic or other form without lawful authority, downloads software to a Qantm College computer or other device knowingly makes a false representation with respect to a matter which relates to themselves as a student without lawful authority, discloses to a person information relating to 	

	<p>Qantm College or its affairs which is of a confidential nature and which the student knows, or ought to reasonably know, to be confidential</p> <ul style="list-style-type: none">• fails to comply with a reasonable direction given by a member of Qantm College staff who has, prior to giving the direction, identified themselves to the student as a member of staff• fails to disclose their name and address or to produce evidence of identity where required to do so by a Qantm College staff member who:<ul style="list-style-type: none">○ is making, in the course of duty, an enquiry or investigation to which the identity of the student is relevant, or○ needs to know the student's identity for the purposes of a report to be made to a senior manager• contravenes or fails to comply with a Qantm College policy• fails to comply with or observe a requirement, suspension or exclusion imposed on the student under a Qantm College policy <p>Please note: As Qantm College is co-located with other businesses within Qantm College House and surrounds, any form of conduct by a Qantm College student which prevents employees or clients of those businesses from undertaking lawful activities and damaging of business or personal property is included within Qantm College's Misconduct and Discipline Policy.</p> <p>Exclusion from Qantm College A student who has been expelled from Qantm College shall not be re-enrolled as a student except with the permission of the Qantm College Board of Studies.</p>
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Policy

No. 2.7.002POL

Academic Honesty

Policy Statement	It is the expectation of Qantm College that students will conduct themselves honestly, ethically and in accordance with accepted standards. When it is identified that a student has cheated or committed an act of plagiarism, this Policy is intended to provide direction.	
Purpose	To provide directions on matters to do with, but not limited to, plagiarism, cheating and collusion.	
Scope	Qantm students and academic staff.	
Definitions	Academic Misconduct	Occurs when students do not maintain the high standards and ethical behaviour expected of them during their enrolment in programs offered by Qantm College. The main forms of such misconduct are: <i>plagiarism</i> , <i>collusion</i> and <i>cheating</i> .
	Plagiarism	Plagiarism refers to using as your own the thoughts, writings or creative works of others without acknowledgment.
	Collusion	Is a specific type of plagiarism that occurs when two or more students present joint work as if it is their own, independent work
	Cheating	Dishonesty of any kind in regard to examinations, course assignments, or alteration of documents.
	Assessor	The person who marks an assessment e.g. lecturer, tutor.
	Portal	Electronic system used by Qantm. Student marks and comments are stored for viewing on the Qantm Portal.
	<p>Plagiarism Qantm College defines plagiarism as a piece of writing or software or other work that has been copied from someone or somewhere else and is presented as being the student's own work. It can range from failure to use proper citations to cheating, and can be committed unintentionally or with planned deliberation. Group work and legitimate co-operation do not <i>per se</i> constitute plagiarism, but students operating as a group must adhere to the instructions provided in their course outlines regarding collaboration in assessment items.</p> <p>In the preparation of work submitted to meet course requirements, students must take great care to distinguish their own ideas and language from information derived from other sources. These include published primary and secondary materials, the Internet and information and opinions gained directly from other people. Whenever ideas or facts are derived from a student's reading and research, that material must be cited properly. In general students should provide references in the following circumstances:</p> <ul style="list-style-type: none"> • Direct quotation: whenever another author is quoted <i>verbatim</i> (i.e. word by word) by a phrase, a sentence or a paragraph, the words should be placed in single quotation marks and their source should be identified. • Paraphrasing: whenever another person's words are summed up in the student's own words, they should be identified through an appropriate reference, e.g. Tony Blair stated • Multiple summation: similar to paraphrasing, it involves the 	

summary of several authors' works into a single paragraph in the student's words, e.g. Tony Blair, George Bush and John Howard jointly declared

- **Statistics:** indicate the sources of any statistics used in an assignment or project, e.g. Bureau of Meteorology (2004)
- **Controversial facts:** acknowledge the source since it is not a commonly accepted historical fact, e.g. there is life on Mars (Cook, 2005).

Qantm College will not accept work that has been plagiarised. It is the student's responsibility to learn the accepted forms of citation. Students who are unsure of the acceptable standards should speak with their trainer before beginning their research on assignments and projects.

Collusion

Collusion is a specific type of plagiarism that occurs when two or more students present joint work as if it is their own, independent work. As mentioned above, group work can be acceptable when it is sanctioned by the Course Co-ordinator. However, it is not acceptable for members of a group to submit identical answers to assignments or projects by simply copying the work done as a group.

With the above exceptions, all assignments and projects must be submitted individually and the examiner is entitled to consider identical layout, identical mistakes, identical argument and identical presentation as evidence of collusion. Students are advised that their assessment items may be vetted for collusion using text comparison software.

Cheating

Students who are found guilty of cheating will be dealt with severely by College authorities.

Collaboration in the completion of written assignments and projects is prohibited unless explicitly permitted in the Course Outline. Students must acknowledge any collaboration and its extent in all submitted assessment.

Students may not copy another student's assignment or project, computer program or parts of a program, or any part of another student's examination paper.

It is expected that all work submitted for a course will have been done solely for that course. A student may not submit the same or similar work to any other course without the prior written permission of the relevant Course Co-ordinator.

Degree of Misconduct

The Board of Studies may conduct a formal hearing into an allegation of misconduct. The student may attend the hearing or, if the student requests, participate in the hearing through telephone conferencing or similar facility (at his or her own cost). If the student declines to attend the hearing (or participate by other means) the hearing shall proceed in the absence of the student.

The student may make a written submission to the hearing and/or be accompanied at the hearing by a companion who is a member of Qantm College's student or staff body. The companion is present as a support to the accused student and is not able to act as an advocate or spokesperson for the student. In exceptional cases, for example a student with a disability that affects his or her communication, the Chair of the Board of Studies may give permission for the companion to speak on behalf of the accused student. Neither the student nor any other person participating in the hearing is entitled to be legally represented.

At least 5 days prior to the hearing, the Board of Studies shall provide the

student with a copy of (or access to) all written materials and other evidence that is available to the Board pertaining to this case. The Board may call witnesses to give evidence at a hearing or may receive written statements of evidence. If the Board deems it appropriate, or if the student requests it, the Board may require persons to attend the hearing and to answer questions. The accused student may ask questions of any witnesses in attendance at the hearing. The student may make submissions to the Board after the evidence of all witnesses has been given. The student's submissions may be oral or written.

As an outcome of the hearing, the Board may take one of the following actions:

- dismiss the complaint of academic misconduct
- provide the student with a warning together with advice about what is acceptable academic conduct
- decide that the student is guilty of academic misconduct and impose one of the listed penalties

The student shall be informed in writing of the decision of the Board of Studies, together with reasons for the decision, within five (5) days of the finalisation of the case.

The penalties for academic misconduct at Qantm College may include one or more of the following:

- For **minor** cases of academic misconduct, the Senior Lecturer, in consultation with the National Academic Coordinator, may decide on one or more of the following:
 - issuing a formal warning
 - a reduction in marks of up to 20% of the marks available for that assessment item
 - the student be required to resubmit the piece of assessment by a specified date (the maximum passing mark will be Pass or 50%)
 - the student be required to undertake additional, equivalent assessment by a specified date (the maximum passing mark will be Pass or 50%)
- For **major** cases of academic misconduct the Board of Studies may impose one or more of the following penalties:
 - the student may be required to undertake additional assessment in the course (the maximum passing mark will be Pass or 50%)
 - the student may be failed in the piece of assessment
 - the student may be awarded a grade of Fail for the course
 - the student may be withdrawn from the course with academic penalty
 - the student be excluded from the course or the program for a specified period of time.

Before imposing a penalty for academic misconduct, the student's file should be checked to determine whether the offence is a first or a subsequent offence. A more severe penalty should be imposed for subsequent offences.

Where a penalty of exclusion is recommended the Chair of the Board of Studies shall advise the Student Administration of the decision so that it can be added to the student's academic record using the following words: "excluded on (date) for disciplinary reasons."

Where a penalty is imposed by the Board of Studies, the student may appeal the decision in writing to the Qantm/SAE Academic Board.



Policy

No.11.7.001POL

Assessment

Policy Statement	Qantm College recognises that assessment of learning is an important aspect of the commitment to quality education and uses this policy to guide the assessment of students work consistent with Vocational Education and Training requirements.	
Purpose	This policy is to ensure that all student tasks are designed to determine the extent to which students have met the performance criteria of a unit. Such assessment tasks will assist the VET teaching staff to make decisions about the performance of individuals and to provide information about the teaching and learning process with the aim of improving learning.	
Scope	Qantm Diploma students and VET staff.	
Definitions	<p>AQF</p> <p>Diploma</p> <p>ACS</p> <p>VET</p>	<p>Australian Qualification Framework. A nationally consistent set of qualifications for all post-compulsory education and training in Australia</p> <p>Qualification recognised by the Australian Qualification Framework. Refer http://www.aqf.edu.au/implement.htm for information about AQF Diploma qualifications.</p> <p>Assessment Criteria Sheet</p> <p>Vocational Education and Training</p>
	<p><i>Qantm College will design assessment tasks that:</i></p> <ul style="list-style-type: none"> • Capture evidence of student competency in applying the performance criteria of applicable units. • Wherever possible, reflect practical applications of competency as required by industry. • Strive to foster excellence in each student, without exceeding the performance criteria of the unit being assessed. <p><i>Qantm College will ensure adequate Notice of Assessment:</i></p> <ul style="list-style-type: none"> • <u>at the beginning of each trimester</u> in class, via email and on the Student Portal. Where this is not possible, notice of assessment will be provided at least <u>4 weeks</u> prior to the assessment due date, allowing students adequate time to understand and prepare for the assessment task. <p>The onus is on the student to submit all assessments by the due date.</p> <p>Qantm College will provide access to Assessment Criteria Sheets (ACS) that:</p> <ul style="list-style-type: none"> • Outline all the requirements to demonstrate competency. The ACS is reviewed in a training session to ensure all students fully understand the assessment requirements. 	



Procedure

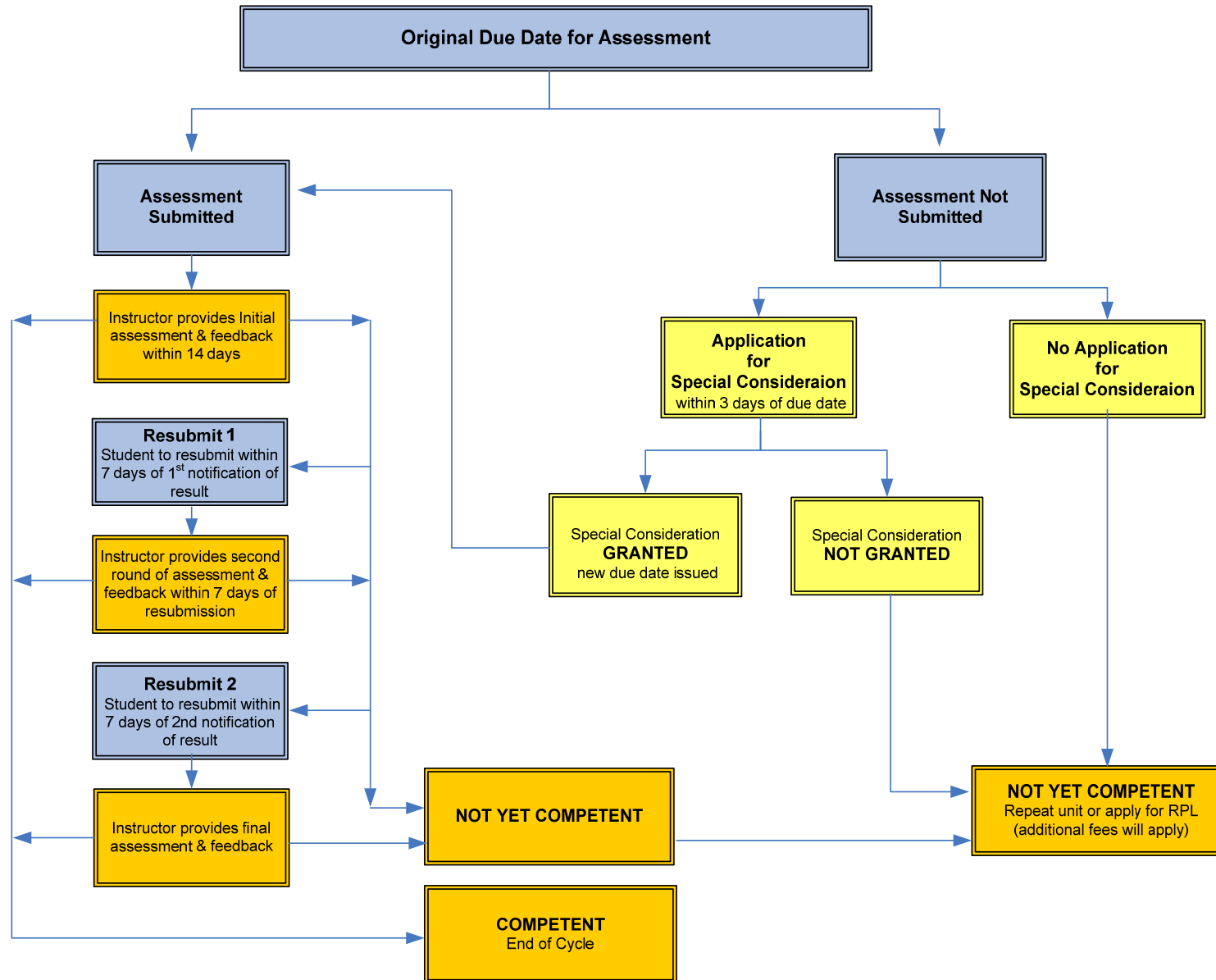
No.11.7.001_1PROC

Assessment

Purpose	To ensure that all students and VET teaching staff understand the procedure and requirements in relation to the submission of student assessment and how this process is used to determine the extent to which students have met the performance criteria of a unit.	
Scope	Qantm Diploma students and VET staff.	
Definitions	AQF	Australian Qualification Framework. A nationally consistent set of qualifications for all post-compulsory education and training in Australia
	Diploma	Qualification recognised by the Australian Qualification Framework. Refer http://www.aqf.edu.au/implem.htm for information about AQF Diploma qualifications.
	ACS	Assessment Criteria Sheet
	VET	Vocational Education and Training
Procedure	<p>1. Submission of Assessment</p> <p>1.1 Students are required to submit their assessment items <u>no later</u> than the nominated due date.</p> <p>1.2 If students submit by the due date they will have the opportunity for two resubmit options with no additional fee. If however, after a total of three submissions a student is still not successful, the student will be required to re-enrol in order to attempt any further assessment.</p> <p>1.3 Special Consideration</p> <p>1.3.1 Students who are unable to submit by the due date <u>must apply</u> for Special Consideration within <u>3 days</u> of the due date and demonstrate legitimate grounds which precluded them submitting on time.</p> <p>1.3.2 The Course Coordinator and Senior Lecturer must approve the application for Special Consideration before a new submission date can be negotiated with the student. Where the request is made on medical grounds, an appropriate medical certificate must be submitted.</p> <p>1.3.3 Students, who fail to submit by the due date, do not seek Special Consideration or are refused Special Consideration by the Course Coordinator and/or Senior Lecturer, will receive an assessment outcome of <u>Not Yet Competent</u>. In such instances, the student will need to repeat the unit or apply for assessment under RPL provisions. In both cases, additional fees will apply and incomplete units will prohibit the attainment of the full qualification in which the student is enrolled.</p> <p>2. Feedback and Resubmission</p> <p>2.1 Initial Submission</p> <p>2.1.1 Students who submit assessment on time will receive an assessment result and feedback from the assessor, no more than 14 days after the due date for assessment.</p> <p>2.1.2 The assessor will send a <u>Notification of Assessment</u> email to the student to advise them that the assessment results and feedback are available</p>	

	<p>to be reviewed on the student portal.</p> <p>2.1.3 Students will be marked as 'Competent' or 'Not Yet Competent'</p> <p>2.1.4 Where a student receives the result of <u>Competent</u>, submitted assessment items are deemed to have met all the assessment criteria outlined in the ACS and the student is not required to resubmit this assessment.</p> <p>2.2 First Resubmit</p> <p>2.2.1 Where a student receives the result of <u>Not Yet Competent</u>, the assessor will provide feedback on what areas were deemed not to meet assessment requirements and advice on how to redress these issues. The student then has <u>7 days from this 1st notification of result</u> to correct and resubmit their assessment.</p> <p>2.2.2 After the first resubmit, students will receive feedback <u>no more than 7 days</u> after the due date of the 1st resubmission and a second Notification of Assessment email will be sent to the student.</p> <p>2.3 Second Resubmit</p> <p>2.3.1 If the assessment <u>remains</u> Not Yet Competent after the second Notification of Assessment, the student is allowed a 2nd resubmit. The student then has a <u>final 7 days</u> from the date of the second Notification of result, to correct and submit the assessment for a third and final time.</p> <p>2.4 Final Outcome</p> <p>2.4.1 If after a <u>total of 3 submissions</u>, a student is still assessed as Not Yet Competent, the student will be required to repeat the unit or apply for assessment under RPL provisions. In such cases, additional fees will apply and incomplete units will prohibit the attainment of the full qualification in which the student is enrolled.</p> <p>2.4.2 The total assessment cycle will not exceed a <u>maximum of 35 days</u> from the original submission due date to the final 3rd submission due date.</p> <p>3. Appealing Assessment Outcomes</p> <p>3.1 If a student feels that an assessment outcome is incorrect, for whatever reason, they may appeal the assessment result by following the Appeals Policy and Procedure for Diploma Students.</p> <p>4. Delivering and Retrieving Assessments</p> <p>4.1 It is the student's responsibility to ensure assessment items are submitted correctly in accordance with directions of the ACS. This includes correct use of assessment folders and notifying the trainer when assessment has been submitted</p> <p>4.2 It is also the student's responsibility to keep a backup copy of all assignments submitted, in case of loss or damage to submitted files.</p>
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VET (face to face) Assessment Procedure Flowchart



PLEASE NOTE: If a student feels that an assessment outcome is incorrect, for whatever reason, they may appeal the assessment result by following the Appeals Policy and Procedure for Diploma students.

	<h1>Policy</h1>	<h2>No. 11.5.001POL</h2>
<h3>Progression and Exclusion</h3>		

Policy Statement	Qantm College monitors the progress of each student and implements remedial support for those students deemed in need of assistance to achieve satisfactory progression.	
Purpose	To detail the circumstances under which the progress of each diploma student is monitored and the methods used to implement remedial support if required.	
Scope	Qantm College students, VET teaching staff and the National Academic Coordinator.	
Definitions	Exclusion	Disciplinary sanction imposed by Qantm College that decrees that a student is no longer allowed to study at Qantm College.
	Candidature	Period of time allowed for a student to complete a program at Qantm College.
	<p>Qantm College will monitor the academic progress of each face-to-face diploma student and implement remedial support for those students deemed in need of assistance to achieve satisfactory progression.</p> <p>Following such remedial support, where students fail to meet satisfactory progression requirements (see below) students may be excluded from their course.</p> <p>Maximum Candidature The maximum period of candidature for a Diploma as a full time student is 12 consecutive months</p> <p>The maximum period of candidature takes into account the importance of the currency of knowledge in completing the award and ensures the fair treatment of all students.</p> <p>Qantm College will only extend the duration of a student’s study where it is clear that the student will not complete the course within the expected duration for that course as the result of:</p> <ul style="list-style-type: none"> i. compassionate or compelling circumstances such as illness where a medical certificate states the student was unable to attend classes or ii. Qantm College implementing its intervention strategy for students who are at risk of not meeting satisfactory progress, or iii. A suspension or deferment of study has been granted <p>Except in the circumstances specified above (i – iii) the expected duration of study for an international student that is specified in course outlines will not exceed the CRICOS registered course duration.</p> <p>Grounds for Exclusion – Diplomas Students studying vocational (VET) programs at Qantm College have to meet minimum academic progression requirements or risk exclusion from the program. The Qantm College Board of Studies determines if a student should be excluded based on information provided by the Senior Lecturers and Academic Coordinators.</p>	

Students studying vocational (VET) programs may be excluded if:

- course assessments in a given trimester have not been submitted 2 weeks after the conclusion of that trimester
- students receive 'Not Yet Competent' for 75% or more of units attempted in any given trimester
- a serious or repeated act of plagiarism has occurred.
- the maximum period of candidature has passed or
- 80% attendance is not maintained by International
- 75% attendance is not maintained by Centrelink students.

Grounds For Conditional Enrolment

A conditional enrolment may be imposed on a student by the Board of Studies when:

- They have successfully appealed an exclusion;
- Where grounds for exclusion exist but the Board of Studies decides not to proceed with the exclusion;
- It will maximise the chance of completion within the maximum period allowed

Grounds For Issuing A Warning To Students

Where the Board of Studies meeting, held at the end of each trimester, agrees that grounds for exclusion exist, or are likely to exist, a warning letter should be sent to the student.

Where the Board of Studies becomes aware that a student is unlikely to complete the program of study within the maximum period of candidature, unless an enrolment condition is imposed, the student will be advised of this prior to the imposition of an enrolment condition.

Students who do not appear to be making satisfactory progress will be advised of the risks they face, the avenues open to them and the availability of course advice and support services. Such information will be included in 'warning' letters.

International Student Progression

All international students are required to make satisfactory progress during the course of their training at Qantm College. Should Qantm College deem this not to be so, the student will be reported to DIAC (via PRISMS). Advice will be sent to the student of the report made.

In monitoring the full time load required of international students Qantm College will ensure that the student does not undertake more than 25% of the student's total course by distance and/or online learning. In addition Qantm College will not enrol an international student exclusively in distance or online learning units in any compulsory study period.

International students are not required to be enrolled full time in their final semester where the student has been required to repeat units.

An international student is not permitted to repeat a unit of study more than once.

Variations

Where there is a variation in an international student's enrolment load, which may affect the student's expected duration of study this variation and the reasons for it will be recorded on the student's file. Qantm College will also correctly report the student via PRISMS and/or issue a new confirmation of enrolment when the student can only account for the variation/s by extending his or her expected duration of study.

	<h2>Procedure</h2>	<h2>No. 11.5.001_1PROC</h2>
<h3>Exclusion</h3>		

Purpose	To describe the process for excluding students from the college for failing to meet the requirements of the Progression & Exclusion Policy.	
Scope	All students undertaking VET programs at Qantm College	
Definitions	Exclusion	Disciplinary sanction imposed by Qantm College that decrees that a student is no longer allowed to study at Qantm College.
Procedure	<p>1. CONDITIONS FOR EXCLUSION</p> <p>Students studying vocational (VET) programs may be excluded if:</p> <p>1.1 course assessments in a given trimester have not been submitted 2 weeks after the conclusion of teaching in that trimester</p> <p>1.2 students receive 'Not Yet Competent' for 75% or more of units attempted in any given trimester</p> <p>1.3 a serious or repeated act of plagiarism has occurred.</p> <p>1.4 the maximum period of candidature has passed or</p> <p>1.5 80% attendance is not maintained by International and Centrelink students.</p> <p>2. EXCLUSION PROCESS</p> <p>2.1 On conclusion of each Trimester, the course co-ordinators and Senior Lecturers validate face-to-face Diploma unit results. Through this process, students who have failed to meet the conditions of the VET Face-to-Face Progression and Exclusion Policy are identified.</p> <p>2.2 Once the results are validated, the Senior Lecturers shall report to the National Academic Coordinator on each case of students who may possibly be excluded.</p> <p>2.3 The National Academic Coordinator will review each case, and advise the EAO if the exclusion/s should be processed for the relevant student/s.</p> <p>2.4 Once authorised by the National Academic Coordinator to process the exclusion/s, the EAO will advise the Qantm Financial Officer to check the financial status for the student on eMinerva to determine if there are fees owing or if the student is entitled to a refund. The EAO will advise the student of their situation and discuss how payment will be settled or how much will be refunded. (Refer to Fees and Refund Procedure)</p> <p>3. EXCLUSION FORM</p> <p>3.1 The EAO will generate and complete an Exclusion Form located on the Quality Support System (QSS) and provide it to the National Academic Coordinator to be signed off.</p> <p>3.2 The EAO will generate an Academic Transcript for the student by doing the following:</p>	

- Open eMinerva and search for the student
- Click on the Results Tab and print out the full program results for the student.
- Compare the results to the results listed on the Portal to cross check to ensure all results match
- From the Student Control Panel page, select the 'Reports' drop down box and select 'Result Statement' and press 'Open'
- eMinerva will open a new page detailing all units and results
- Open up the Academic Transcript Template located T:\New T1-QANTM Admin\11-Qualifications\Qual Templates and cut and paste the units and results from the eMinerva page into the Word template
- Rearrange the units in the order for which they were studied (as per the Student Portal) and type in the year and Trimester each unit was studied
- Record the date the exclusion was authorised
- Print on to the Academic Transcript letterhead and arrange for the National Academic Coordinator to sign it

4. EXCLUSION and APPEALS LETTER

4.1 The EAO will then prepare an **Exclusion & Appeals Letter** as per the Exclusion and Appeals Letter template located at T:\New T2-Office Admin\08-Communications\Templates. This letter advises the student that they have been excluded from the college and requests that should they have grounds for an appeal, the notification of intent to appeal must be submitted within 7 days of the receipt of this letter.

4.2 The Exclusion & Appeals letter will be posted to the student along with the Academic Transcript. A copy of both documents will be placed on the student's file.

4.3 The EAO will record the appeals expiry date in their personal Outlook calendar to set a reminder for finalising the exclusion.

5. EXCLUSION OUTCOMES

5.1 If the student presents a case of appeal, the Board of Studies will meet and process the appeal as per the Complaints and Appeals Policy.

5.2 Once the appeals period has expired and if no case of appeal has been presented, the EAO will notify the National Academic Coordinator, who will add the exclusion outcome to the Agenda for the next Qantm Board of Studies meeting. The Board of Studies will discuss the exclusion and the outcome will be minuted.


5.3 The EAO will then update the student's record on the eMinerva system by doing the following:

- Open eMinerva and search for the student
- Click on the 'Edit' link
- Change the 'End Date' to the date the exclusion was authorised by the Board of Studies
- Change the 'Enrolment Outcome' to Excluded from Course and record a brief note in the 'Comment' section and then select (tick) the 'Finished' box and press Save
- Click on the 'Student Control Panel' link to return the student's main page
- Click on the 'Diary' link and click on the 'New' link
- Enter a note detailing the date and reason for exclusion from the program/qualification and press 'Save'

5.4 The EAO will then update the student's record on the Student Portal by doing the following:

- Open Student Portal and search for student
- In the 'View Enrolments' screen, select (tick) the program in the Diploma

	<p>Program Enrolments' section and the 'Edit Enrolments' page will appear</p> <ul style="list-style-type: none">➤ Select the down arrow in the 'Action' section and select the 'Excluded' option and press submit➤ If the student has been enrolled into the next trimester, click on the 'View Enrolments' link and select (tick) all the units that the student is enrolled in for the relevant Trimester and press the submit button.➤ Select the down arrow in the 'Action' section and select the 'Cancelled' option and press submit➤ Click on the 'Edit/View Notings' link and then click on 'Add Noting'➤ Enter details in the new noting about the date and reason for exclusion from the program <p>5.5 The EAO will then ensure all other tasks outlined on the 'Administration Checklist' section of the Exclusion Form have been actioned and signed off.</p> <p>5.6 If the student is an international student, the EAO will notify the Department of Immigration via PRISMS, that the student has been excluded.</p> <p>5.7 The EAO will e-mail the relevant Senior Lecturer to advise them that the student has been excluded from the program and ask them to inform their staff so that the course records can be updated.</p> <p>5.8 The EAO will e-mail QTS staff and request that the student's Network Account and e-mail account be deactivated.</p> <p>5.9 The EAO will e-mail the Library to advise the librarian that the student has excluded from the program and request that they check to ensure no library items are out on loan to the student.</p> <p>5.10 The Exclusion form is then filed on the student's file.</p> <p>5.11 The EAO will then update the Student File Checklist in the student file and write excluded on the front of the folder and record the date of exclusion.</p> <p>5.12 The student file will then be filed in the Cancelled filing cabinet.</p>
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	<h2 style="margin: 0;">Policy & Procedures</h2>	<h2 style="margin: 0;">No. 2.9.001_1PROC</h2>
<h3 style="margin: 0;">Academic Grievance</h3>		

Policy Statement	Qantm College is committed to providing a collaborative and collegial teaching and learning environment by undertaking all necessary actions to resolve complaints relating to academic decisions in a fair and expeditious manner.	
Purpose	To demonstrate a clear commitment to the receipt and proper processing of all Academic grievances and subsequent appeals relating to the operations of Qantm College.	
Scope	This policy applies in the context of Qantm College operations in Australia only. Qantm College policies may differ from one country to another.	
Definitions	Academic Grievance	Circumstances may arise from time to time in which a student feels that the published examinations or assessment procedures have not been correctly followed and, thus, that a review of the awarded grade/result may be merited. A request of this nature constitutes an academic grievance. Academic grievances may also relate to decisions regarding student progress, curriculum and awards in a course of study. All other types of grievances are non-academic grievances.

Introduction

These procedures exist only to resolve matters, which can be shown to relate directly to a higher education course of study or a VET FEE-HELP enabled course of study in Australia.

Grounds for Lodging an Academic Grievance

There are only four grounds for lodging an academic grievance:

- Performance in an assessment suffered through illness or other factors which the student was unable or, for valid reasons, unwilling, to disclose before the results were awarded. A grievance under such grounds will normally be dismissed unless an acceptable explanation is given for not presenting the extenuating circumstances in advance of the results having been awarded.
- An assessment was not conducted in accordance with the approved College program regulations.
- There was a material administrative error in the conduct of an assessment or other academic decision.
- Some other material irregularity occurred in making an academic decision.

Students should also note that:

- Academic grievances may only be made against formal published decisions - not against informal marks or grades which have yet to be approved.
- Qantm College will not accept academic grievances based on a claim by the student that they did not know or fully appreciate the assessment regulations and procedures, or that they were unaware of the grievance procedure, or their rights and responsibilities, which includes the process for presenting extenuating circumstances.

General Stipulations

In the event of an academic grievance by a current, prospective or former student:

- The complainant will be given the opportunity to present their case;
- All matters arising shall be accurately documented and recorded. Records shall be maintained for a minimum period of five years and treated as confidential in accordance with the College's policies on Confidentiality, Privacy and Data Protection;
- A written statement of the outcomes will be issued at each stage of the process giving due reasons for decisions reached;
- The complainant will have the right to have a representative present during any negotiations with the College or its appointed representatives;
- The complainant will not be required to meet any costs associated with lodging a grievance, provided the procedures contained herein are adhered to;
- The complainant shall not be subject to discrimination, victimisation or any other form of harassment as a result of actions taken under these guidelines.

This policy is applicable to students enrolled with, or intending to enrol with, Qantm College, as well as former students who no longer maintain current enrolment, irrespective of their place of residence, campus (within Australia) or mode of study. Procedures for Qantm Colleges internationally may vary in compliance with statutory requirements in other countries of operation. Students registered with Qantm who transfer their studies to a Qantm campus outside Australia, will have their registration with Qantm in Australia terminated and are required to adhere to the guidelines, policies and procedures outlined by the legal entity to whom they have transferred their registration, unless their grievance relates specifically to an instance when their registration with Qantm in Australia was current.

Principles that Underpin these Grievance Procedures

The guiding principles of these procedures are that grievances shall be:

- Treated seriously and with fairness;
- Dealt with quickly, simply and at the level of the specific Qantm College campus as far as is possible;
- Treated consistently across the College;
- Subject to the principles of natural justice;
- Progressed through informal and formal stages;
- Dealt with and resolved wherever possible without recourse to the formal stage, and shall be without prejudice to a complainant's right to pursue legal remedies outside the College having exhausted the College's grievance procedure;
- The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

Before an Issue Becomes a Formal Grievance

Prior to lodging a formal grievance, students are encouraged to discuss their concerns with the appropriate Course Coordinator. Any formal grievance must be made in writing within fourteen days of results being published. A formal grievance should include a detailed breakdown of the reasons for the grievance. Grievances should be presented, in the first instance, to the appropriate Course Coordinator.

Procedures

Stage 1 - Lodging a Formal Academic Grievance

Upon receipt of a written academic grievance:

- The matter will be considered by the Course Coordinator in liaison with the Campus Manager and, where appropriate, other Qantm College staff.
- If, in the opinion of the Campus Manager, the grievance is not justified, due reason will be communicated to the complainant and the matter considered closed.
- If, in the opinion of the Campus Manager, the grievance is justified, the assignment will be re-assessed by two independent assessors who were not involved in the original awarding of the grade.
- In the event that these assessors find the grade awarded to be unfair, the appropriate adjustments to the results will be made.
- In all cases, the College will provide a written explanation to the complainant of the outcomes of any grievance and the reasons for the decision. This notification must be given in writing within fourteen days of the grievance having been received.

Stage 2 - Appeals

If the complainant is not satisfied with the decision at Stage 1 of these procedures they may appeal to the Academic Advisory Board (through the Chair). The complainant shall submit the appeal in writing within ten working days of receiving the written notification from Stage 1.

The Chair of the Academic Advisory Board having received the appeal shall:

- Acknowledge its receipt within seven working days;
- Inform the National Academic Coordinator that an appeal has been received;
- Decide to enforce the implementation of the recommendations made at the end of Stage 1; or
- Dismiss the case, giving reasons in writing; or
- Seek agreement to an alternative set of recommendations; or
- Determine whether there are sufficient grounds to convene a Grievance Appeal Panel and, if so, shall establish a Grievance Appeal Panel to hear the appeal.

Convening a Grievance Appeal Panel:

- The Grievance Appeal Panel shall involve four persons. These shall be the member of staff who considered the appeal; an academic staff member with no prior involvement in the process, a student representative, and a member of Qantm College senior management (or nominee) who has had no prior involvement in the case.
- A Grievance Appeal Panel shall hear the appeal within ten working days of receipt in accordance with the procedures detailed below.
- The Chair of the Panel shall submit, within ten working days of the Panel meeting, a written report to the National Academic Coordinator. The decision of the Panel shall be final. If necessary the Chair shall have a casting vote.
- The Chair of the Panel shall seek to ensure that any actions arising from the decision of the Panel are taken within the timescale identified in the report and shall report any failure to complete actions to the National Academic Coordinator.

Procedural Rules for the Conduct of Grievance Appeal Panel Hearings:

- Hearings shall take place in the College at dates and times notified in writing to the student, members of staff and other students concerned at least five working days before the hearing.
- The Chair of the hearing shall, at the same time as they notify the date of the meeting, indicate the names of any persons that the Panel intends to call to give evidence together with a copy of any statement obtained from those persons which are to be referred to at the hearing.
- A person of their choosing may accompany the complainant or any respondents directly involved in the grievance. If the complainant or any respondent intends to be accompanied, the name and address of the accompanying person shall be notified to the

Chair not less than twenty-four hours prior to the meeting of the Panel. Legal representation is not allowed at a hearing other than in exceptional circumstances with the discretion of the Chair of the Panel.

- The complainant and respondents directly involved in the grievance and persons accompanying them shall be permitted to question any persons giving evidence to the meeting and to directly address the Grievance Appeal Panel.
- If the complainant or any respondent wishes to introduce documents to the Panel they shall supply copies of all such documents to the Chair at least ten working days before the date of the hearing. The Chair shall ensure these papers are circulated as soon as possible to the other party and to all members of the Panel. The Chair may decide to give time to examine the documents by adjourning or delaying the meeting of the Panel for a period of up to five working days.
- The Panel shall meet in private.
- The Panel shall initially decide and then inform all parties concerned how it will conduct the hearing subject to the procedures being consistent with the principles of these grievance procedures and of these procedural rules.
- The Panel shall establish the exact nature of the grievance, establish the facts as far as it is possible to do so, consider the facts, determine its decision and report its decision in writing within five working days to the National Academic Coordinator, copied to all parties involved in hearing the appeal.

Stage 3 - External Mediation

If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to the National Academic Coordinator that they wish the matter be dealt with through an external dispute resolution process facilitated by the Australian Council for Private Education and Training (ACPET).

The National Academic Coordinator will then advise ACPET in writing of the request within five working days. ACPET will arrange for a Round Table Discussion (RTD) to be held between the College and the complainant within ten working days of the written notification from the College. ACPET do not charge a fee for this service.

Contact Details for ACPET:

Australian Council for Private Education and Training (ACPET)
PO Box Q1076, QVB Post Office, Sydney NSW 1230
Ph: 1800 657 644 Fax: 02 9264 4550
Email: acpet@acpet.edu.au

If the matter remains unresolved after the RTD then ACPET will appoint an independent mediator within fourteen working days of the RTD. ACPET plays no role in the actual mediation. It is then up to the mediator, the complainant and the College to resolve the grievance. The College will bear any costs associated with the mediation.

The complainant or any respondent to the grievance may ask another person to accompany them to meetings with ACPET or the mediator.

The mediator will report to the National Academic Coordinator the outcome of the mediation, including any recommendations arising, within fourteen days of the completion of the review. Once the National Academic Coordinator receives the report of the outcomes from the RTD or independent mediation, they will provide a written report to the complainant within ten working days on the recommended actions to resolve the grievance.

The College agrees to be bound by the independent mediator's recommendations and the National Academic Coordinator will ensure that any recommendations made are implemented within thirty days of receipt of the mediator's report.

If a grievance still remains unresolved after the external dispute resolution process, the complainant may decide to refer the matter to an external agency, such as the Anti-Discrimination Board, the Office of Fair Trading or the Queensland Ombudsman. Students enrolled in a higher

education course of study may decide to refer the matter to the Queensland Office of Higher Education. Students enrolled in a VET course of study may decide to refer the matter to the Queensland Training And Employment Recognition Council or the National Training Complaints Hotline on 1800 000 674.

Notes

In these procedures:

- Reference to a complainant is taken to include students, members of staff registered on College programs in their capacity as students and prospective students.
- In the absence (eg vacation or illness) of the person holding a named post in the procedures the person deputising for them during the time of their absence shall substitute. In cases when the grievance involves the nominated deputy, a member of Executive Management shall be consulted and shall determine who shall be responsible for handling the grievance.

Approval and Publication

This Policy and Procedure was agreed on and ratified by the Academic Advisory Board, which is responsible for the overall academic governance of the College, on Friday 13th July 2007.

All policies applicable to students are available to prospective students, enrolled students and staff in the public domain on our web site: www.qantmcollege.edu.au

Prior to enrolment, prospective students are informed about applicable policies in the *Registration Agreement* and copies of these policies are made available to them through the website. Specifically, it will be referred to in that portion of the *Registration Agreement* which applicants acknowledge as having read when enrolling in a course.

In addition, it will be provided to students at course commencement.

For the purposes of communicating to and training staff, this Policy and Procedure will form part of the induction process and will made available to staff via the Qantm Staff System.



Policy & Procedures

No. 2.9.001_2PROC

Non Academic Grievance

Policy Statement	Qantm College is committed to providing a collaborative and collegial teaching and learning environment by undertaking all necessary actions to resolve complaints relating to any operations of the College, in a fair and expeditious manner.	
Purpose	This policy and procedure seeks to ensure that grievances against the College made by current, prospective and former students previously enrolled, are treated seriously and, if found to be valid, are acted upon to ensure that students' interests are protected as far as it is possible for the College to do so.	
Scope	This policy applies in the context of Qantm College operations in Australia only. Qantm College policies may differ from one country to another in accordance with local regulations.	
Definitions	Non Academic Grievance	All types of grievances other than academic grievances, in that the issue or event from which the grievance has arisen is something other than an academic decision.

Introduction

These procedures exist only to resolve matters, which can be shown to relate directly to a higher education course of study or a VET FEE-HELP enabled course of study in Australia.

These grievance procedures are not designed to deal with problems such as: missing course work; unexplained absence of a lecturer; late return of work; accommodation deficiencies etc, except in so far that such concerns are not resolved through simpler procedures or are persistent. Academic Grievance Procedures are documented separately.

These grievance procedures and any decisions made under them are not intended to give rise to legal rights, or obligations on the College to pay compensation either in respect of a decision made pursuant to the procedures or for a breach of these procedures. These procedures are intended to facilitate the resolution of formal grievances brought to the attention of the College. Anonymous grievances will not normally be considered.

General Stipulations

In the event of a grievance by a current, prospective or former student:

- The complainant will be given the opportunity to present their case;
- All matters arising shall be accurately documented and recorded. Records shall be maintained for a minimum period of five years and treated as confidential in accordance with the College's policies on Confidentiality, Privacy and Data Protection;
- A written statement of the outcomes will be issued at each stage of the process giving due reasons for decisions reached;
- The complainant will have the right to have a representative present during any negotiations with the College or its appointed representatives;
- The complainant will not be required to meet any costs associated with lodging a grievance, provided the procedures contained herein are adhered to;
- The complainant shall not be subject to discrimination, victimisation or any other form of harassment as a result of actions taken under these guidelines.

This policy is applicable to students enrolled with, or intending to enrol with, Qantm College, as well as former students who no longer maintain current enrolment, irrespective of their place of

residence, campus (within Australia) or mode of study. Procedures for Qantm Colleges internationally may vary in compliance with statutory requirements in other countries of operation. Students registered with Qantm who transfer their studies to a Qantm campus outside Australia, will have their registration with Qantm in Australia terminated and are required to adhere to the guidelines, policies and procedures outlined by the legal entity to whom they have transferred their registration, unless their grievance relates specifically to an instance when their registration with Qantm in Australia was current.

Principles that Underpin these Grievance Procedures

The guiding principles of these procedures are that grievances shall be:

- Treated seriously and with fairness;
- Dealt with quickly, simply and at the level of the specific Qantm Campus as far as is possible;
- Treated consistently across the College;
- Subject to the principles of natural justice;
- Progressed through informal and formal stages;
- Dealt with and resolved wherever possible without recourse to the formal stage, and shall be without prejudice to a complainant's right to pursue legal remedies outside the College having exhausted the College's grievance procedures;
- The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

Staff Responsibility

Improving the quality of customer service and reducing dissatisfaction or grievances is the responsibility of all. All staff are encouraged to informally and formally identify, report and where possible prevent or remedy problems and concerns related to the fair treatment of students or potential students. This may occur during general communication in the performance of their role, by discussion, participation in meetings and formally by submitting a report to the Campus Manager suggesting process improvement.

The Campus Manager is responsible for reviewing and approving process improvement reports, for investigating the cause(s) of potential problems identified, for initiating preventative action to eliminate the problem or potential problem and verifying that approved process improvements have been implemented and preventative action has taken place to prevent or reduce future grievances or appeals and that this action complies with relevant Commonwealth and State law / legislation.

Before an Issue Becomes a Formal Grievance

Students/potential students are encouraged, wherever possible, to discuss and resolve concerns or difficulties directly with the person(s) concerned. There are Administrators, Supervisors, IT and Accommodation Coordinators and a Student Liaison Officer available to assist students to resolve their issues at this informal level.

Procedures

Informal Stage 1:

In the first instance those who wish to lodge a grievance should discuss the issue with the Course Coordinator, who will advise whether or not the grievance is best progressed through:

- A Board of Studies;
- Reference to specific persons who can resolve the problem;
- These grievance procedures.

Assuming it is agreed that the grievance shall be progressed through these grievance procedures, the member of staff consulted shall discuss the grievance fully with the complainant and - with the complainant's consent - anyone else involved, to see if it can be resolved informally. This may involve referral of the grievance to a third party. The outcome of grievances dealt with informally should be briefly documented. Normally, grievances handled through Informal Stage 1 shall be dealt with within, at most, ten working days, briefly documented, and a copy of the decision sent to the complainant in writing.

Informal Stage 2:

If the complainant is dissatisfied with the outcome of Informal Stage 1, the grievance shall be referred to the Manager of the Qantm Campus involved within ten working days of the completion of Informal Stage 1. If the grievance directly involves a Qantm Campus Manager or Course Coordinator it shall proceed directly to the Formal Stage. The Campus Manager shall investigate the grievance fully and shall seek to achieve an informal resolution of the problem(s), either by correspondence or through discussion with the complainant as soon as possible. The Campus Manager will provide a written report to the complainant on the steps taken to address the grievance within ten working days.

Formal Grievance:

If a complainant is dissatisfied with the result of the two Informal Stages of this grievance procedure, they may proceed to the Formal Stage. They shall put the grievance, and the reason why they are dissatisfied with the outcome of the two Informal Stages, in writing to the College's National Academic Coordinator within ten working days of the completion of Informal Stage 2. The National Academic Coordinator shall:

- Acknowledge receipt of the written grievance within five working days;
- Advise, in writing and within five working days, any respondents to the grievance that a formal grievance has been received;
- Consider the evidence, written or otherwise, and, if necessary, hold such discussions with the complainant and any other persons deemed appropriate in order to fully investigate the grievance.

The National Academic Coordinator having fully investigated the grievance over a period not normally exceeding ten working days from its receipt, shall decide whether:

- The grievance should be progressed through other procedures (eg disciplinary procedures), in which case the grievance shall be terminated at this stage; or whether
- There is reasonable justification for the grievance; or whether
- There is no reasonable justification for the grievance.

The National Academic Coordinator shall:

- Make their decision known in writing to the complainant and to any respondents to the grievance;
- Seek to resolve any justifiable grievance through recommendations which all parties involved in the grievance shall be invited to accept; and shall,
- If the recommendations are agreed, take steps to ensure that they are implemented in full within the agreed time period.

Appeal:

If the complainant is not satisfied with the decision at the conclusion of the Formal Stage they may appeal to the Academic Advisory Board (through the Chair). The complainant shall submit the appeal in writing within ten working days of receiving the outcome of the Formal Stage.

The Chair of the Academic Advisory Board having received the appeal shall:

- Acknowledge its receipt within seven working days;
- Inform the National Academic Coordinator that an appeal has been received;

- Decide to enforce the implementation of the recommendations made at the end of the Formal Stage; or
- Dismiss the case, giving reasons in writing; or
- Seek agreement to an alternative set of recommendations; or
- Determine whether there are sufficient grounds to convene a Grievance Appeal Panel and, if so, shall establish a Grievance Appeal Panel to hear the appeal.

Convening a Grievance Appeal Panel:

- The Grievance Appeal Panel shall involve four persons. These shall be the member of staff who considered the appeal; the Campus Manager, a student representative, and a member of Qantm senior management who has had no prior involvement in the case.
- A Grievance Appeal Panel shall hear the grievance within ten working days of receipt in accordance with the procedures detailed below.
- The Chair of the Panel shall submit, within ten working days of the Panel meeting, a written report to the National Academic Coordinator. The decision of the Panel shall be final. If necessary the Chair shall have a casting vote.
- The Chair of the Panel shall seek to ensure that any actions arising from the decision of the Panel are taken within the timescale identified in the report and shall report any failure to complete actions to the National Academic Coordinator.

Procedural Rules for the Conduct of Grievance Appeal Panel Hearings:

- Hearings shall take place in the College at dates and times notified in writing to the student, members of staff and other students concerned at least five working days before the hearing.
- The Chair of the hearing shall, at the same time as they notify the date of the meeting, indicate the names of any persons that the Panel intends to call to give evidence together with a copy of any statement obtained from those persons which are to be referred to at the hearing.
- A person of their choosing may accompany the complainant or any respondents directly involved in the grievance. If the complainant or any respondent intends to be accompanied, the name and address of the accompanying person shall be notified to the Chair not less than twenty-four hours prior to the meeting of the Panel. Legal representation is not allowed at a hearing other than in exceptional circumstances with the discretion of the Chair of the Panel.
- The complainant and respondents directly involved in the grievance and persons accompanying them shall be permitted to question any persons giving evidence to the meeting and to directly address the Grievance Appeal Panel.
- If the complainant or any respondent wishes to introduce documents to the Panel they shall supply copies of all such documents to the Chair at least ten working days before the date of the hearing. The Chair shall ensure these papers are circulated as soon as possible to the other party and to all members of the Panel. The Chair may decide to give time to examine the documents by adjourning or delaying the meeting of the Panel for a period of up to five working days.
- The Panel shall meet in private.
- The Panel shall initially decide and then inform all parties concerned how it will conduct the hearing subject to the procedures being consistent with the principles of these grievance procedures and of these procedural rules.
- The Panel shall establish the exact nature of the grievance, establish the facts as far as it is possible to do so, consider the facts, determine its decision and report its decision in writing within five working days to the National Academic Coordinator, copied to all parties involved in hearing the grievance.

External Mediation:

If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to the National Academic Coordinator that they wish the matter be dealt with through an external

dispute resolution process facilitated by the Australian Council for Private Education and Training (ACPET).

The National Academic Coordinator will then advise ACPET in writing of the request within five working days. ACPET will arrange for a Round Table Discussion (RTD) to be held between the College and the complainant within ten working days of the written notification from the College. ACPET do not charge a fee for this service.

Contact Details for ACPET:

Australian Council for Private Education and Training (ACPET)
PO Box Q1076, QVB Post Office, Sydney NSW 1230
Ph: 1800 657 644 Fax: 02 9264 4550
Email: acpet@acpet.edu.au

If the matter remains unresolved after the RTD then ACPET will appoint an independent mediator within fourteen working days of the RTD. ACPET plays no role in the actual mediation. It is then up to the mediator, the complainant and the College to resolve the grievance. The College will bear any costs associated with the mediation.

The complainant or any respondent to the grievance may ask another person to accompany them to meetings with ACPET or the mediator.

The mediator will report to the National Academic Coordinator the outcome of the mediation, including any recommendations arising, within fourteen days of the completion of the review. Once the National Academic Coordinator receives the report of the outcomes from the RTD or independent mediation, they will provide a written report to the complainant within ten working days on the recommended actions to resolve the grievance.

The College agrees to be bound by the independent mediator's recommendations and the National Academic Coordinator will ensure that any recommendations made are implemented within thirty days of receipt of the mediator's report.

If a grievance still remains unresolved after the external dispute resolution process, the complainant may decide to refer the matter to an external agency such as The Anti-Discrimination Board, the Office of Fair Trading or the Queensland Ombudsman. Students enrolled in a higher education course of study may decide to refer the matter to the Queensland Office of Higher Education. Students enrolled in a VET course of study may decide to refer the matter to the Queensland Training And Employment Recognition Council or the National Training Complaints Hotline on 1800 000 674.

Notes

In these procedures:

- Reference to a complainant is taken to mean an individual complainant or a number of complainants; it includes students, members of staff registered on College programs in their capacity as students and prospective students.
- In the absence (eg vacation or illness) of the person holding a named post in the procedures the person deputising for them during the time of their absence shall substitute. In cases when the grievance involves the nominated deputy, a member of Executive Management shall be consulted and shall determine who shall be responsible for handling the grievance.

Approval and Publication

This Policy and Procedure was agreed on and ratified by the Academic Advisory Board, which is

responsible for the overall academic governance of the College, on Friday 13th July 2007.

All policies applicable to students are available to prospective students, enrolled students and staff in the public domain on our web site: www.qantmcollege.edu.au

Prior to enrolment, prospective students are informed about applicable policies in the *Registration Agreement* and copies of these policies are made available to them through the website. Specifically, it will be referred to in that portion of the *Registration Agreement* which applicants acknowledge as having read when enrolling in a course.

In addition, it will be provided to students at course commencement.

For the purposes of communicating to and training staff, this Policy and Procedure will form part of the induction process and will be made available to staff via the Qantm Staff System.

	Policy	No. 2.4.003POL
Graduation		

Policy Statement	Qantm College recognizes successful program completion through the issuance of credentials which are approved by the Governing Council and presented to the graduand, in the form of an award parchment, at the Qantm College Graduation Ceremony held annually	
Purpose	To identify the processes and criteria which govern the graduation of a student from Qantm College.	
Scope	This policy applies to all students eligible to graduate from a Qantm College program in which they were enrolled.	
Definitions	Graduate	A person who has graduated with an award parchment from Qantm College
	Graduand	A person who has completed the requirements for a degree but has not yet had the degree conferred.
	Parchment	Official certificate or testamur issued by Qantm College certifying that the person to whom it is awarded has completed the requirements of and been admitted to the academic program nominated on the parchment
	In absentia	In the context of a graduation this refers to a graduand not being present at the graduation ceremony.
	<p>Applying to Graduate All students of Qantm College must apply to graduate during the last trimester of their course. It is the responsibility of the student to complete an intention to graduate form available from Qantm College administration so that their graduation can be organised.</p> <p>The completed intention to graduate form triggers a Qantm College process of verification and secures the student's name in the graduation program. This form also confirms the contact information for the student in the final trimester. The address listed is used as a mailing address for the qualification (if the student does not receive the qualification at the ceremony).</p> <p>Students are reminded that graduation is not an automatic process. Failure to lodge a completed intention to graduate form or failure to pay any fees or charges owing may result in the graduand not graduating at the next available round of graduation ceremonies.</p> <p>Eligibility to Graduate Upon receipt of the completed intention to graduate form, Qantm College will verify the student's eligibility for graduation, before forwarding the information to the Qantm College Board of Studies who will recommend the graduand for graduation. Final approval to graduate will be from the Governing Council. Once approval is received the student will be contacted and invited to take part in the graduation ceremony.</p> <p>The Qantm College Graduation Ceremony is held annually. All graduands who will be graduating at the graduation must attend the graduation rehearsal. Academic dress shall be worn by students, graduands, and staff members attending the Qantm College Graduation Ceremony.</p>	

In Absentia Graduation

Students eligible to graduate may choose to graduate 'in absentia'. Students who elect to graduate 'in absentia' are not permitted to participate in any future ceremony as a 'presentee' for that award.

Re-issue of Qantm College Parchments

Graduates wishing to apply for the replacement of their original parchment are required to establish their identity as the person named on the original parchment.

Standard identification documents include Birth Certificate, Extract of Birth Certificate, Certificate of Marriage, current Passport.

Surrender of Original Parchments

Graduates wishing to apply for replacement of their parchment must surrender their original parchment, or any remnants thereof, to Qantm College.

If the original parchment is lost, missing, stolen or destroyed, applicants are required to supply Qantm College with a signed Statutory Declaration to that effect.

The Statutory Declaration should outline all relevant circumstances and dates leading to the loss, and be accompanied by all supporting documentation feasibly available under those circumstances, such as police, insurance and / or investigative reports, newspaper reports, witness statements, letters of support or certificates of authentication.

Replacement Reviews and Appeals

Graduates whose application for the replacement of their award parchment is refused because of insufficient or inadequate documentation can make a written request to the Qantm College Board of Studies for the decision to be reviewed on the grounds of special consideration. All such requests must be accompanied by independent supporting documentation or testimony relating to the special circumstances claimed. The Board of Studies will then make a determination, or act on the nominee's recommendation to uphold, reverse or modify the original decision. The Board of Studies decision is final.

	FEE-HELP REVIEW PROCEDURES	11 July 2008
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Coverage

For the purposes of this procedure a student is a domestic student enrolled in a Qantm College higher education course, or an Australian citizen or an Australian resident permanent humanitarian visa holder enrolled in a Qantm College VET FEE-HELP enabled course.

Introduction

A student may apply after the census date to have their FEE-HELP balance re-credited if the student has withdrawn from, or has been unable to successfully complete a unit of study and the student believes that this was due to special circumstances.

Qantm College will re-credit a student's FEE-HELP balance if it is satisfied that special circumstances apply that:

- are beyond the student's control; and
- did not make their full impact on the student until on or after the census date for the term of study in question; and
- make it impractical for the student to complete the requirements for that term of study.

Qantm College will be satisfied that a student's circumstances are beyond the student's control if a situation occurs that a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal.

Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim.

Initial applications for the re-crediting of a student's FEE-HELP balance are to be made, in writing, to the Academic Coordinator of the campus at which the student is enrolled.

The procedure for the re-crediting of a FEE-HELP balance is as follows:

- (a) when a student withdraws from a unit, or units, of study, Qantm College shall confirm the withdrawal by giving notice to the student in writing stating the date at which the withdrawal has taken effect;
- (b) when a student fails to meet the requirements of a unit of study, Qantm College shall confirm the failure by giving notice to the student in writing of the final result for that unit at the end of the term of study;
- (c) the student must apply in writing to the Academic Coordinator within 12 months from the day specified in the notice as the day of withdrawal or the date of receiving their final results for the unit. The College may exercise its discretion to waive this requirement if in its opinion it was not possible for the application to be made before the end of the 12 month period;
- (d) The Academic Coordinator shall advise the student of the outcome of the application within 28 days stating the reasons for the decision;
- (e) The Academic Coordinator shall also advise the student of their rights for a review of the decision if they are not satisfied with its outcome.

The Academic Coordinator will consider the application and will agree to such requests if they are satisfied that there were special circumstances in the student's case. If the student's request is successful, Qantm College will refund to the Commonwealth the amount of FEE-HELP paid to Qantm College on behalf of the student and the student's FEE-HELP debt for those units of study will be removed.

If a student is dissatisfied with the outcome of their application to have their FEE-HELP balance re-credited, they may apply for a review of the decision in accordance with the procedures outlined below.

Procedures for Review

Where a student is not satisfied with the decision taken by the Academic Coordinator, they may apply for a review of that decision.

Review requests must be submitted, in writing, to the National Academic Coordinator, no more than twenty-eight (28) days following receipt of the original decision or such longer period as the reviewer may allow. The application for review of a decision not to re-credit a FEE-HELP balance must state clearly the grounds upon which the application has been submitted.

The National Academic Coordinator shall acknowledge receipt of this application, in writing within five (5) working days informing the applicant that if they are not advised of a decision within 45 days of receipt of the application for review, then the National Academic Coordinator is taken to have confirmed the original decision. This written confirmation shall also inform the applicant of their right to appeal against any future decisions to the Administrative Appeals Tribunal (AAT) and the contact details for the nearest AAT Registry and the approximate costs associated with such an appeal.

Once the matter has been further considered, the National Academic Coordinator will notify the applicant of the review decision and the reasons for making the decision. The review will either:

- a) confirm the decision;
- b) vary the decision; or
- c) set the decision aside and substitute a new one.

Additionally, the written advice of outcome will remind the student of their right to appeal to the AAT while providing details of the closest AAT Registry and an indication of the costs of such proceedings.

Where a student is unsatisfied with the reviewed decision they may apply to the Administrative Appeals Tribunal for consideration of Qantm College's decision to refuse to re-credit a FEE-HELP balance. The student may supply additional information to the AAT which they did not previously supply to Qantm College either in the original application or the request for review.

Publication Notice

These *FEE-HELP Review Procedures* will be published in the Student Handbook and on the Qantm College web site (www.qantmcollege.edu.au).

	STATEMENT OF VET TUITION ASSURANCE	15 July 2008
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Under the provisions of the *Higher Education Support Act 2003* (HESA) and its associated Guidelines Qantm College (“the VET Provider”) is required to provide a tuition assurance arrangement for Australian citizens or Australian resident permanent humanitarian visa holders who are enrolled in a VET FEE-HELP enabled course offered by the VET Provider. This requirement is to protect students in the event that the VET Provider ceases to provide a course of study in which a student is enrolled.

A course of study is taken to have ceased if:

- the course does not commence on the agreed starting date (or a later date that has been agreed between the VET Provider and the enrolled students) and an arrangement has not previously been made between the VET Provider and the enrolled students to undertake a suitable alternative course; or
- the course ceases to be provided after it has started (for any reason); or
- the full course has not being delivered because:
 - the approval of Qantm College as a VET Provider has been suspended or revoked;
 - notice is served on the VET Provider to cancel its incorporation or to dissolve the VET Provider as a legal entity;
 - the VET Provider has come under external administration;
 - the VET Provider ceases to be a Registered Training Organisation;
 - the secretary of DEEWR makes a declaration that the VET Provider has ceased to provide a course.

In the event that the VET Provider ceases to provide a course of study in which a student is enrolled, the student is entitled to a choice of:

- a) an offer of a place in a similar course of study with another VET Provider without any requirement to pay the other provider any student contribution or tuition fee for any replacement units. This is known as the “**Course Assurance Option**”;

or

- b) a refund of payments for any unit of study that the student has not commenced or the student has not completed because the VET Provider has ceased to provide the course of study of which the unit forms part (this is known as the “**Student Contribution/Tuition Fee Repayment Option**”)

The VET Provider has met the tuition assurance requirements of the HESA through its current membership of the Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS).

Contact Details for ACPET-ASTAS

Australian Council for Private Education and Training (ACPET)
PO Box Q1076, QVB Post Office, Sydney NSW 1230
Ph: (02) 9264 4490 Fax: (02) 9264 4550
Email: acpet@acpet.edu.au

The courses of study for which the VET Provider has ACPET-ASTAS membership are:

- Diploma of Screen and Media
- Diploma of Interactive Digital Media

Activation of Tuition Assurance Arrangements

If the VET Provider ceases to provide a course of study, ACPET will send each eligible student enrolled in the course of study a Written Tuition Assurance Offer ("the Offer") advising the student of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify ACPET of the choice they have made for each affected unit. ACPET will provide this Offer within twenty business days after it knows, or should know by reasonable enquiries that the VET Provider has ceased to provide the course of study.

A student may choose either:

The Course Assurance Option

If a student accepts a place in an alternate course offered by ACPET, ACPET will offer the student the option of ACPET making all necessary arrangements to ensure a student is able to enrol in a similar course of study with another VET Provider. This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the other provider any student contribution or tuition fee for any replacement units. A student will receive full credit from the provider of the alternate course for any units of study successfully completed at Qantm College.

The other provider nominated by ACPET may have different contribution amounts or tuition fees to the amounts or fees the student would have paid for units of study which were part of the course of study that Qantm College ceased to provide.

A student is not obliged to enrol in a course of study with another provider offered by ACPET under the Course Assurance Option. However, if they enrol with any other provider there is no obligation on that provider to offer full credit transfer for the units of study completed with Qantm College or to offer any replacement units free of charge.

OR

The Student Contribution/Tuition Fee Repayment Option

If a student chooses the *Student Contribution/Tuition Fee Repayment Option* ACPET undertakes to pay the student the balance of any up-front payments already paid by the student for any units of study that the student has not completed because Qantm College has ceased to provide the course of study.

Students selecting this option who have applied for FEE-HELP assistance will get their FEE-HELP balance re-credited for any affected units.

Publication

This *Statement of VET Tuition Assurance* will be made available to students and prospective students by publication on the Qantm College website (www.qantmcollege.edu.au). The Qantm College *Registration Agreement* will also contain information about where the *Statement of VET Tuition Assurance* may be obtained.



LEGISLATION LIST and LINKS

No. 1.7.001_3DOC

Listed below is current legislation applicable to the operation of Qantm College in Australia. Copies of all may be found on line.

Education

- Adult, Community & Further Education Act 1991 (Vic.)
- Education & Training Reform Act 2006 (Vic.)
- Education Services for Overseas Students Act 2000 (C'wealth)
- Vocational Education & Training Act 1990 (Vic.)
- Vocational Education & Training Act 2005 (NSW)
- Vocational Education, Training & Employment Act 2000 (Qld)
- Vocational Education, Training & Employment Regulation 2000 (Qld)

Health and Safety

- Occupation Health & Safety Act 1991 (C'wealth)
- Occupational Health & Safety Act 2000 (NSW)
- Occupational Health & Safety Act 2004 (Vic.)
- Workplace Health & Safety Act 1995 (Qld)
- Workplace Health & Safety Regulation 1997 (Qld)

Access & Equity

- Age Discrimination Act 2004 (C'wealth)
- Anti-Discrimination Act 1977 (NSW)
- Anti-Discrimination Act 1991 (Qld)
- Anti-Discrimination Regulation 2005 (Qld)
- Disability Discrimination Act 1992 (C'wealth)
- Equal Opportunities Act 1995 (Vic.)
- Racial & Religious Tolerance Act 2001 (Vic.)
- Racial Discrimination Act 1975 (C'wealth)
- Sex Discrimination Act 1984 (C'wealth)

Employment

- Equal Opportunities for Women in the Workplace Act 1999 (C'wealth)
- Industrial Relations Act 1996 (NSW)
- Industrial Relations Act 1999 (Qld)
- Industrial Relations Regulation 2000 (Qld)
- Workers Compensation Act 1958 (Vic.)
- Workers Compensation Act 1987 (NSW)
- Workers Compensation and Rehabilitation Act 2003 (Qld)
- Workers Compensation & Rehabilitation Regulation 2003 (Qld)
- Workplace Injury Management & Workers Compensation Act 1998 (NSW)

Privacy and Data Protection

- Information Privacy Act 2000 (Vic.)
- Privacy & Personal Information Protection Act 1998 (NSW)
- Privacy Act 1988 (C'wealth)
- Privacy Amendment Act (C'wealth)

Miscellaneous Legislation

- Copyright Act 1968 (C'wealth)
- Copyright Amendment (Digital Agenda) Act 2000 (C'wealth)
- Corporations Act 2001 (C'wealth)

Uncontrolled When Printed

- Fair Trading Act 1987 (NSW)
- Fair Trading Amendment Act 2006 (NSW)
- Fair Trading Act 1989 (Qld)
- Fair Trading Regulation 2001 (Qld)
- Fair Trading Act 1999 (Vic.)
- Restraints of Trade Act 1976 (NSW)
- Trade Practices Act 1974 (C'wealth)

Sources:

Commonwealth:

<http://www.comlaw.gov.au/ComLaw/legislation/actcompilation1.nsf/sh/browse&VIEW=current&ORDER=bytitle&CATEGORY=actcompilation>

Queensland: http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL.htm

New South Wales: <http://www.legislation.nsw.gov.au/maintop/scanact/inforce/NONE/0>

Victoria: <http://www.legislation.vic.gov.au/>