



QANTM COLLEGE STUDENT POLICIES

Higher Education

CONTENTS

ACCESS AND EQUITY.....	3
INFORMATION PRIVACY POLICY	5
ADMISSION REQUIREMENTS	9
1.1 DOMESTIC STUDENTS.....	10
1.2 INTERNATIONAL STUDENTS	10
FEEES AND REFUNDS.....	14
FEE-HELP REVIEW PROCEDURE.....	19
GRANTING OF CREDIT / RPL / ADVANCED STANDING	22
(DEGREE AND POSTGRADUATE)	22
ADVANCED STANDING TOWARDS BACHELOR DEGREES.....	24
ADVANCED STANDING TOWARDS POSTGRADUATE COURSES.....	24
STUDENT COUNSELLING	29
STUDENT ORIENTATION.....	30
ASSESSMENT: DEGREES AND POST-GRADUATE	31
ACADEMIC PROGRESSION AND EXCLUSION (DEGREES).....	39
ACADEMIC GRIEVANCE.....	42
NON ACADEMIC GRIEVANCE.....	47
NETWORK ACCEPTABLE USE (STUDENT)	53
MISCONDUCT AND DISCIPLINE.....	56
ACADEMIC HONESTY	58
TRANSFER BETWEEN REGISTERED PROVIDERS.....	62
LANGUAGE, LITERACY AND NUMERACY	64
ATTENDANCE	66
LEGISLATION LIST AND LINKS NO. 1.7.001_3DOC	68

	<h2 style="margin: 0;">Policy</h2>	No. 1.2.001POL
<h1 style="margin: 0;">Access and Equity</h1>		

Policy Statement	<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. Qantm College acknowledges that this is dependent on non-discriminatory access to services and comparable educational 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>	
Purpose	<p>To establish 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>	
Scope	<p>Qantm College staff and students</p>	
Definitions	<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 VET and Higher Education programs nationally and, in so doing, accepts the statutory responsibility to deliver in a fair and equitable manner.</p> <p>QANTM College ensures:</p> <ul style="list-style-type: none"> • All staff and students are 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 incorporated into the development of new products, policies, practices, systems and procedures; • If required, appropriate counselling and training is provided to employees who are required to provide services to under-represented groups; • Company policies and procedures are in place which support the principle 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; • Liaison with disability support groups is undertaken to ensure that special needs can be accommodated in areas beyond our field of expertise; • Provision of support with tutorial assistance for any participant who is encountering learning difficulties 	

	<ul style="list-style-type: none"> • Review of internal access and equity policy and procedures to ensure that they are: <ul style="list-style-type: none"> ○ Meeting legislative requirements ○ Satisfying individual student needs ○ Enabling participant outcomes to be met ○ Addressing community needs • In addition to formal reviews, our policy are 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 under State and Federal legislation to ensure that our working and teaching practices are fair and equitable, and our working and learning environment is non-discriminatory.</p> <p>In so doing, Qantm College staff and management are made aware of the following pieces of legislation:</p> <ul style="list-style-type: none"> • Age Discrimination Act 2004 (C'wealth) • Anti-Discrimination Act 1991 (Qld) • Anti-Discrimination Regulation 2005 (Qld) • Disability Discrimination Act 1992 (C'wealth) • Racial Discrimination Act 1975 (C'wealth) • Sex Discrimination Act 1984 (C'wealth) • Education Services for Overseas Students Act 2000 (C'wealth) • Vocational Education & Training Act 2005 (NSW) • Anti-Discrimination Act 1977 (NSW) • Equal Opportunities Act 1995 (Vic.)
<p>Associated Procedure(s)</p>	<p>In support of this policy the following procedures are included:</p> <p>1.2.001_1PROC: Access and Equity Procedure</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>
<p>Associated Records</p>	
	<p>Version: 1_2_001POL_Access_n_Equity_Policy_070720.pdf</p>

[back to TOP](#)

	<h2 style="margin: 0;">Policy</h2>	No. 1.2.008POL
<h1 style="margin: 0;">Information Privacy Policy</h1>		

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</p>	

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 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:

	<ul style="list-style-type: none"> ▪ A Government agency or agent ▪ A contracted service provider for a Commonwealth Contract. <p><i>Please note: A person's name or ABN number is not considered to be an identifier.</i></p> <p>7. Transborder Data Flow Qantm College shall only transfer personal information to a foreign company if:</p> <ul style="list-style-type: none"> ▪ 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 <p>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.</p>
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.qantm.com.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.

[back to TOC](#)

	<h2>Policy</h2>	No. 2.2.002POL
<h1>Admission Requirements</h1>		

Policy Statement	<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>	
Purpose	To describe the admission requirements for applicants to a Qantm College course of study.	
Scope	Qantm College applicants, students and staff.	
Definitions	<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>
	Applications for admission to Qantm College as a student will be under the following categories:	

	<p>1. NORMAL ENTRY</p> <p>1.1 Domestic Students</p> <p>Applicants for Brisbane campus 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.</p> <p>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.</p> <p>Applicants for Sydney campus Entry into a degree or vocational course is by direct application to the College.</p> <p>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.</p> <p>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.</p> <p>1.2 International Students</p> <p>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.</p> <p>Qantm College will enter into a written agreement with each education agent it engages to formally represent it. The agreement shall specify:</p> <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> ○ 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
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	<p>Enrolment for other than bona fide students</p> <ul style="list-style-type: none"> o Providing immigration advice where not authorised under the Migration Act 1958 to do so. <p>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.</p> <p>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.</p> <p>Qantm College will ensure that its education agents have access to up-to-date and accurate marketing information.</p> <p>1.2.2 Direct Entry</p> <p>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.</p> <p>The Campus Academic Coordinator will interview applicants prior to admission using the following selection criteria:</p> <ul style="list-style-type: none"> 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. <p>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:</p> <p>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</p> <p>A TOEFL score of 550 (computer-based score of 213), including a TWE of 4; or</p> <p>An ISLPR (International Second Language Proficiency Rating) with an overall rating of 3).</p> <p>Qantm College will ensure at all times that it complies with the requirements of the <i>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students</i> which have been developed under the above Act.</p> <p>2. Special Admission</p> <p>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.</p>
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	<p>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.</p> <p>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.</p> <p>3. Credit for Prior Studies or Prior Knowledge Students accepted into Qantm College education and training programs may be 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>
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Associated Procedure(s)	In support of this policy the following procedures are included: 2.1.003_1PROC: National Recognition, Recognition of Prior Learning and Credit Transfer – Diplomas & Certificates Procedure 2.1.001_2PROC: Student Enrolments – International Procedure
Associated Documents	2.1.002POL: Recognition of Prior Learning, Credit Transfer and Advanced Standing (Degree) Policy 2.1.001POL: Student Enrolment Policy
Associated Records	FORM: Completed 2.1.001_1FORM: Student Enrolment Form (International) FORM: Completed 2.1.001_2FORM: Student Enrolment Form (Generic)



Policy Fees and Refunds

No. 7.1.003POL

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> <p>3.0 Student fees and GST</p> <p>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.</p>	

Authorised by: Joseph Anthonyysz

Approval Date: 01/03/2008

Review Date: : 01/03/2009

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

	<p>collection agency.</p> <ol style="list-style-type: none"> 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 applicable legislation. <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

[back to TOC](#)



Procedure

7.1.003_1PROC

FEE-HELP Review Procedure

Associated Policies

7.1.003POL Fees and Refunds Policy

Purpose

Scope

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.

Definitions

Associated Documents & Information

Procedure 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.qantm.com.au).

Records n/a

[back to TOC](#)

	<p>Provisional Credit</p> <p>Level</p>	<p>of the course being undertaken. Such prior learning may have been gained through work-based experience, life experience, self-directed learning, non-accredited professional development programs, TAFE or university programs.</p> <p>Applies to a commitment by Qantm College to grant credit for prior learning, subject to prescribed conditions being met. When the conditions are satisfied, the provisional credit will be replaced by specified or unspecified credit. Provisional credit may be granted in cases of uncertainty of the relevance of particular prior learning.</p> <p>The level of the course at the institution where it is taught, e.g. first, second or third year level course</p>
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<p>Policy</p>	<p>Principles</p> <p>QANTM College maintains the integrity of its academic programs and protect the academic standards and reputation of its awards. Granting of credit based on the recognition of prior learning will be granted only within the constraints of this principle.</p> <p>The aim of the granting of credit policy is to:</p> <ul style="list-style-type: none"> • assist students to progress through award programs with maximum efficiency by recognising that students may attain the objectives of components of the program by means other than formal study and assessment in the program; • facilitate the movement of students between institutions and between programs of various types and levels; and • assist in the efficient use of educational resources. <p>Qantm College determines eligibility for credit only after students have been admitted to a program. Students who wish to apply for credit are required to provide adequate evidence to enable assessment of their prior learning achievements.</p> <p>Credit will not be awarded for either the design or production project courses that form the capstone for the award of a Qantm College degree.</p> <p>Types of Credit</p> <p>Qantm College may award credit, in terms of content and standard of a student’s previous studies, and the workload involved therein. Credit may be granted as an exemption, or as an advanced standing (special, unspecified or provisional).</p> <p>Amounts of credit:</p> <p>Upper limits on credit granted will vary according to the nature of the credit arrangement applying in each case. Credit limits are prescribed in the sections below.</p> <p>Guidelines that Apply to the Award of Credit</p> <p>All credit is awarded as “specified credit” and/or “unspecified credit”.</p> <p>Specified Credit</p> <p>Specified Credit may be given for a specified unit or units where prior learning is regarded as having specified both the objectives and the assessment</p>
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requirements of the unit. Such prior learning may have been gained through previous study, which has already been assessed by an educational establishment (e.g. university or TAFE).

Unspecified Credit

Unspecified Credit may be given through recognising a number of credit points rather than a specific unit, where prior learning is regarded to be consistent with the broad outcomes of the course being undertaken. Such prior learning may have been gained through work-based experience, life experience, self-directed learning, non-accredited professional development programs, TAFE or university programs.

Block Advanced Standing

Block Advanced Standing is granted to students who have completed relevant studies at Advanced Certificate or Advanced Diploma level at TAFE and certain colleges or private providers.

Except for structured upgrading programs, the maximum amounts of credit which may be granted are as follows:

Advanced Standing towards Bachelor Degrees

The maximum advanced standing allowable:

- a. for a completed Bachelor's degree, is one half the credit point equivalent of the completed degree or one half the credit point value of the degree for which the applicant is a candidate, whichever is least
- b. for an incomplete Bachelor's degree, other than a degree of Qantm College, is two thirds of the minimum number of credit points required for the degree for which the applicant is registered
- c. for a completed sub-degree tertiary qualification approved under the Australian Quality Framework Guidelines (AQF Guidelines), is a maximum of 40 credit points as detailed in the advanced standing guidelines
- d. for an incomplete sub-degree tertiary qualification, at the discretion of the Delegated Authority on a case by case basis
- e. for more than one completed tertiary qualification, advanced standing allowable for one only completed tertiary qualification.

Advanced Standing towards Postgraduate Courses

Advanced standing may be granted towards postgraduate courses for complete or incomplete postgraduate qualifications or subjects.

- The maximum advanced standing allowable towards courses will not be more than 50% of the total credit point requirement for that course,

Other Courses

Students enrolled in another program concurrently with a Qantm College undergraduate degree program may be awarded up to 120 credit points for the

courses completed toward the other qualification. Credit will not be awarded for courses if an equivalent course has already been completed as part of the Qantm College undergraduate degree program.

	Minimum CP	Maximum CP
Certificate I and II	0	0
Certificate III	0	0
Certificate IV	0	0
Associate Diploma	40	40
Diploma	40	80
Advanced Diploma	60	80

Levels of credit above the minimum level of credit will be granted only where the coursework previously undertaken is relevant to the requirements of the award program concerned.

Credit at the minimum levels set out in these guidelines will be given only to the extent that the program towards which credit is being sought contains optional (elective) components for which unspecified credit can be awarded.

Multiple Awards As The Basis For Credit

Credit is first determined on the basis of the prior qualification that is at the highest level and/or is most closely relevant to the program for which credit is being sought. Any credit in addition to this determination can only be in the form of specified credit.

Credit on the basis of *Pass Conceded* grades:

Credit may not normally be given for courses for which a grade of *Pass Conceded* has been achieved.

Credit on the basis of prior experience

Professional and Para-professional experience, subsequent training and other experience may be taken into account in the granting of specified and unspecified credit under the above regulations, provided that appropriate certified evidence is provided.

Credit for courses completed while on leave

Students will not normally be granted credit for courses that they have completed while on leave from a Qantm College degree program.

Withdrawal of credit

Qantm College reserves the right to withdraw credit where an error has been made in assessing an application or when a subsequent application changes the type of credit which may have been given under these regulations. However, where a change is made to a provision of these regulations, or where a precedent or planned articulation is reviewed and changed, credit already granted may not be withdrawn. Failure to complete subsequent courses that rely on the credited courses as a prerequisite could cause a review and withdrawal of credit.

Time limit on credit

For Level 1 courses, credit will not normally be granted for studies undertaken more than 10 years prior to admission to Qantm College.

For Levels 2 and 3 courses, given the changing nature of the multimedia and interactive entertainment fields, credit will not normally be granted for studies undertaken more than 5 years prior to admission to Qantm College.

In considering cases for credit for studies completed more than 10 years earlier, post-qualification experience, which may contribute to the currency of knowledge or skills embodied in these qualifications, may be taken into account.

The award of credit does not necessarily provide for pre-requisite or co-requisite requirements. Students will only be able to enrol in courses for which they have satisfied the pre-requisites and co-requisites.

Recognition of qualifications issued by other RTOs

Qantm College recognises AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation in Australia.

Distinction between Credit, Prerequisite and Co-requisite Status

Many courses offered in Qantm College's degree programs are sequential and assume that students will have acquired specific knowledge and skills prior to their enrolment in the course. These requirements are termed 'prerequisites'.

Other courses offered in the degree programs may require the student to be studying companion courses that provide additional support material at the same time. These requirements are termed 'co-requisites'.

The award of credit does not necessarily provide for prerequisite or co-requisite requirements. Students will only be able to enrol in course for which they have satisfied the prerequisites and co-requisites.

Information Required for Credit / Prerequisite / Co-requisite Assessments

Credit will be determined on the basis of the documentation provided by the student. It should include information regarding:

- total and weekly contact hours, number of contact weeks, practical work and tutorial hours clearly specified for the course
- level of the course at the institution where it is taught, e.g. first, second or third year level course
- content of the course, e.g. handbook synopsis and weekly syllabus
- information about the structure of the overall program in which the student was enrolled. In particular, information about the total number of credit points that a student had to complete in order to finish the program is required.
- assessment requirements for the course
- a certified academic transcript with a key explaining the grades awarded.

Application for credit

An application for credit must be lodged with the Student Reception at the applicable Qantm College campus. The application must be made in writing using the 'Credit Transfer Application' Form. The application must be accompanied by a certified academic record, except in the case of previous study at Qantm College, and must include extracts from handbooks or other documentation giving sufficient details of the studies completed to enable Qantm College to accurately assess the application.

Where credit is being sought for prior learning other than formal post-secondary studies and professional qualifications, and where professional or para-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.

	<p>Applications for credit may be lodged at any time. However, they must be lodged no later than the last working day in the January or April or August preceding the commencement of any trimester in which the award of credit may affect the student's study program.</p> <p>Where possible, decisions on credit will be notified to applicants prior to the commencement of the relevant trimester. Formal advice specifying credit approved subject to admission may also be given.</p> <p>Approval of credit The National Academic Coordinator, in consultation with the relevant Campus Academic Coordinator, is responsible for:</p> <ul style="list-style-type: none"> • determining the credit to be granted, within the provisions of these regulations, in response to the applications for credit from students enrolled in the course for which the relevant Campus Academic Coordinator is responsible; • approving course requests for extension of time limits in appropriate cases within the provision of these regulations • advising the Academic Advisory Board, where relevant, on planned articulation arrangements. • <p>When the National Academic Coordinator approves an application for credit transfer, it becomes a credit precedent which can be applied to subsequent credit applications. Each of these decisions will be collected on a Student Credit database for future reference. The National Administration Manager is responsible for maintaining records of and disseminating all approved planned articulation arrangements and credit precedents.</p> <p>The relevant Course Advisory Committee will review planned articulation arrangements and credit precedents periodically when a course is reviewed or undergoes a major change.</p> <p>International Students When an application for credit is granted for an international student the process must be consistent with ESOS requirements and the student's course must be reviewed so that the student has a full time load. Additional off-site courses may be required if this is not the case.</p> <p>Appeals: Any student who is dissatisfied with the outcome of a review of a credit decision may appeal. Refer 'Complaints and Appeals Policy'.</p> <p>Course transfers Students admitted to programs who have successfully completed courses offered by Qantm College, which have not contributed to a completed program, will, on application, have all such courses transferred to a new program, subject to any specific restrictions contained in the regulations for these programs. Normally, only those courses that have been completed within five (5) years prior to admission to a program may be transferred for credit to that program.</p>
<p>Associated Procedure(s)</p>	<p>In support of this policy the following procedures are included:</p> <p>2.1.002_1PROC: Credit and Advanced Standing –Degree Procedure</p>
<p>Associated Documents</p>	<p>FORM: 2.1.002_1FORM: Credit Transfer Application Form POLICY: 2.9.001POL: Complaints and Appeals Policy.</p>

Associated Records	FORM: Completed 2.1.002_1FORM: Credit Transfer Application Form Certified copies of qualifications
	Version: 2_1_002POL_Credit_and_Advanced_Standing_Policy_071002.pdf

[back to TOC](#)

	Policy	No. 1.3.011POL
Student Counselling		

Policy Statement	Qantm College coordinates the counselling needs of students and, in the strictest confidence, facilitates their access to assistance.	
Purpose	To provide Qantm College students with access to counselling assistance should it be required.	
Scope	Qantm College students and staff.	
Definitions	Student Counselling	Offers students an opportunity to access support from appropriately qualified professionals regarding issues that may be of concern to the student.
Policy	<p>When a student is experiencing educational problems s/he should, in the first instance, discuss these issues with the relevant Academic Staff.</p> <p>If advice on study skills is required, the student should contact the Student Liaison & Support Officer.</p> <p>Concerns of an administrative nature should be addressed to the National Administration Manager.</p> <p>Students experiencing personal matters of concern should, in the first instance, discuss these issues with relevant Academic Staff.</p> <p>If discussing these issues with relevant Academic Staff is not suitable or the results of this discussion proved unsatisfactory from the student's perspective, the Student Liaison & Support Officer should be contacted in order to identify appropriately qualified, external support or counselling.</p>	
Associated Procedure(s)	In support of this policy the following procedures are included: 1.3.011POL: Student Counselling Procedure	
Associated Documents		
Associated Records	Notation to student record	
	Version: 1_3_011POL_Student_Counselling_Policy_070520.pdf	

[back to TOC](#)

	<h2>Policy</h2>	No. 2.2.003POL
<h1>Student Orientation</h1>		

Policy Statement	Prior to the commencement of an academic program of study, Qantm College will provide an orientation program designed to welcome students to Qantm College and to introduce them to the important aspects of Qantm College operations, other new students and academic and administrative 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 relevant to 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>Academic staff will address a range of issues that will be important to the student during the study period with Qantm College. Some of the areas covered will include, 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 	
Associated Procedure(s)	<p>In support of this policy the following procedures are included:</p> <p>2.2.003_1PROC: Student Orientation Procedure (Admin)</p>	
Associated Documents	<p>REGISTER: 2.2.003_1REG: Student Orientation Register CHECKLIST: 2.2.003_1CHK: Orientation Checklist</p>	
Associated Records	<p>REGISTER: Completed 2.2.003_1REG: Student Orientation Register. CHECKLIST: Completed 2.2.003_1CHK: Orientation Checklist</p>	
	Version: 2_2_003POL_Student_Orientation_Policy_070913.pdf	

[back to TOC](#)

	<h2>Policy</h2>	No. 2.10.001POL
<h3>Assessment: Degrees and Post-graduate</h3>		

Policy Statement	Qantm College recognises that assessment of learning is an important aspect of Qantm's commitment to quality education and uses this policy to assess student work.	
Purpose	To ensure that all assessment instruments/activities are designed to determine the extent to which students have met the learning and scholarly outcomes of a course. Such assessment tasks will assist the academic 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 College students and academic staff.	
Definitions	Assessment	Assessment is the process Qantm College uses to evaluate student knowledge and skills.
	Moderation	The process of ensuring that assessment is valid, reliable and fair.
	Course Moderator	Person who is suitably qualified and experienced to review and report on assessment for a course. The moderator may be internal or external to Qantm College.
	Internal Course Moderator	Representative of the Qantm College academic team who is suitably qualified and experienced to review and report on assessment for a course.
	External Course Moderator (Post-graduate courses only)	Representative from a local university, OHE accredited private college or suitably qualified and experienced academic who is not a member of the Qantm College academic team and capable of reviewing and reporting on assessment for a course.
	Within the Qantm College degree programs, the aims of assessment include: <ul style="list-style-type: none"> • improving the quality of the curriculum (courses and programs) • evaluating the effectiveness of the teaching process and facilitating continuing improvement • improving and promoting subsequent learning through feedback that is clear, informative, constructive, timely and relevant • formally certifying achievements for external audiences • accountability to the Qantm/SAE Academic Advisory Board, accrediting bodies, employers and the wider community • designing assessment instruments/activities that, as far as possible, recognise and cater for the diversity of student backgrounds, 	

	<p>experiences and learning styles.</p> <p>Qantm College will employ the following Assessment Principles throughout its programs.</p> <p>Types of assessment: Assessment items will be aligned with the learning and scholarly outcomes identified for each course. Summative assessment will be criterion-referenced (i.e. it will focus on each student's achievements in relation to specific criteria) and may include individual or collaborative achievement or both. The requirements for learner success will be made clear in Course Outlines, and the overall strategy will be, to develop in students, the ability to evaluate the quality of their own work in order to equip them to function as professionals with a commitment to life-long learning.</p> <p>Staff expertise: Staff responsible for the development and implementation of programs and courses will demonstrate professional expertise in devising modes of assessment, which reflect accurately the relevant learning and scholarly outcomes which suit the particular assessment function and which are aligned with the style of presentation adopted for the subject matter.</p> <p>Modification of assessment: Proposals to alter the assessment requirements for a course should be submitted to the responsible Campus Academic Coordinator by Course Advisory Committee prior to the next scheduled offering of the course. The Campus Academic Coordinator determines whether the proposed, revised assessment requirements are consistent with the originally approved assessment requirements in their relationship to the course objectives and learning outcomes, and their overall demands on the students. The National Academic Coordinator approves such modifications and report these changes to the Academic Advisory Board.</p> <p>Assessment criteria: The designated Campus Academic Coordinator is responsible for producing an assessment program that assesses how well the students have achieved the stated course objectives, and stated learning and generic skills outcomes. This program will be included in the published Course Outline. In addition, the Campus Academic Coordinator will prepare a Course Assessment Guide that will include a marking template for each of the assessment tasks to be completed, including specific criteria and expectations for assessment.</p> <p>Assessment schedules: Students will be provided with full assessment information in the first week of each course. Submission dates and penalties for late submission will be described in this section of the Handbook.</p> <p>Feedback: Assessment items submitted by the due date will normally be returned to the students within two weeks of that date to allow for marking and moderation of these items. Feedback to the students will be constructive, identifying their alignment with the assessment criteria and their specific strengths, as well as providing assistance to understand how they might improve the quality of their work.</p>
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Assessment grades

During each trimester, students will be provided with an evaluation of their individual performance with reference to the criteria for each assessment item. Student performance in individual courses is graded in accordance with the *Australian Vice-Chancellors' Committee Guidelines* as follows:

- *High Distinction (HD)*
Complete and comprehensive understanding of the course content; development of relevant skills to a comprehensive level; demonstration of an extremely high level of interpretive and analytical ability and intellectual initiative; and achievement of all major and minor objectives of the course.
- *Distinction (D)*
Very high level of understanding of the course content; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and achievement of all major and minor objectives of the course.
- *Credit (C)*
High level of understanding of course content; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of all major objectives of the course; some minor objectives not fully achieved.
- *Pass (P)*
Adequate understanding of most of the basic course content; development of relevant skills to a satisfactory level; adequate interpretive and analytical ability and achievement of all major objectives of the course; some minor objectives not achieved.
- *Non-graded Pass (NGP)*
Successful completion of a course assessed on a pass/fail basis, indicating satisfactory understanding of course content; satisfactory development of relevant skills; satisfactory interpretive and analytical ability and achievement in all major objectives of the course.
- *Fail (F)*
Inadequate understanding of the basic course content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; and failure to achieve some or all major and minor objectives of the course.
- *Pass Conceded (PC)*
Where a student has not achieved a passing grade but has demonstrated a level of performance that is close to that of a passing grade, the Academic Advisory Board may award a grade of Pass Conceded in order to facilitate student progress through a program. The grade of Pass Conceded does not satisfy prerequisite or co-requisite requirements.
- *Fail No Assessment Submitted (FNS)*
Did not present any work for assessment, to be counted as failure.
- *Withdraw with failure (WF)*
Cancelled enrolment in the course after the final date for withdrawal without failure.
- *Withdraw without failure (K)*
Cancelled enrolment in the course before the final date for withdrawal

	<p>without failure. This grade may also be awarded to students who withdraw from a course after the withdrawal date under special or compassionate circumstances. In these cases the grade is awarded at the discretion of the Academic Advisory Board.</p> <p>MODERATION At Qantm College, moderation refers to the processes of moderating grades and moderating individual assessment items.</p> <p><i>Moderation of Grades</i> The relevant Course Advisory Committee will conduct the moderation of grades.</p> <p>The moderation of grades for each student in each course of study seeks to ensure that there is a fair distribution of grades for the course. The Course Advisory Committee may recommend the adjustment of grades up or down. The Academic Advisory Board will confirm any such recommendations.</p> <p><i>Moderation of Summative Assessment Items</i> The moderation of summative assessment items will be completed by:</p> <p><i>Undergraduate</i></p> <ul style="list-style-type: none"> • A person internal to Qantm College appointed by the Academic Advisory Board, in consultation with the relevant Campus Academic Coordinator. <p><i>Post-graduate</i></p> <ul style="list-style-type: none"> • A person external to Qantm College appointed by the Academic Advisory Board, in consultation with the relevant Campus Academic Coordinator <p><i>Internal Course Moderator</i> The internal course moderator will consider samples from students studying a particular course to determine the fairness of the application of the assessment criteria for all students, and the appropriateness of the assessment scheme and all summative assessment items for students in a course. The course moderator will compile a report to the National Academic Coordinator and Course Advisory Committee for each set of moderated assessment items.</p> <p><i>External Course Moderator</i> The external course moderator will consider samples from students studying a particular course to determine the fairness of the application of the assessment criteria for all students, and the appropriateness of the assessment scheme. The external course moderator will compile a report to National Academic Coordinator and Course Advisory Committee for each set of moderated assessment items.</p> <p>The Qantm Course Advisory Committee in conjunction with the Course Moderators will ensure that moderation is applied to all course assessment items through:</p> <ul style="list-style-type: none"> • the choice and design of assessment instruments being appropriate to the task being assessed • the assessment administered and assessed according to the stated learning and generic skill outcomes, and the criteria listed in the task specification • continuous review of assessment processes being carried out and changes implemented prior to the commencement of the next offering of the course.
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	<p>The relevant Course Moderator will conduct moderation activities to ensure that:</p> <ul style="list-style-type: none"> • the standard of achievement is uniform, particularly for courses being delivered to different groups of students by different staff in different locations • each assessment task matches the specified outcomes and performance criteria listed in the course outline • where feasible, assessment tasks within and between courses are integrated • assessment is consistent through “cross-marking” a sample of submissions • all relevant resources required for the assessment task are available • accurate and current records of students’ performance are maintained • timely feedback is provided to students • assessment tasks follow the guidelines for criterion-referenced assessment. <p>Where the same course is offered across degree programs, internal moderation will be common to both programs to ensure consistency of standards.</p> <p>Criterion referenced assessment Criterion referenced assessment focuses on each student's achievements in relation to specified criteria compared to norm-based assessment where the achievement of a particular student is compared to the achievements of other students. The following guidelines for the development of criterion-referenced assessment items are based on recommendations from the University of Queensland¹.</p> <p>The internal moderation of criterion referenced assessment tasks will ensure that assessment items specified in the Course Outlines meet the following requirements.</p> <ol style="list-style-type: none"> 1. Each Course Outline must contain a detailed set of learning and generic skill outcomes stating what students are expected to achieve by the end of the course. 2. Each Campus Academic Coordinator must ensure the assessment items assess how well students have achieved the stated learning and generic skill outcomes, and the means and form by which feedback will be provided. 3. Each Campus Academic Coordinator must develop assessment criteria directly related to the learning and generic skill outcomes to indicate to students how they will be judged. 4. Each Campus Academic Coordinator must develop standards to inform students how the assessment task will be assessed. 5. Each Campus Academic Coordinator must develop a marking scheme that reports to students their level of achievement according to the stated criteria. <p>Where students do not agree with the results from moderated assessment items, they have recourse to appeal the decision.</p>
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¹ Teaching & Educational Development Institute (2002). Criterion Referenced Assessment [Online]
Available: <http://www.tedi.uq.edu.au/Assess/Assessment/cra.html> [24th May 2003].

SPECIAL CONSIDERATION

Campus Academic Coordinators may extend special consideration to a student in any course for which they are responsible, and in respect of any assessment item.

Students may apply for special consideration on the grounds of illness, accident, disability, bereavement or other compassionate circumstances if:

- their performance in an assessment item was seriously affected; or
- they were seriously disadvantaged when the assessment item was attempted.

An application for special consideration is applicable only where the assessment item or examination has been attempted. Where the student is unable to attempt the assessment item or examination, the student may apply for deferred assessment or an extension of time to submit an assignment.

Requests for special consideration must be made in writing and accompanied by appropriate documentary evidence. Requests for special consideration in respect of an examination must be lodged with Qantm College Reception no later than three working days after the date of the examination. Requests for special consideration in assessing an assignment must be lodged with the submission of the assignment. Requests for special consideration in respect of performance across all assessment items in a course must be lodged with Qantm College Reception no later than three working days after the date of the final examination or assessment item.

Forms of Special Consideration

In response to an application for special consideration, the Campus Academic Coordinator may:

- take no action;
- provide an extension of time in which the assessment item may be completed;
- award a final grade on the basis of the student's performance across the course;
- provide an alternative or replacement assessment task. An alternative assessment task provides an opportunity for the student to demonstrate learning outcomes similar to those related to the original assessment task; for example, an oral examination may take the place of a written examination. A replacement assessment task is one that resembles as closely as possible the original assessment item and carries the same percentage of total weighting for the course;
- recommend that the student be granted withdrawal without failure on compassionate grounds.

It should be noted that special consideration is NOT available for hardware failure and data loss where backups were not kept.

Submission of Assessment Items

	<p>Students are required to submit assessment items at the time (normally 1:00pm) and date specified in the Course Assessment Guide. Assessment items submitted after the due date will be subject to a penalty unless the student has completed a Special Consideration form and the Campus Academic Coordinator has given prior approval in writing for an extension of time to submit that item.</p> <p>Assessments must be submitted according to the specifications in the Course Assessment Criteria.</p> <p>Where assessment items are submitted electronically, the date and time the file was saved on the file-server will be considered the date and time of submission. Written papers or other physical submissions are to be submitted at the Qanm Reception where each item will be time and date stamped as a record of receipt.</p> <p>Assessments submitted via email will NOT be accepted.</p> <p>Assessments submitted to the wrong directories will NOT be marked.</p> <p>Requests for Extension</p> <p>A request for an extension will not be considered unless a Special Consideration Form has been completed by the student AND been approved by the Campus Academic Coordinator.</p> <p>Where the request is made on medical grounds, an appropriate medical certificate must be submitted.</p> <p>Penalties for Late Submission</p> <p>An assessment item submitted after the assessment due date, without an approved extension, will be penalised. The standard penalty is the reduction of the mark allocated to the assessment item by 10% of the maximum mark applicable for the assessment item, for each day or part day that the item is late. Weekends count as one day in determining the penalty. Assessment items submitted more than ten days after the assessment due date are awarded zero marks.</p> <p>Deferred Assessment</p> <p>A request for the deferral of an assessment will not be considered unless a Special Consideration Form has been completed by the student AND been approved by the Campus Academic Coordinator.</p> <p>Students may apply for deferred assessment if they were prevented from performing an assessment item, such as an examination, test, seminar presentation, or other assessment activity scheduled for a particular date, on the grounds of illness, accident, temporary disability, bereavement or other compassionate circumstances. Where a student is prevented from attending an examination, the student may apply for a Supplementary Examination.</p> <p>Requests for deferred assessment must be made on the Special Consideration form provided for this purpose and accompanied by appropriate documentary evidence. Requests for deferred assessment in respect of an examination must be lodged at Qanm College Reception no later than three working days after the date of the examination. Requests for deferred assessment in respect of other assessment items must be lodged with the Campus Academic Coordinator no later than three working days after the date pertinent to the assessment item.</p>
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	<p>Approval of Deferred Assessment</p> <p>The Campus Academic Coordinator who will approve or reject the application shall consider an application for deferred assessment. An application for a deferred examination may be rejected if the Campus Academic Coordinator has reason to believe that the student is seeking to gain an unfair advantage through deferred assessment. This judgement may be based on the particular circumstances of the application together with the student's academic record and history of deferred examination applications.</p> <p>Form of Deferred Assessment</p> <p>A deferred assessment normally takes the form of a replacement assessment item or examination, in which case the replacement assessment item should resemble as closely as possible the original assessment item or examination and should carry the same percentage of total weighting for the course.</p>
Associated Procedure(s)	<p>In support of this policy the following procedures are included:</p> <p>2.10.001_1PROC Assessment Procedure (Degrees)</p>
Associated Documents	<p>POLICY: 2.10.011POL: Special Consideration policy FORM: 2.10.011_1FORM: Special Consideration Form</p>
Associated Records	<p>FORM: Completed and approved 2.10.011_1FORM: Special Consideration Form filed in student file.</p> <p>Noting to the Portal.</p>
	<p>Version: 2_10_001POL_Assessment_Degree_n_Post-grad_Policy_071010.pdf</p>

[back to TOC](#)

	<h2>Policy</h2>	No. 2.8.001POL
<h3>Academic Progression and Exclusion (Degrees)</h3>		

Policy Statement	Qantm College keeps a record of each accepted student's academic performance for each requirement of the program for which the student is enrolled and monitors the academic progress of each degree 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 academic progress of each degree student is monitored and the methods used to implement remedial support if required.	
Scope	Qantm 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 study an academic program at Qantm College.
	<p>Qantm College will monitor the academic progress of each degree student and implement remedial support for those students deemed in need of assistance to achieve satisfactory progression.</p> <p>International Student Progression All international students are required to make satisfactory academic progress during the course of their studies 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.</p> <p>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.</p> <p>International students are not required to be enrolled full time in their final semester where the student has been required to repeat units.</p> <p>Following such remedial support, where students fail to meet satisfactory progression requirements, procedures can be implemented to assess whether the student should be excluded from their program of study.</p> <p>Maximum Candidature Currently Qantm College offers only full time degree programs with a maximum period of candidature of three calendar years plus one trimester.</p> <p>The maximum period of candidature takes into account the importance of the</p>	

	<p>currency of knowledge in completing the award and ensures the fair treatment of all students regardless of the number of credit points they are required to complete.</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> <ol 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 where Qantm College was unable to offer a pre-requisite unit) 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>Where a student has approved leave of absence from a degree program, that period of absence will be included in the period of maximum candidature. The Qantm/SAE Academic Advisory Board may vary the period of candidature if necessary, taking into account the currency of the program content, periods of approved leave of absence or other mitigating circumstances.</p> <p>Variations</p> <p>Where there is a variation in an international student's enrolment load that 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.</p> <p>Grounds For Exclusion</p> <p>A student may be excluded from a program of study if they:</p> <ul style="list-style-type: none"> Exceed the maximum period of candidature Fail a compulsory course twice Fail all 4 courses in a given trimester Fail to comply with an enrolment condition imposed by the National Academic Coordinator; or Fail more than 50% of enrolled credit points in the program in the preceding two active trimesters of enrolment. <p>Exclusion Regulations</p> <p>Initial exclusion from a program or programs will normally be for a period of two years. Students who are excluded for a second time will be excluded from Qantm College for a period of up to 5 years.</p> <p>Students who have been excluded from a Qantm College program may be able to apply for acceptance into a different Qantm College program.</p> <p>Students who wish to enrol in a Qantm College program and who have previously been excluded from Qantm College may be required to undertake all courses within the program to which they seek enrolment.</p>
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	<p>Grounds For Conditional Enrolment A conditional enrolment may be imposed on a student by the Qantm/SAE Academic Advisory Board when:</p> <ul style="list-style-type: none"> • They have successfully appealed an exclusion; • Grounds for exclusion exist but the Academic Advisory Board decides not proceed with the exclusion; • They fail a non compulsory unit twice; • It will maximise the chance of completion within the maximum period allowed <p>Grounds For Issuing A Warning To Students Where the Academic Advisory Board meeting agrees that grounds for exclusion exist, or are likely to exist, a warning letter should be sent to the student.</p> <p>Where the Academic Advisory Board 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 should be advised of this prior to the imposition of an enrolment condition.</p> <p>Students who do not appear to be making satisfactory academic progress should be advised of the risks they face; the avenues open to them and the availability of course advice and support services. Such information should be included in 'warning' letters.</p>
Associated Procedure(s)	<p>In support of this policy the following procedures are included:</p> <p>2.9.001_1PROC_Complaints and Appeals Procedure 2.8.001_1PROC: Academic Conditions Procedure</p>
Associated Documents	2.8.003POL: Academic Progression and Exclusion (Diploma) Policy
Associated Records	<p>Notation to portal Notation to student record</p>
	Version: 2_8_001POL_Progression_n_Exclusion_Degree_Policy_070830.pdf

[back to TOC](#)



Policy & Procedures

No. 2.9.001_1PROC

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 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 and is applicable to students enrolled with, or intending to enrol with Qantm College. 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:

- 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. It is applicable to all students or prospective students, 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 College in Australia, who transfer their studies to a Qantm College campus outside Australia, will have their registration with Qantm College 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 College 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 be made available to staff via the Qantm Staff System.

[back to TOC](#)



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 or prospective students 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 student or prospective 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. It is applicable to all students or prospective students of the College, 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 made available to staff via the Qantm Staff System.

[back to TOC](#)

	Policy	No. 5.1.003POL
Network Acceptable Use (Student)		

Policy Statement	<p>This acceptable use policy governs the use of computers and networks at 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>	
Purpose	To define student and staff access and use of networks at Qantm College.	
Scope	Qantm students and staff	
Definitions	Network	Two or more computers connected together to share files and resources
	<p>Students may access the company’s network, including the Internet only in performing course/study related tasks.</p> <p><i>Students are not to 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>	

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.

Users must not violate copyright when downloading information from the 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 policy 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.

	<p>Use of private Laptops and Computers</p> <p>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.</p>
Associated Procedure(s)	<p>In support of this policy the following procedures are included:</p> <p>2.7.001_1PROC: Misconduct and Discipline Procedure</p>
Associated Documents	2.7.001POL: Misconduct and Discipline Policy
Associated Records	
	Version: 5_1_003POL_Network_Acceptable_Use_Student_Policy_070520.pdf

[back to TOC](#)

	Policy	No. 2.7.001POL
Misconduct and Discipline		

Policy Statement	This policy states the responsibilities of all Qantm College students regarding student conduct, and provides the procedures to be followed in cases of suspected misconduct.	
Purpose	To provide procedures for investigating student misconduct matters in a fair, equitable and confidential manner.	
Scope	Qantm 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.
	A student is guilty of misconduct if the student - <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 downloads software to a Qantm College computer or other device. 	

	<ul style="list-style-type: none"> • 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 Qantm College or its affairs which is of a confidential nature and which the student knows, or ought reasonably to know, to be confidential • 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>Responsible Officers</p> <ul style="list-style-type: none"> • For students enrolled in any educational program, the responsible officer is the National Academic Coordinator. <p>Please note: As Qantm Colleges are co-located with other businesses, 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 will not be re-enrolled as a student except with the permission of the Qantm/SAE Academic Advisory Board.</p>
<p>Associated Procedure(s)</p>	<p>In support of this policy the following procedures are included:</p> <p>2.7.001_1PROC Student Misconduct and Discipline Procedure</p>
<p>Associated Documents</p>	<p>POLICY: 2.7.002POL Academic Honesty Policy</p>
<p>Associated Records</p>	
	<p>Version: 2_7_001POL_Misconduct_n_Discipline_Policy_070520.pdf</p>

[back to TOC](#)



Policy Academic Honesty

No. 2.7.002POL

Policy Statement	It is the expectation of Qantm College that Qantm students will conduct themselves in their academic studies honestly, ethically and in accordance with accepted standards of academic conduct. When it is identified that a student has behaved in a manner contrary to these standards, such as by cheating or committing an act of plagiarism, this Policy is intended to provide direction.	
Purpose	To provide directions on matters to do with academic misconduct including, 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 studies 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.
	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. Gordon Brown stated
	Multiple Summations	Similar to paraphrasing, it involves the summary of several authors' works into a single paragraph in the student's words, e.g. Gordon Brown, George Bush and Kevin Rudd jointly declared
	Statistics	Indicate the sources of any statistics used in an assignment or project, e.g. Bureau of Meteorology (2008)
	Controversial Facts	Acknowledge the source since it is not a commonly accepted historical fact, e.g. there is life on Mars (Cook, 2005).
	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 academic standards and 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. Gordon Brown 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. Gordon Brown, George Bush and Kevin Rudd jointly declared • Statistics: indicate the sources of any statistics used in an assignment or project, e.g. Bureau of Meteorology (2008) • Controversial facts: acknowledge the source since it is not a commonly accepted historical fact, e.g. there is life on Mars (Cook, 2005). <p>Academic staff at Qantm College will not accept work that has been plagiarised. It is the student’s responsibility to learn the accepted forms of citation according to standards formulated by Qantm College. Students who are unsure of the acceptable standards of scholarly writing should speak with their lecturers before beginning their research on assignments and projects.</p> <p>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 the Campus Academic Coordinator sanctions it. 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.</p> <p>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.</p> <p>Cheating Students who are found guilty of cheating will be dealt with severely by College authorities.</p>
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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. No communication is allowed between students during an examination and no student is permitted to keep books, papers, calculators, computers or notes during an examination except with the permission of the invigilator.

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 Campus Academic Coordinator.

Degree of Misconduct

The Qantm/SAE Academic Advisory Board may conduct a formal hearing into an allegation of academic 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 Qantm/SAE Academic Advisory Board may give permission for the companion to speak on behalf of the accused student. Neither the student or any other person participating in the hearing is entitled to be legally represented.

At least 5 days prior to the hearing, the Qantm/SAE Academic Advisory Board will 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 will be informed in writing of the decision of the Qantm/SAE Academic Advisory Board, 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:

	<ul style="list-style-type: none"> • For minor cases of academic misconduct, the Campus Academic Coordinator, in consultation with the National Academic Coordinator, may decide on one or more of the following: <ul style="list-style-type: none"> • 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 Qantm/SAE Academic Advisory Board may impose one or more of the following penalties: <ul style="list-style-type: none"> • 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. <p>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.</p> <p>Where a penalty of exclusion is recommended the Chair of the Qantm/SAE Academic Advisory Board will advise the National Administration Manager 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."</p>
Associated Procedure(s)	<p>In support of this policy the following procedures are included:</p> <p>2.7.002_1PROC Academic Honesty: Plagiarism Procedure 2.7.002_2PROC Academic Honesty: Cheating Procedure 2.7.002_3PROC Academic Honesty: Collusion Procedure 2.9.001_1PROC Complaints and Appeals Procedure</p>
Associated Documents	<p>2.7.003POL Academic Conditions Policy 2.9.001POL Complaints and Appeals Policy</p>
Associated Records	<p>Notation on Portal</p>
	<p>Version: 2_7_002POL_Academic_Honesty_Policy_070520.pdf</p>

[back to TOC](#)



Policy

No. 2.1.007POL

Transfer Between Registered Providers


Policy Statement	Qantm College shall assess requests from students for 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 will undertake a review of the student's prior learning and the circumstances surrounding the request for the student's request for the transfer. An initial response to the student acknowledging receipt of the request to transfer will be made within five (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 (keeping in mind that currently Qantm College do not enrol international students under 18 years of age) 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 	

	<p>student's accommodation, support and general welfare arrangements.</p> <p><i>Letter of Release</i> Where a letter of release is granted by Qantm College it will be issued at no additional cost to the student and shall advise the student of the need to 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 will 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 will 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>
<p>Associated Procedure(s)</p>	<p>In support of this policy the following procedures are included:</p> <p>2.3.001_1PROC: Withdrawal Procedure 2.3.001_2PROC: Course Withdrawal International Student Procedure 2.9.001_1PROC: Academic Complaints and Appeals Procedure 2.9.001_2PROC: Non Academic Complaints, Complaints and Appeals Procedure 2.3.002_1PROC: Pre-Requisite Procedure</p>
<p>Associated Documents</p>	<p>POLICY:2.9.001POL: Complaints, Complaints and Appeals Policy FORM: 2.3.001_1FORM : Application for Withdrawal – Student Form 2.3.002_1CHART: Pre-requisite Verification Diagram</p>
<p>Associated Records</p>	<p>Completed FORM: 2.3.001_1FORM : Application for Withdrawal – Student Form DOCUMENT: Letter of Release DOCUMENT: Supporting documents</p>
	<p>Version: 2_1_007POL_Transfer_Between_Registered_Providers_Policy_070724.pdf</p>

[back to TOC](#)

Associated Procedure(s)	In support of this policy the following procedures are included: 2.2.004_1PROC: Language Literacy and Numeracy Procedure
Associated Documents	TEST: 2.2.004_1DOC: Qantm College LLN Test
Associated Records	TEST: 2.2.004_1DOC: Qantm College LLN Test or TEST: an English language proficiency test for International Students.
	Version: 2_2_004POL_LLN_Policy_070903.pdf

[back to TOC](#)

	<h2>Policy</h2>	No. 2.6.002POL
<h1>Attendance</h1>		

Policy Statement	All students who are enrolled at Qantm College are required to attend their classes whenever instruction is provided to maximise the quality of their education. This policy provides a framework with which Qantm monitors student attendance.	
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	Qantm students and staff.	
Definitions	Attendance	Is the frequency a student is present in class
	Special Consideration	When sickness, misadventure, or other circumstances beyond control prevent a student from completing a course requirement or attending or submitting assessable work for a course the student may request their circumstances be taken into consideration.
	Absence Roll	A record of student absence
	DEEWR	Department of Department of Education, Employment and Workplace Relations
	Centrelink	Centrelink is an Australian government statutory agency, delivering a range of Commonwealth services to the Australian community.
	ESOS	Education Services for Overseas Students
	PRISMS	Provider Registration and International Students Management System
Policy	<p>Qantm College bases student attendance on the requirements of DEEWR, Centrelink and the ESOS Act for all its Higher Education programs and keeps a systematic record of each student's attendance.</p> <p>Students are required to produce doctor's certificates, where applicable, for absences due to illness and these will be filed on the respective student file.</p> <p>Centrelink To fulfil Centrelink requirements students receiving Centrelink payments (such as Austudy, Youth Allowance, ABStudy) must attend at least 75% of their required classes. Qantm College will produce its attendance records (rolls) to Centrelink upon request.</p> <p>International Students Qantm College will produce its attendance records (rolls) to relevant government bodies upon request. Students are required to produce doctor's certificates, where applicable, for absences due to illness and these will be filed on the respective student file. Once a student's attendance falls below the</p>	

	<p>requirements of the ESOS Act, the National Administration Manager of Qantm College will report unexplained absences to DEEWR via PRISMS. Advice will be sent to the student of the report made.</p> <p>Qantm College audits all attendance rolls on a fortnightly basis and captures data for each International student in a spreadsheet. If a student is absent for more than 5 consecutive days, without approval, or does not attend consistently, the Campus Academic Coordinator will contact the student and arrange counselling services with the relevant Student & Support Liaison Officer where deemed necessary. Details of contact and subsequent counselling services will be documented on the individual student file.</p> <p>Special Consideration When sickness, misadventure, or other circumstances beyond control prevent a student from completing a course or from attending a class and its associated activities or attending campus to submit assessable work for a course, the student may request their circumstances be taken into consideration. The student seeking special consideration must provide supporting documentation with their application. For example a doctor's certificate where an absence was due to sickness.</p>
Associated Procedure(s)	<p>In support of this policy the following procedures are included:</p> <p>PROCEDURE: 2.6.002_1PROC Attendance Procedure PROCEDURE: 2.6.002_2PROC Non-Attendance Procedure PROCEDURE: 2.10.011_1PROC Special Consideration Procedure</p>
Associated Documents	<p>POLICY: 2.10.011POL Special Consideration Policy</p>
Associated Records	<p>Completed Electronic Absence Register FORM: 2.10.011_1FORM Special Consideration Form</p>
	<p>Version: 2_6_002POL_Attendance_Policy_070903.pdf</p>

[back to TOC](#)



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)
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- Occupational Health & Safety Act 2000 (NSW)
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[back to TOC](#)

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[back to TOC](#)