



POLICIES AND PROCEDURES

FOR

EDUCATION SERVICES FOR OVERSEAS STUDENTS
(ESOS)

2025

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ABOUT QUEENSLAND COLLEGE OF MUSIC PTY LTD

The Queensland College of Music Pty Ltd (QCM) is a CRICOS registered training organisation (RTO provider 40821, CRICOS provider 03466G), registered through Australian Skills Quality Authority to deliver and assess CUA40920 Certificate IV in Music in and CUA50825 Diploma of Music, CUA60525 Advanced Diploma of Music and Intermediate General English. The College has been operating since the beginning of 2014 and is registered until 21 December 2025.

The College is situated at 107 Quay Street, Brisbane, Queensland. It is a privately-owned organisation offering musicianship on a range of instruments including singing by highly qualified musicians who are currently working in the Music Industry. The College has an Industry Advisory Committee which meets annually to provide directions for the business and to provide music industry knowledge.

The College has capacity to enrol 20 overseas students in Certificate IV or Diploma or Advanced Diploma and in Intermediate General English. Enrolment acceptance will be predicated on music skills through **an audition process** and English proficiency as verified by a diagnostic testing instrument. Correspondence from University of Queensland indicates that completion of the Diploma, an audition by the University and English proficiency of 6.5 IELTS, 87 TOEFL or 64 PTE would serve as a reasonable admission pathway to the Bachelor of Music. The entry point for Intermediate General English will be IELTS4.5 or equivalent. The macro skills of listening, speaking, reading and writing on entry can be measured against the Australian Core Skills Framework at Level 4.

Details relating to hours of study per week, the course structure and duration of each qualification is documented in the **Training and Assessment Strategy** for each qualification and the **draft timetable**. There is no work-based training involved, the College does not accept students under 18 and QCM uses no other providers to deliver the qualifications to international students.

LEGISLATION RELATING TO ESOS

Australian Government legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of overseas students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers.

The Department of Education (previously the Department of Education, Skills and Employment) (DESE) regulates the education and training sector's involvement with overseas students studying in Australia on student visas. It does this through the ESOS legislative framework. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

Legislation includes:

- Education Services for Overseas Students Act 2000 (the Act amended 1 January 2007)
- Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012.
- Education Services for Overseas Students Amendment (Student Visas and Other Measures) Regulation 2019
- ESOS Regulations 2001
- Privacy Act 1988
- Plain English Guidelines to Information Privacy
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018

The ESOS Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa. The Australian Government, through Department of Education administers the ESOS Act and its associated instruments.

The Regulations support the Act and set out details relating to:

- student details that providers must include on the Provider Registration and International Students Management System (PRISMS), including information about tuition and non-tuition fees and Agent agreements,
- information about students that providers must give related to student visa conditions,
- penalties and infringement notices,
- student records that a provider must keep.

The National Code (2018) provides nationally consistent standards for the conduct of registered providers and the registration of their courses. QCM must ensure that staff members who interact directly with students are aware of their obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

The National Code applies to all providers registered under the ESOS Act to deliver education and training courses to overseas students who come to Australia to study on a student visa. It is also used by designated state and territory government authorities for the purpose of recommending courses for registration on CRICOS.

The objectives of the National Code are to:

- support the ESOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments
- establish and safeguard Australia's international reputation as a provider of high-quality education and training by:
 - ensuring that education and training for overseas students meets nationally consistent standards and
 - ensuring the integrity of registered providers
- protect the interests of overseas students by:
 - ensuring that appropriate consumer protection mechanisms exist
 - ensuring that student welfare and support services for overseas students meet nationally consistent standards.
- support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

[National Code of Practice for Providers of Education and Training to Overseas Students 2018 - Department of Education, Australian Government](#)

The Tuition Protection Service (TPS) may assist students to either continue their studies through another course or different provider, or by being provided a refund or loan re-credit for education and training they paid for but did not receive.

INFORMATION RELATING TO OVERSEAS STUDENTS

If a student is not an Australian citizen or permanent resident or a New Zealand citizen, then they can be classified as an Overseas Student. The ESOS framework only applies to those Overseas Students who have Student Visas. The ESOS Act refers to these students as Overseas Students.

Student visa conditions

Vocational Education and Training Sector visa (subclass 500) allows students to stay in Australia to study a full-time vocational education and training course. They may be able to get this visa if enrolled as a student in a registered vocational education and training course such as offered by QCM.

If student Visa holders do not uphold their visa conditions, their visa may be cancelled, and they may have to leave Australia. A full list of conditions is available from the Department of Home Affairs website with the most important listed below:

- The student Visa holder must remain enrolled in a course registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- The student Visa holder must make satisfactory course progress according to the policies of QCM.
- The Student Visa holder must advise QCM of their Australian address within seven days of arriving in Australia, and within seven days of any change of address.
- The student Visa holder must maintain enough money to pay for travel, tuition and living expenses for themselves, their spouse and their dependent children for the duration of their stay in Australia.
- Any family members of school age (between 5 and 18 years) living in Australia must attend school in Australia.
- The student Visa holder must maintain health insurance for themselves and their family members while in Australia

Pre-enrolment information

The National Code requires QCM to give students detailed information about-

- the ESOS framework
- audition for Music students and English proficiency requirements
- details of qualifications offered at the College – content, delivery mode, duration and assessment requirements
- RPL and credit transfers
- location, facilities and equipment
- fees and refunds
- procedures for deferring, cancelling and suspending
- complaints and appeals procedures
- information on living in Australia

Information is contained in [Application for Admission](#), the [Student Handbook](#), the website for QCM and the [Letter of Offer](#).

QCM offers study programs in accordance with the requirements of legislation and understands and implements the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the English Language Intensive Courses for Overseas Students (ELICOS) Standards 2020.

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

1. Marketing information and practices
2. Recruitment of overseas student
3. Formalisation of enrolment and written agreements
4. Education agents
5. Younger overseas students
6. Overseas student support services
7. Overseas student transfers
8. Overseas student visa requirements
9. Deferring, suspending or cancelling the overseas student's enrolment
10. Complaints and appeals
11. Additional requirements

English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018

- C1. Mandatory requirements for course applications
 - P1. Scheduled course contact hours
 2. Needs of younger ELICOS students
 3. Teaching ELICOS
 4. Assessment of ELICOS students
 5. ELICOS educational resources
 6. ELICOS specialist staff
 7. ELICOS premises
 8. Business management

STANDARD 1 – MARKETING INFORMATION AND PRACTICES

- 1.1 *The registered provider must ensure that the marketing and promotion of its courses and education services in connection with the recruitment of overseas students or intending overseas students, including through an education agent (in accordance with Standard 4), is not false or misleading, and is consistent with Australian Consumer Law.*
- 1.2 *The registered provider must, in seeking to enter into written agreements with overseas students or intending overseas students, not provide any false or misleading information on:*
 - 1.2.1 *its association with any other persons or organisations the registered provider has arrangements with for the delivery of the course in which the student intends to enrol or may apply to enrol*
 - 1.2.2 *any work-based training a student is required to undertake as part of the course*
 - 1.2.3 *prerequisites—including English language proficiency—for entry to the course*
 - 1.2.4 *any other information relevant to the registered provider, its courses or outcomes associated with those courses.*
- 1.3 *The registered provider must not:*

- 1.3.1 *claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the registered provider*
- 1.3.2 *guarantee a successful education assessment outcome for the student or intending student.*
- 1.4 *The registered provider must include its CRICOS registered name and registration number in any written or online material that it disseminates or makes publicly available for the purposes of:*
 - 1.4.1 *providing or offering to provide a course to an overseas student*
 - 1.4.2 *inviting a student to undertake or apply for a course, or*
 - 1.4.3 *indicating it is able or willing to provide a course to overseas students.*
- 1.5 *The registered provider must not actively recruit a student where this conflicts with its obligations under Standard 7 (Overseas student transfers).*

QCM provides information to students via its website, **Student Handbook, promotional materials and induction materials**. Information is reviewed every six months to ensure the most up-to-date and relevant information is available to students and agents and that all information is accurate and clearly explained and that no information is false or misleading.

All marketing materials prepared by QCM clearly identify the CRICOS code, the registered training provider code and the code and title of qualifications, programs being delivered and English language proficiency required, in written marketing, student materials and electronic forms. No third-party agreements are provided by QCM for CRICOS students, and no work-based training is required.

Materials are checked by the PEO to ensure that no false or misleading information or advice is given to students in relation to employment outcomes associated with the course, claims of acceptance into other courses, or guarantees of successful qualification completion or other information related to the course that could be misleading. Marketing materials are not used to actively recruit a student undertaking studies with another provider.

QCM marketing materials are developed and reviewed using a **Marketing Material Register** and version control along with samples of the materials, in order to track and review effective marketing strategies. New and revised marketing materials are to be forwarded to all Education Agents, to ensure that QCM materials are up-to-date and do not mislead potential students about QCM courses and services or migration outcome from course completion.

Marketing Policy

PURPOSE:

To ensure that high standards and ethics are used to achieve QCM's marketing and delivery of training services to students. QCM will also ensure the marketing of services is undertaken in a professional manner to maintain the integrity and reputation of the training industry.

All marketing material produced by QCM will abide by this practice at all times and not give false or misleading information or advice in relation to employment outcomes, migration outcomes or acceptance into other courses.

SCOPE:

1. At QCM the PEO is responsible for the development of all marketing materials in accordance with the procedure listed. Prior to the commencement of any marketing campaign, the PEO of QCM must review and approve the associated materials.

PROCEDURE:

2. Statements will only be used in respect of training and/or assessment within its scope of registration with ASQA. Qualifications available include CUA40920 Certificate IV in Music, CUA50825 Diploma of Music, CUA60525 Advanced Diploma of Music and Intermediate General English. On completion of training courses, participants reaching the required standard will receive an **appropriate certificate or statement of attainment**.
3. All participants will be provided with the following information:
 - a) Admission procedure and criteria, including audition requirements for Music students, the need to provide own instrument and laptop computer as well as required English Proficiency
 - b) Program outline, duration and mode of delivery
 - c) Attendance and progress expectations
 - d) Assessment procedures
 - e) Location of premises, facilities and equipment
 - f) Course costs
 - g) Refund policy
 - h) Complaints and appeals procedure
 - i) Information on living in Australia
 - j) Processes for deferring, cancelling and suspending training
4. QCM markets all its courses with honesty and integrity. Course objectives, costs and expectations are clearly communicated to participants prior to commencement. Misleading or false information will not be included in any marketing material, nor will comparisons be drawn between other organisations.

International Marketing

5. QCM and its consultants/agents agree to operate in accordance with the national protocol for marketing and advertising its services.
6. To achieve this, all marketing material must:
 - a) Clearly identify QCM name and CRICOS number in written marketing and other material for students, including electronic form, and
 - b) Not give false or misleading information or advice in relation to:
 - i. Claims of association between providers
 - ii. The employment outcomes associated with a course

- iii. Automatic acceptance into another course
- iv. Possible migration outcomes, or
- v. Any other claims relating to QCM courses or outcomes associated with QCM courses.

Recruitment

7. QCM aims to recruit overseas students through:
 - a) Education Agents,
 - b) Website Advertising,
 - c) Print Media

8. QCM must not knowingly recruit or enrol any 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:
 - a) The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
 - b) The original registered provider has provided a written letter of release
 - c) 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, or
 - d) 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.

9. QCM prior to accepting a student, or an intending student, for enrolment in a course, must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:
 - a) The requirements for acceptance into a course, including the minimum level of English language proficiency, audition requirements for Music students, educational qualifications or work experience required and whether course credit may be applicable
 - b) The course content and duration, qualification offered if applicable, modes of study and assessment methods
 - c) Campus locations and a general description of facilities, equipment, and learning and library resources available to students
 - d) Details of any arrangements with another registered provider, person or business to provide the course or part of the course
 - e) Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
 - f) Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
 - g) Complaints and appeal procedures
 - h) A description of the ESOS framework made available electronically and
 - i) Relevant information on living in Australia, including:
 - i. Indicative costs of living

- ii. Accommodation options, and
- iii. Where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

Education Agents

10. QCM uses Education Agents and must enter into a written agreement with each Education Agent it engages.
11. QCM must not accept students from an Education Agent or enter into an agreement with an Education Agent if it knows or reasonably suspects the education agent to be:
 - a) 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 under Standard 7 (Overseas student transfers)
 - b) Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa
 - c) Using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than a bona fide student
 - d) Providing immigration advice when not authorised under Education Services for Overseas Students Amendment (Student Visas and Other Measures) Regulation 2019

STANDARD 2 – RECRUITMENT OF AN OVERSEAS STUDENT

- 2.1 *Prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:*
- 2.1.1 *the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable*
 - 2.1.2 *the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods*
 - 2.1.3 *course duration and holiday breaks*
 - 2.1.4 *the course qualification, award or other outcomes*
 - 2.1.5 *campus locations and facilities, equipment and learning resources available to students*
 - 2.1.6 *the details of any arrangements with another provider, person or business who will provide the course or part of the course*
 - 2.1.7 *indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies*
 - 2.1.8 *the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled*
 - 2.1.9 *the ESOS framework, including official Australian Government material or links to this material online*
 - 2.1.10 *where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5)*

2.1.11 *accommodation options and indicative costs of living in Australia.*

- 2.2 *The registered provider must have and implement a documented policy and process for assessing whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.*
- 2.3 *The registered provider must have and implement a documented policy and process for assessing and recording recognition of prior learning (RPL), and granting and recording course credit, if it intends to assess RPL or grant course credit. The decision to assess prior learning or grant course credit must preserve the integrity of the award to which it applies and comply with requirements of the underpinning educational framework of the course.*
- 2.4 *If the registered provider grants RPL or course credit to an overseas student, the registered provider must give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.*
- 2.5 *If the registered provider grants the overseas student RPL or course credit that reduces the overseas student's course length, the provider must:*
- 2.5.1 *inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course*
- 2.5.2 *report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted.*

QCM will recruit students in an ethical and responsible manner and prior to accepting a student or an intending student for enrolment in a course, information will be available on the website regarding the musical skills and English proficiency required to meet the Music qualifications offered by the College and the entry requirements for Intermediate General English. Such information will enable students to make informed decisions about enrolling with QCM.

Promotional materials available on the QCM Pty Ltd website will outline:

- Programs being offered by QCM, course content and duration including holiday breaks
- Audition requirements where required
- Requirement to provide own instrument (not drums or piano) and laptop
- Mode of study and assessment methods
- Location, facilities and equipment available
- English language requirements
- Fees and refund policies
- Process for accessing course credit and RPL procedure
- Procedures for deferring, cancelling or suspending training
- relevant information on living in Australia, including:
 - i. indicative costs of living
 - ii. accommodation options; and
 - iii. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred
- a description of the ESOS framework.
- Complaints and appeal procedures

Qualifications available include CUA40920 Certificate IV in Music, CUA50825 Diploma of Music, CUA60525 Advanced Diploma of Music and Intermediate General English with course content outlined in a [Training and Assessment Strategy](#) and displayed on the College's website. The duration of each music qualification is one year, broken into four 9-week terms, for each qualification, with 20

hours per week in supervised face-to-face classes and an additional 32 hours per term allocated to private practice time, rehearsals, performances and attendance at concerts. Enrolment in each music qualification is recorded as 52 weeks of the year with holidays indicated between term. Where RPL or credit transfer is granted the change in duration will be noted and reported. Students must satisfy the English proficiency and musical expertise required by QCM and provide their own instrument (other than piano and drums) and laptop. Approximately twenty students can be enrolled between the qualifications.

Intermediate General English students will study for five hours a day for four days a week over a period of 42 weeks with 12 weeks of holidays (4 weeks between each trimester) and be expected to undertake 4 hours a week of private study.

English proficiency

In accordance with National Code, QCM places students in the course most appropriate to their levels of English and/or musicianship and their employment or further study goals.

All music students are expected to have reached an acceptable level of proficiency in the English language. Students whose first language is not English are required to have sat the IELTS test or equivalent and meet the specified standard for English. Overseas students need an IELTS level of 5.5 or proof that the medium of instruction at school has been in English with a satisfactory grade in English in final examinations or a copy of a Certificate or Statement of Attainment from another Registered Training Organisation in Australia. If a student cannot provide evidence of English proficiency, they will be asked to complete an English Test. At induction, if the Director observes that a student is having difficulty completing paperwork, the student will be asked to complete the English test and based on the result will either commence the course or be referred to an English course prior to commencement.

The entry point for Intermediate General English will be IELTS4.5 or equivalent with the macro skills of listening, speaking, reading and writing being at level 4 of the Australian Core Skills Framework.

Student suitability for studying at QCM will be based on evidence received from application materials such as audition materials, copies of English language test results, and discussions with the student or the agent.

Initial discussions with QCM or if applicable the agent, should determine the following:

- what a student needs to be able to write, read, verbally communicate, listen to and understand in order to complete the course satisfactorily? LLN diagnostic test requires ACSF level 3/4 to be demonstrated,
- mathematical calculations involved in the course,
- IELTS score or English course results,
- previously completed a qualification in Australia,
- musicianship skills, experience, performances and specialist instrument.

Assessing English Language Proficiency Procedure

All overseas students must meet the minimum English entry requirements of the course they are applying for. Students are required to supply verified evidence of qualifications, work experience (if relevant) and IELTS results or proof of an accepted equivalent. The PEO will review the application and determine if an offer should be made on the basis of the entry requirements for the

qualification and with reference to the entry requirements from Department of Home Affairs which outlines year 12 equivalency in a number of countries and the IELTS requirements.

If the applying student has satisfactorily met all entry requirements, including English, an unconditional offer will be issued via offer of acceptance. If there are any requirements not met an offer conditional to the student satisfying the outstanding criteria will be issued instead. The IELTS provided must have been taken no more than two years before the time of the application.

Intermediate General English IELTS 4.5 or equivalent. The macro skills of listening, speaking, reading and writing - Australian Core Skills Framework Level 4	Successful completion of senior schooling and evidence of school reports and academic records	
Minimum achievement - 5.5 IELTS to enrol in Diploma of Music and Advanced Diploma of Music	Successful completion of senior schooling and evidence of school reports and academic records	Singing or instrumental skills verified, and experiences and tuition undertaken outlined.
5.0 IELTS or enrolment in Certificate IV in Music Industry	Recommended English Language course prior to enrolling	
<i>Minimum achievement of IELTS score 6.0 and Grade Point Average 4.25 needed to access University Courses</i>		

STANDARD 3 – FORMALISATION OF ENROLMENT AND WRITTEN AGREEMENTS

- 3.1 *The registered provider must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code.*
- 3.2 *If the overseas student or intending overseas student is under 18 years of age, the written agreement with the overseas student or intending overseas student must be signed or otherwise accepted by the student's parent or legal guardian.*
- 3.3 *In addition to all requirements in the ESOS Act, the written agreement must, in plain English:*
- 3.3.1 *outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements*
- 3.3.2 *outline any prerequisites necessary to enter the course or courses, including English language requirements*
- 3.3.3 *list any conditions imposed on the student's enrolment*
- 3.3.4 *list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)*
- 3.3.5 *provide details of any non-tuition fees the student may incur, including as a result of having*

	<i>their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply</i>
3.3.6	<i>set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988</i>
3.3.7	<i>outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)</i>
3.3.8	<i>state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees</i>
3.3.9	<i>only use links to provide supplementary material.</i>
3.4	<i>The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:</i>
3.4.1	<i>amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)</i>
3.4.2	<i>processes for claiming a refund</i>
3.4.3	<i>the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act</i>
3.4.4	<i>a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS</i>
3.4.5	<i>a statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".</i>
3.5	<i>The registered provider must include in the written agreement a requirement that the overseas student or intending overseas student, while in Australia and studying with that provider, must notify the registered provider of his or her contact details including:</i>
3.5.1	<i>the student's current residential address, mobile number (if any) and email address (if any)</i>
3.5.2	<i>who to contact in emergency situations</i>
3.5.3	<i>any changes to those details, within 7 days of the change.</i>
3.6	<i>The registered provider must retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.</i>

On an initial expression of interest, students will be provided with an **Application for Admission** form. This form will be submitted to QCM with the required attachments including audition recording for Music students.

Within two weeks, QCM will notify a student of the outcome of the application and forward a formal written agreement in the form of a **Letter of Offer** that outlines conditions of enrolment, fees payable and course commencement dates. Obligations and rights of both registered providers and overseas students will be clearly set out in the formal written agreement between the two parties. The written agreement entered into and signed by the student. If the agreement is accepted on-line, QCM will verify the authenticity of the acceptance through its agent.

QCM and the student will retain records of all written agreements as well as receipts of payment made under the written agreement for at least two years after the overseas student ceases to be an accepted student.

The agreement must-

- identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment and a plain English explanation of what happens in the event of a course not being delivered; and
- provide an itemised list of tuition and non-tuition fees
- provide information in relation to refunds of course money and processes for claiming a refund as well as amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider) and the role of the Tuition Protection Service.
- set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.
- a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australian Consumer Law”
- and advise the student of his or her obligation to notify the registered provider of current contact details, any changes to contact details and who to contact in an emergency while enrolled in the course

An **Electronic Confirmation of Enrolment (ECoE)** will then be provided to enable the student to apply for the student visa. An invoice for the full fees and charges will be issued on receipt of the agreement or two weeks prior to commencement. Students may select to pay one term in advance.

Information relating to services available to overseas students, ESOS legislative framework, fees and charges and payment details including refund policy and how refunds can be accessed will be available on the QCM website. Information related to the availability of a complaints and appeals process through QCM and the fact that this process does not remove their right to take action under Australian Consumer Law” will be available in the Student Handbook.

If for any reason the course is unable to be delivered QCM will provide a refund or source an alternative training provider.

Enrolment Procedure:

1. Student accesses information regarding QCM on the web, via an agent or from the College directly which includes advice on how to access information on the RTO, fee structure, and refund policy and enrolment procedures.
2. Student completes an **Application for Admission** and collects other documents relevant to the application i.e. certified evidence English language level, copy of the student’s passport and any other supporting documentation relating to music skills and experiences. This is forwarded to QCM for initial assessment with payment of an application fee and audition fee.
3. The PEO assesses student’s application documents with the Director.
4. Once the Director is satisfied with the information and audition for Music students, a **Letter of Offer/Agreement** will be created for the student. These documents are then forwarded to the student for signing and return.
5. Upon receipt of the signed Acceptance of Offer/Agreement, QCM enters the student’s information into PRISMS and a confirmation of enrolment (C of E) is created and forwarded to the

student. An Electronic **Confirmation of Enrolment** is required in order for the student to apply for a visa. Students are required to provide contact details and notify QCM of any changes within seven days.

Student Fees

QCM will provide the following information to learners via the website and at the time of enrolment:

- the total amount of all fees including application fee, audition fee, tuition fees and resources charges,
- payment terms, including the timing and amount of fees to be paid and any non-refundable fees,
- a guarantee that if the RTO is unable to provide services for which the learner has prepaid, the learner will be placed into an equivalent course with an appropriate provider or if an equivalent course cannot be found the learner will be refunded any pre-paid fees for services yet to be delivered,
- the fees and charges for additional services, including such items as issuance of a replacement certification documentation, studio fees and additional individual lessons for instrumental and vocal studies,
- the options available to learners who are deemed not yet competent on completion of training and assessment and,
- the organisation's refund policy.

Fee schedule

Qualification	Course fees	Individual units
Certificate IV in Music	\$12,600	\$900
Diploma of Music	\$14,400	\$900
Advanced Diploma of Music	\$15,000	\$1000
Intermediate General English	\$10,000	

Additional Charges

- | | |
|--|-------|
| • Application fee | \$150 |
| • Audition fee (Music students only) | 80 |
| • Resource charges per term | 100 |
| • RPL application per unit (Music students only) | 600 |
| • Replacement certificate or statement | 25 |
| • Administrative charge for processing refunds | 200 |

Tuition or non-tuition fees cannot be accepted until the formal agreement is signed and accepted. The application and audition fee are payable at the time of completing the agreement and is non-refundable.

On confirmation of enrolment, fees for the first term will be invoiced two weeks prior to commencement. This amounts to 25% of the total cost of the qualification or course of study. Each term fees will be paid in advance and written notice of the next fee payment will be provided to students four weeks before the due date.

As fees payable in advance could be \$3000 or more, QCM will address learner fee protection by paying a Tuition Protection Levy to ensure prepaid fees can be refunded if QCM is neither able to provide the qualifications for which a student is enrolled or find a suitable equivalent course.

Issue of Student Receipts

Following payment from students, an official numbered invoice/receipt will be provided to students and a copy retained in the student's file. Copies of receipts will record the following information:

- The payment,
- Brief description of purpose of receipt,
- Name of person/organisation paying,
- Receipt date,
- Signature of person receipting the funds.

Monies and receipt number is recorded on the fees spreadsheet. The original copy of the receipt is distributed to the student and a copy is retained in electronic format and also in hard copy in the student's file. The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student and is kept within the Student Data Management system software for up to five years as required by legislation.

Late payment of Fees

Should fees remain overdue for more than 14 days QCM will send a second letter requesting payment and the final letter sent will inform the student of the College's intention to report them for non-payment of fees via PRISMS. The normal appeals process applies, and Department of Home Affairs are notified after the 20-day period has passed if no appeal has been lodged.

Whilst student fees are outstanding students may not be permitted to attend their scheduled class until such time as the outstanding fees have been paid.

Fees Refunds

All refunds are subject to the refund policy except the application fee and the audition fee. Applications for refunds will be in writing and processed as follows:

- Payment requisition details will be issued for PEO's approval,
- A refund will be issued when approved,
- Details will be entered into the student record file – hard copy and electronic copy,
- Details will be entered into MYOB,
- An electronic transfer refund will be raised for dispatch,
- Refund will be dispatched as per instructions.

In the unlikely event of default by QCM such situations are covered by the provisions of the ESOS Act and the ESOS Regulations. In the circumstances of provider default where the refund option is chosen by the student, QCM must refund the student all course fees. Refund will be paid to students within 4 weeks of the default day.

Situations where a provider default may occur include:

- 1) The course does not start on the agreed starting date,
- 2) The course stops being provided after it starts and before it is completed,
- 3) The course is not able to be provided fully to the student.

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at the College's expenses, then QCM is relieved of its liability to make the payment. The student must advise the College in writing whether they agree to the alternative arrangement.

Fees **will be not refunded** under the following circumstances:

1. A student whose enrolment is terminated for failure to comply with QCM policies and procedures and the requirements of their student Visa by Department of Home Affairs.
2. The student cancels the enrolment less than two weeks prior to the course commencement date.
3. The student does not commence (i.e. does not arrive, or has not arranged with QCM for a later start because of health or compassionate reasons)

Requests for refund should be made in writing to the PEO with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 days of receipt of the claim. A documented administrative fee of \$200 will be charged for processing refunds. The application fee and audition fee are not refundable.

All refunds will include a statement explaining how the refund amount was calculated.

Refund will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents. This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

Staff are responsible for referring all enquiries regarding fees, charges and refunds to the PEO.

Withdrawal from commenced course

In the event the student's intent to transfer their study to another provider or terminate their study, one months' notice in writing is required before the commencement date of the next term. If less than one months' notice is given, the student or an agent have the obligation to pay the following term's fees according to the instalment indicated on the offer letter. Students must advise QCM in writing of their intention to withdraw and the reason.

Student Fees and Charges Policy

PURPOSE:

1. To provide a clearly documented process relating to Fees and Charges for International Students studying at QCM.

SCOPE:

2. This policy applies to all Students who are commencing, have commenced or are continuing study with QCM.
3. International Students choosing to study at QCM are required to pay all fees and charges agreed to in the Enrolment Agreement.

PROCEDURE:**FEES AND CHARGES**

4. Students are required to pay the following fees:
 - a) Application including audition costs,
 - b) Course,
 - c) Overseas Student Health Cover (OSHC),
 - d) Any other fees outlined in the Enrolment Agreement
5. Payment particulars:
 - a) Students must pay the Application Fee and audition fee, otherwise the application will not be processed,
 - b) Application fees, audition fees and purchase of QCM T-shirt are NON-REFUNDABLE as well as missed instrumental lesson fee without absence notification.
 - c) Students must pay all associated Course Fees as per the Enrolment Agreement and Fee Schedule, otherwise students will not be allowed to continue study,
 - d) Course fees can be paid in full or in advance by term or in accordance with the schedule outlined in the Enrolment Agreement,
 - e) Course Fees will not be transferred to another provider, should a Transfer of Provider request be approved
 - f) A Refund of any fee will only be processed in accordance with the Refund Policy.

PAYMENT METHODS

6. All Fee payments must be made in Australian Dollars and can be paid by:
 - a) Direct Deposit,
 - b) Credit Card.

PAYMENT EXTENSION

7. Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request an extension of fees by submitting a [Fee Extension Request Form](#).

8. The Fee Extension Request Form must be received prior to the fee due date. If the form is not received by the due date, then the student will be subject to late payment fees, regardless of whether an extension has been granted.
9. If an extension is approved, then a revised payment schedule will be determined.

LATE PAYMENT

10. Should a student not pay the required fees by the due date and has not submitted and had approved a Fee Extension Request Form, then the following late payment fees apply:
 - a) 10% on any outstanding amount greater than \$500 AUD
 - b) 20% on any outstanding amount less than \$500 AUD

CANCELLATION

11. The failure to pay any owed fee or late payment may result in the cancellation of the student's enrolment.
12. In the event an enrolment is cancelled, the student shall have 20 days to access the Complaints and Appeals process.

OVERSEAS STUDENT HEALTH COVER

13. As a condition of a student VISA, the Australian Government requires the student to have Overseas Student Health Cover.
 - a) OSHC advice is available through agent/agents appointed by QCM, or
 - b) The student is free to arrange OSHC themselves.
 - i. Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.

Refund Policy

SCOPE

1. This policy covers the refunds process for all fees payable for training services provided within QCM scope of registration, in accordance with National Code.

PURPOSE:

2. To provide for appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.
3. Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

PROCEDURE:

4. Details concerning the scope of QCM **Refund Policy** are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.
5. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

General Rules

- a) The refund process reflects the commitment by QCM to hold places as booked by students and the number of administrative resources consumed at the various stages.
- b) Refunds must be requested in writing to the PEO of QCM.
- c) The PEO will process refund requests and if approved, arrange payment within 28 days.
- d) Refunds will be paid in Australian Dollars into the nominated bank account.
- e) To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by QCM until the course start date.
- f) All requests for refund will be processed on an individual basis, taking into account impact on follow-on units /modules if applicable.
- g) The term “commencement” in this policy refers to the first day of the first program attended by the student.
- h) Issues with regard to payment are to be handled at the first available opportunity and directed to the PEO. All Refund Requests and issued refunds are to be logged in the Refund Log.

TABLE OF REFUNDS

Type	Timeframe	Amount Refunded	Documents
VISA Refusal	At any time	All FEES minus the NON-REFUNDABLE application fee of AUD210	Refund Request Proof of VISA Refusal
VISA Renewal Refusal	After the course has commenced	Nil	Refund Request Proof of VISA Refusal
VISA Removal for breach of conditions	At any time	Nil	Refund Request Proof of VISA Refusal
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days before commencement of the course	All FEES minus the NON-REFUNDABLE application fee of AUD210 minus applicable AGENT Commissions Paid	Refund Request Letter of Offer

	Less than 28 days before commencement of the course	50% of FEES minus the NON-REFUNDABLE application fee of AUD210 minus applicable AGENT Commissions Paid	Refund Request Letter of Offer
	After the course has commenced	Nil	Nil
Default by QCM	At any time	Full Refund	Nil

STANDARD 4 – EDUCATION AGENTS

4.1	<i>The registered provider must enter into a written agreement with each education agent it engages to formally represent it, and enter and maintain the education agent's details in PRISMS.</i>
4.2	<i>The written agreement must outline:</i>
4.2.1	<i>the responsibilities of the registered provider, including that the registered provider is responsible at all times for compliance with the ESOS Act and National Code 2018</i>
4.2.2	<i>the registered provider's requirements of the agent in representing the registered provider as outlined in Standard 4.3</i>
4.2.3	<i>the registered provider's processes for monitoring the activities of the education agent in representing the provider, and ensuring the education agent is giving students accurate and up-to-date information on the registered provider's services</i>
4.2.4	<i>the corrective action that may be taken by the registered provider if the education agent does not comply with its obligations under the written agreement including providing for corrective action outlined in Standard 4.4</i>
4.2.5	<i>the registered provider's grounds for termination of the registered provider's written agreement with the education agent, including providing for termination in the circumstances outlined in Standard 4.5</i>
4.2.6	<i>the circumstances under which information about the education agent may be disclosed by the registered provider and the Commonwealth or state or territory agencies.</i>
4.3	<i>A registered provider must require its education agent to:</i>
4.3.1	<i>declare in writing and take reasonable steps to avoid conflicts of interests with its duties as an education agent of the registered provider</i>
4.3.2	<i>observe appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students</i>
4.3.3	<i>act honestly and in good faith, and in the best interests of the student</i>
4.3.4	<i>have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.</i>
4.4	<i>Where the registered provider becomes aware that, or has reason to believe, the education agent or an employee or subcontractor of that education agent has not complied with the education agent's responsibilities under standards 4.2 and 4.3, the registered provider must take immediate corrective action.</i>

- 4.5 *Where the registered provider becomes aware, or has reason to believe, that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices, the registered provider must immediately terminate its relationship with the education agent, or require the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices.*
- 4.6 *The registered provider must not accept students from an education agent if it knows or reasonably suspects the education agent to be:*
- 4.6.1 *providing migration advice, unless that education agent is authorised to do so under the Migration Act*
- 4.6.2 *engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers)*
- 4.6.3 *facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa*
- 4.6.4 *using PRISMS to create CoEs for other than bona fide students.*
- 4.7 *Unless Standard 4.8 applies, the registered provider must not give an education agent commission to an education agent, where the education agent commission is in relation to the recruitment of an overseas student who has commenced studying in a course with another registered provider.*
- 4.8 *The registered provider is permitted to give an education agent commission to an education agent where the education agent commission is in relation to the recruitment of an overseas student:*
- 4.8.1 *who becomes an accepted student of the provider on or before 31 March 2026; or*
- 4.8.2 *for the courses delivered by the provider, as specified in the CoEs, for which the student's student visa was granted; or*
- 4.8.3 *for a course that commences after the student's completion of their principal course of study with the other registered provider.*

Agents working on behalf of QCM will be expected to have knowledge and an understanding of the Australian International Education Industry and the relevant legislation, knowledge of the qualifications offered by QCM, the numbers of students able to access courses and up-to-date marketing material as provided by QCM.

The agreement signed by the Agent/s and QCM will list clearly their responsibilities, monitoring arrangements and termination conditions and the need to comply with the requirements of the National Code. An agreement will be for a period of 12 months and notice of review will be provided one month before the end of the agreement time. Agreements must comply with the National Code 2018 and QCM will manage agent records in PRISMS.

Agents will be responsible for ensuring students have forwarded signed agreement, received a Confirmation of Enrolment (C of E) from QCM, have the financial capacity to participate in the course of study, have academic background and English language proficiency as required by QCM and have taken out Health Insurance. On-line signed agreements must be authenticated by the agent.

Agents will be expected to:

- Recruit students in an ethical and responsible manner and consistent with the requirements of the qualification/s as detailed in QCM materials,
- Promote and provide information on the qualifications and programs available through QCM and the education pathways in a professional and ethical manner,

- Employ appropriately qualified staff,
- Obtain and maintain appropriate insurances,
- Assist with Visa applications and advise on accommodation, health cover, course fees, attendance and progression and required English proficiency,
- Limit advice to publicly available information on Department of Home Affairs website,
- Maintain up-to-date address details for students,
- Make time to meet students face-to-face each semester and support students while in Australia,
- Inform students of implications of changing courses or transferring to another institution,
- Inform students of attendance requirements and the need to attend 80% of scheduled lessons,
- Comply with QCM privacy policy.

QC M will undertake an annual review of all Education **Agent contracts**. This review will be based upon performance and feedback sought from students referred by the Education Agents. The College will regularly hold meetings with locally based agents to inform them of any changes in marketing materials, course content, fees and other matters that affect them. These meetings will also provide the agents with the opportunity to provide feedback and improvement suggestions to QCM. Communication with Agents will be documented for continuous improvement. Data gathered will relate to:

- Compliance with Agreement.
- Number of student applications.
- Reasons for applicants not proceeding with enrolments.
- Length of application processing time.
- Conversion percentage of applications to enrolment.
- Number of partnership introductions.
- Marketing materials.
- Number of students transferring to other educational providers and the reason for transfers.
- Feedback received from students and others.

Either party can terminate this Agreement at any time by providing 8 weeks written notice. The College will take immediate corrective and preventative action upon becoming aware of an education agent using unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training. Agreements can be cancelled if the Agent is conducting business not approved by QCM, is negligent, careless, incompetent or involved in misleading or unethical conduct. An Agent will be advised in writing of termination of an Agreement and an Agent may lodge an appeal within 10 working days of the date of a termination letter being received. This may result in the reporting of the Education Agent to both DE and Department of Home Affairs and lodging a written complaint with the Migration Institute of Australia if the Education Agent is a member. Once the Agreement is terminated, the Agent must cease promoting Queensland College of Music programs.

Completion within the expected duration of study

The National Code requires QCM to ensure that, at all times, student Visa holders are in a position to complete their studies within the duration specified, unless certain circumstances apply. If a student Visa holder chooses to study at less than a 100 per cent load in a particular delivery period, they will have to make sure that they can still complete their course in time.

If a Student Visa holder completes their course early, QCM must report this to the Department of Home Affairs and the duration of the student's visa will most likely be reduced.

The overall responsibility for the recruitment and supervision of all education agents is that of the PEO. Education agents may be members of the Migration Institute of Australia and bound by its

Code of Ethics. QCM is responsible for the conduct of agents acting on its behalf through an executed Agent's Agreement.

The agent's agreement will specify the responsibilities of the Education Agent and QCM and the need to comply with the National Code of Practice. This agreement will include:

- Processes for monitoring activities of the education agent, including where corrective action may be required, and
- Termination conditions, including providing for termination in the circumstances outlined in this policy.
- The agents contact details will be posted on the website of QCM.

QCM will ensure that all education agents that are under agreement have access to the most up to date and accurate information including:

- Course information, including content and vocational outcomes,
- Student selection, entry requirements, enrolment and induction procedures,
- The commencement dates and duration of courses,
- Requirements to achieve the Qualification or desired outcomes,
- The Qualification or statement to be issued on completion or partial completion of the course of study,
- Recognition given to Qualifications and programs,
- Mode of delivery,
- Policies on assessment, including methods, resubmission of work etc.,
- Recognition of Prior Learning (RPL) arrangements,
- Itemised list of fees payable,
- The conditions under which students will be eligible to receive a refund of fees,
- Arrangements for the protection of students' funds,
- Complaints and appeals processes,
- Students' rights and responsibilities, including withdrawal arrangements,
- RTO's rights and responsibilities,
- Information about the grounds by which the student's enrolment may be deferred, suspended or cancelled,
- Welfare and guidance services relevant to overseas students,
- General description of facilities, equipment, learning resources and teaching expertise,
- Course requirements (including the need to be enrolled in a full-time course of study, and requirements relating to course progress),
- The requirement to maintain current overseas student health cover, and to maintain adequate arrangements for the education of dependants if applicable,
- The requirement to seek the prior approval of Department of Home Affairs or its equivalent for certain course changes, or before commencing a new course, or changing courses,
- Information about the minimum level of English language proficiency, educational qualifications and music skills for the student to be accepted for the course,
- An accurate representation of the local environment in which the organisation is operating, and indicative costs of living,
- Provisions of the Migration Act and Regulations governing overseas student entry and stay in Australia.

Education Agent's Policy

1. PURPOSE

This policy has been developed to outline the process for selection of Education Agents to satisfy the requirements National Code and ESOS Act.

2. SCOPE

QCM takes all reasonable measures to ensure that the Education Agents it engages are ethical, professional and have a working knowledge of:

- a) The National Code,
- b) The ESOS Act, and
- c) QCM services

QCM will not recruit or maintain a relationship with any Education Agent who is unethical, dishonest, or does not adhere to the principles of the agreement.

Details of Agents being used by QCM will be entered and maintained in PRISMS.

3. PROCEDURE

3.1 SELECTION

QCM will select Education Agents on the basis of their overall experience and understanding of the National Code and ESOS Act.

Education Agents making application to QCM must provide a minimum of two Referral Reports. In the event the Education Agent cannot supply this, then QCM will make a professional judgement on the validity of the Education Agents application.

3.2 AGREEMENT

QCM will enter into a written agreement with each Education Agent it engages.

- a) The agreement will specify the roles and responsibilities of both parties,
- b) Will include processes for monitoring the activities of the education agent, including where corrective action may be required, and
- c) Termination conditions

3.3 MONITORING

Monitoring processes may include:

- a. Face to face meetings,
- b. Regular Feedback from Students on the Agent,
- c. Telephone, Online or Email surveys

QCM will not accept students from an Education Agent or enter into an agreement with an Education Agent if it knows or reasonably suspects the education agent to be:

- a) Engaging 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.
- b) Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa
- c) Using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than a bona fide student
- d) Providing immigration advice when not authorised under the Migration Act 1958 and the Migration Legislation Amendment (Student Visas) Act 2012 to do so.

Where QCM 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 sub-contractor of that agent, of the conduct set out above, QCM will terminate the agreement with the education agent.

This does not apply where an individual employee or sub-contractor of the education agent was responsible for the conduct set out above and the education agent has terminated the relationship with that individual employee or sub-contractor.

QCM will take immediate corrective and preventative action upon becoming 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.

4. MARKETING MATERIALS

QCM marketing materials must be developed and reviewed using the [Marketing Material Register](#), to ensure it meets QCM quality guidelines.

All Marketing Materials must be logged in the Marketing Materials Register, along with samples of the materials, in order to track and review effective marketing strategies.

New and revised marketing materials are to be forwarded to all Education Agents, to ensure that QCM materials are up to date and do not mislead potential student's about QCM courses and services.

STANDARD 5 –YOUNGER OVERSEAS STUDENTS

- 5.1 *Where the registered provider enrolls a student who is under 18 years of age, it must meet the Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates.*
- 5.2 *Registered providers must ensure students under 18 years of age are given age-and culturally-appropriate information on:*
 - 5.2.1 *who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider*

	5.2.2 <i>seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.</i>
5.3	<i>Where the registered provider takes on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements (but not including guardianship, which is a legal relationship not able to be created or entered into by a registered provider) for a student who is under 18 years of age, the registered provider must:</i>
5.3.1	<i>nominate the dates for which the registered provider accepts responsibility for approving the student's accommodation, support and general welfare arrangements and advise Immigration, which is responsible for administering the Migration Regulations, of the dates in the form required by that department</i>
5.3.2	<i>ensure any adults involved in or providing accommodation and welfare arrangements to the student have all working with children clearances (or equivalent) appropriate to the jurisdiction(s) in which the registered provider operates</i>
5.3.3	<i>have and implement documented processes for verifying that the student's accommodation is appropriate to the student's age and needs:</i>
5.3.3.1	<i>prior to the accommodation being approved</i>
5.3.3.2	<i>at least every six months thereafter.</i>
5.3.4	<i>include as part of their policy and processes for critical incidents under Standard 6 (Overseas student support services), a process for managing emergency situations and when welfare arrangements are disrupted for students under 18 years of age</i>
5.3.5	<i>maintain up-to-date records of the student's contact details as outlined in Standard 3.5, including the contact details of the student's parent(s), legal guardian or any adult responsible for the student's welfare</i>
5.3.6	<i>advise Immigration in the form required by that department:</i>
5.3.6.1	<i>as soon as practicable if the student will be cared for by a parent or nominated relative approved by Immigration and a Confirmation of Appropriate Accommodation and Welfare (CAAW) is no longer required</i>
5.3.6.2	<i>within 24 hours if the registered provider is no longer able to approve the student's welfare arrangements</i>
5.3.7	<i>have documented policies and processes for selecting, screening and monitoring any third parties engaged by the registered provider to organise and assess welfare and accommodation arrangements.</i>
5.4	<i>If the registered provider is no longer able to approve the welfare arrangements of a student, the registered provider must make all reasonable efforts to ensure that the student's parents or legal guardians are notified immediately.</i>
5.5	<i>If the registered provider is unable to contact a student and has concerns for the student's welfare, the registered provider must make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth, state or territory agencies as soon as practicable.</i>
5.6	<i>Where Standard 5.3 applies and the registered provider suspends or cancels the enrolment of the overseas student, the registered provider must continue to approve the welfare arrangements for that student until any of the following applies:</i>
5.6.1	<i>the student has alternative welfare arrangements approved by another registered provider</i>
5.6.2	<i>care of the student by a parent or nominated relative is approved by Immigration</i>
5.6.3	<i>the student leaves Australia</i>
5.6.4	<i>the registered provider has notified Immigration under Standard 5.3.6 that it is no longer able to approve the student's welfare arrangements or under Standard 5.5 that it has taken the required action after not being able to contact the student.</i>
5.7	<i>If the registered provider enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider, the receiving registered provider must:</i>
5.7.1	<i>negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap</i>

5.7.2 *inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect.*

QCM does not seek to enrol overseas students under 18 in any of its courses.

STANDARD 6 – OVERSEAS STUDENT SUPPORT SERVICES

- 6.1 *The registered provider must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:*
- 6.1.1 *support services available to assist overseas students to help them adjust to study and life in Australia*
 - 6.1.2 *English language and study assistance programs*
 - 6.1.3 *any relevant legal services*
 - 6.1.4 *emergency and health services*
 - 6.1.5 *the registered provider's facilities and resources*
 - 6.1.6 *complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)*
 - 6.1.7 *requirements for course attendance and progress, as appropriate*
 - 6.1.8 *the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia*
 - 6.1.9 *services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.*
- 6.2 *The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the overseas student.*
- 6.3 *The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.*
- 6.4 *The registered provider must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.*
- 6.5 *The registered provider must designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.*
- 6.6 *The registered provider must have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.*
- 6.7 *The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.*

- 6.8** *The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.*
- 6.9** *The registered provider must:*
- 6.9.1** *take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety*
- 6.9.2** *provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents*
- 6.9.3** *provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.*

The services provided by QCM are outlined in the Student Handbook and through an **induction program**. An Induction Program provides information relevant to overseas students and the support services available to them.

Student induction

Upon arrival in Australia the following procedure will occur for the commencement and induction of new students to QCM.

- 1.** New students will contact QCM and provide the College with students contact details and residential address in Australia and email to receive information of the induction date, time and location.
- 2.** The student contact details will be entered in the Student Data Management System and the student file created.
- 3.** The student will then attend the induction. The student will also be provided with a copy of the student **Handbook**.
- 4.** The program for Induction Day will include the following:
 - Welcome to Australia,
 - Visa conditions,
 - Requirements to receive a qualification,
 - Certificates issued on successful completion of the course,
 - Fees policy,
 - How skills and knowledge will be assessed,
 - Recognition of prior learning,
 - Assessment processes and appeal processes if not satisfied with assessment decision,
 - Complaint if not satisfied with any part of the course,
 - Educational support services, legal services, emergency and health services,
 - Facilities and resources available,
 - Course timetable and attendance,
 - Transfer policy,
 - Critical incident policy,

- Rights and responsibilities of a student at QCM including requirements for achieving satisfactory course progress,
- Relevant legislation,
- Introduction to staff and contact personnel,
- General questions.

The Director provides regular interviews with students and trainers to monitor progress and attendance and arranges additional assistance as needed, the opportunity to resubmit assessments, and arranges extra tuition on specialist equipment as required. The student support officer will assist the students with issues relating to welfare and accommodation and provide access to additional personnel who may assist.

Critical incidents

Where a critical incident could affect a student's ability to undertake or complete a course, QCM will ensure necessary support services and procedures for managing a critical event and arrangements for completing the course. A critical incident is any traumatic event or threat (within or outside Australia) that causes extreme stress, fear or injury such as:

- serious injury or death of a student or staff member,
- severe verbal or psychological aggression, physical assault, sexual assault, drug or alcohol abuse,
- natural disaster or emergency situation,
- student or staff witnessing a serious accident or incidence of violence.

QCM will implement effective procedures in responding to critical incidents, offer appropriate support and counselling services and ensure staff are trained and informed of resources and procedures for dealing with such events. Student support officer will ensure that access is provided to services within the community to meet their needs. Such referrals will not be charged.

Critical Incident Response Policy

PURPOSE:

1. In accordance with the National Code, QCM must have strategies in place to manage Critical Incidents as well as documented Support Mechanisms. This policy is designed to ensure that QCM:
 - a) Meets its Duty of Care as an Employer and Education Provider,
 - b) Is able to respond to a Critical or Significant Incident or Event, and
 - c) Meets the requirements of the National Code.
2. This policy shall be disseminated to all Staff and Students to ensure that they are aware of these requirements in the event of a Critical Incident and shall form part of the induction process.

SCOPE:

3. Critical Incident Response is a comprehensive, integrated and systematic and approach to Crisis Intervention consisting of Core processes which can be applied considering the appropriateness of the specific intervention in relation to the event.

4. A Critical Incident is defined as:

“A traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.”

5. Critical incidents may include, but are not limited to:

- Serious injury, illness, or death of a student or staff,
- A missing student,
- Severe verbal or psychological aggression,
- Physical or Sexual assault,
- Occupation Health and Safety Risk,
- Student or Staff witnessing a serious accident or violent act,
- Natural disaster,
- Fire, bomb-threat, explosion, gas or chemical hazard,
- Drug or Alcohol abuse,
- Damaging Media attention.

PROCEDURE:

Procedures in Critical Incident Response should consider the actual management of a Critical Incident and should include the following items:

- a) At the time of occurrence
- b) Immediately after
- c) Following
- d) Post

CRITICAL INCIDENT RESPONSE

Designated Officer

6. The Designated Officer:

- a) Is any Staff Member who is either a direct witness or the first to be informed of the incident or potential incident,
- b) Is to assume temporary control over the Critical Incident and to assign duties and responsibilities to Staff and Students as required,
- c) Is to alert the Director or most Senior Staff Member at the first available opportunity,
- d) Is to provide a brief to and form part of the Critical Incident Response Team,
- e) Is to complete the **Critical Incident Report Form**

Critical Incident Response Team

7. When an incident occurs, the Director or most Senior Staff Member will form a Critical Incident Response Team – CIRT.
 - a) The Director or most Senior Staff Member shall be the designated Critical Incident Team leader,
 - b) The CIRT is to take over control of the Critical Incident from the Designated Officer, after a handover brief, and
 - c) The Designated Officer will form part of the CIRT.

8. The CIRT is responsible for:
 - Implementation of this procedure,
 - Identifying the cause to the Critical Incident circumstance, assessing and controlling any further risk,
 - Implementing, monitoring and maintaining risk control measures,
 - Regularly monitoring the effectiveness of the Critical Incident risk control measures and rectify any deficiencies in the procedures,
 - Consulting with staff and students on Critical Incident practices,
 - Liaison with Emergency Response Authorities,
 - Liaison with DE, Department of Home Affairs and other relevant agencies,
 - Ensuring the well-being of staff and students following the Critical Incident,
 - Arranging Counselling or Trauma Services following the Critical Incident.

CRITICAL INCIDENT RESPONSE TIMELINE

9. At the time of occurrence and within 24 hours-
 - a) Identify the cause of the Critical Incident,
 - b) If practical, remove or minimise the cause for a potential further Critical Incident,
 - c) Ensure the safety and well-being of staff and students,
 - d) Ensure injured and/or traumatised Staff and Students are provided with appropriate Emergency Care,
 - e) Arrange Counselling, Trauma or Religious Services,
 - f) Ensure support for Staff and Students in the event an incident is still continuing,
 - g) Keep Staff, Students, Parents, Agents and where necessary DE, Department of Home Affairs informed,
 - h) Manage Media Reports,
 - i) Designated Officer is to Complete the Critical Incident Report Form,
 - j) Commence an investigation to record real-time or factual data on the Critical Incident.

10. Immediately After

- a) Arrange Counselling, Trauma or Religious Services,
- b) Allow Staff and Students to contact relatives and friends,
- c) Ensure Staff and Students who have been exposed to the Critical Incident with support and practical assistance,
- d) Debrief all relevant personnel involved in the Critical Incident,
- e) Where applicable, ensure the site of the incident is not disturbed in relation to a Police matter or when an investigation is required by WorkSafe,
- f) Keep Staff, Students, Parents, Agents and where necessary DE, Department of Home Affairs informed,
- g) Restore normal daily operations, where practical and as soon as possible,
- h) Manage Media Reports.

11. Following

- a) Ensure Staff and Students are provided ongoing access to Counselling, Trauma or Religious Services,
- b) Monitor Staff and Students attitudes and behaviour for any signs of post-traumatic stress,
- c) Monitor health and well-being of any Staff and Students hospitalised,
- d) Keep Staff, Students, Parents, Agents and where necessary DE, Department of Home Affairs informed,
- e) Assist in the arrange of memorial proceedings if appropriate,
- f) Conduct a CIRT debrief and provide the report to Staff and Students where necessary,
- g) Manage Media Reports.

12. Post

- a) Ensure Staff and Students are provided ongoing access to Counselling, Trauma or Religious Services.
- b) Analyse the findings of the CIRT Incident debrief and where necessary implement RISK Control Measures to minimise the likelihood of reoccurrence.

REPORTING OF THE CRITICAL INCIDENT

In accordance with the ESOS Act, QCM is required to notify DE, Department of Home Affairs as soon as practical after the incident and in the event of a student's death or other circumstance affecting the student's attendance. In this instance notification will be made initially by phone followed by reporting via PRISMS.

QCM will implement effective procedures in responding to critical incidents, offer appropriate support and counselling services and ensure staff are trained and informed of resources and procedures for dealing with such events. Student support officer will ensure that access is provided to services within the community to meet their needs. Such referrals will not be charged. A written record of critical incidents is maintained and remedial action taken for at least two years after the student ceases to be an accepted student.

QCM takes all reasonable steps to provide a safe learning environment and advises of actions to enhance their personal security and safety awareness relevant to living in Australia and information on available services in relation to well-being and managing critical incidents.

QCM creates a safe and inclusive environment for all students and staff. This includes ensuring the learning environment is free from racism, discrimination or any other form of harassment. Recruitment policies, training environment, resources, assessment processes and wellbeing support services are accessible and inclusive for all. In a small RTO such as QCM there is constant monitoring of learning spaces to ensure that students and staff feel welcome, feel comfortable in seeking support as needed and feel empowered to speak up when witnessing any incidents of discrimination, vilification or harassment.

A pre-enrolment check ensures that the needs of students are identified, can be met and that staff have the cultural awareness and socially inclusive training practices necessary to meet the needs of learners. Staff training at the beginning of each year will include professional development in relation to recognising and responding to any discrimination or harassment shown to students.

Any form of vilification regarding race and religion, including antisemitism such as stereotyping, social media comments, anti-Zionist rhetoric or the use of offensive symbols is not tolerated. Through duty of care expectations, adherence to anti-discrimination legislation and a robust appeals and complaints procedure, QCM ensures any racism or unconscious bias can be readily addressed.

STANDARD 7 – OVERSEAS STUDENT TRANSFERS

- 7.1** *Registered providers must not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course (or for the school sector, until after the first six months of the first registered school sector course), except where any of the following apply:*
- 7.1.1** *the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered*
 - 7.1.2** *the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider*
 - 7.1.3** *the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS*
 - 7.1.4** *any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.*
- 7.2** *For the purposes of Standard 7.1.3, the registered provider must have and implement a documented policy and process for assessing overseas student transfer requests prior to the overseas student completing six months of their principal course (or for the school sector, until after the first six months of the first registered school sector course). The policy must be made available to staff and overseas students, and outline:*
- 7.2.1** *the steps for an overseas student to lodge a written request to transfer, including that they must provide a valid enrolment offer from another registered provider*
 - 7.2.2** *circumstances in which the registered provider will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where the registered provider has assessed that:*
 - 7.2.2.1** *the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging*

	<i>with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)</i>
7.2.2.2	<i>there is evidence of compassionate or compelling circumstances</i>
7.2.2.3	<i>the registered provider fails to deliver the course as outlined in the written agreement</i>
7.2.2.4	<i>there is evidence that the overseas student's reasonable expectations about their current course are not being met</i>
7.2.2.5	<i>there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives</i>
7.2.2.6	<i>an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.</i>
7.2.3	<i>the circumstances which the registered provider considers as reasonable grounds to refuse the transfer</i>
7.2.4	<i>a reasonable timeframe for assessing and replying to the overseas student's transfer request having regard to the restriction period.</i>
7.3	<i>If the overseas student is under 18 years of age:</i>
7.3.1	<i>the registered provider must have written confirmation the overseas student's parent or legal guardian supports the transfer</i>
7.3.2	<i>where the overseas student is not being cared for in Australia by a parent or suitable nominated relative, the receiving provider must confirm it accepts responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with Standard 5 (Younger overseas students).</i>
7.4	<i>If a release is granted, it must be at no cost to the overseas student and the releasing registered provider must advise the overseas student to contact Immigration to seek advice on whether a new student visa is required.</i>
7.5	<i>If the registered provider intends to refuse the transfer request, they must inform the overseas student in writing of:</i>
7.5.1	<i>the reasons for the refusal</i>
7.5.2	<i>the overseas student's right to access the provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.</i>
7.6	<i>The registered provider must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.</i>
7.7	<i>The registered provider must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.</i>

A student enrolled with QCM is required to undertake six months of study prior to applying for a transfer to another provider. A **letter of release** will be provided to students if a transfer is requested. Nor can QCM enrol a student wishing to transfer from another registered provider unless they have completed six months of study in their principal course. The principal course is the main course of study and in the case of multiple courses it is usually the final course of study. The six-month period is calculated as six calendar months from the commencement date of the principal course. All student transfers will be recorded in PRISMS.

The PEO is responsible for the implementation of this policy and for ensuring that staff and students are aware of it.

- QCM will not charge any fees to the student for issuing a letter of release, if granted, and will advise the student via the letter of release that the student will need to contact Department of Home Affairs to seek advice on whether a new student visa is required.
- QCM cannot enrol transferring students in the first six months of their principal course of study except in accordance with the requirements outlined in the National Code.
- If QCM refuses to issue a letter of release, a student may appeal against the College's decision using QCM Complaints and Appeals Process.

Transfer of Provider Policy

PURPOSE:

1. To provide a documented process for assessing requests for the Transfer of Provider within the first six months of commencement of the principal program, in accordance with the National Code.
2. Students may transfer at any time following the initial six-month period of the principal program, providing they can provide a valid Letter of Offer from another CRICOS registered provider.

SCOPE:

3. This policy outlines the circumstances in which QCM will assess Transfer of Provider requests in accordance with the National Code. QCM will assess each request on an individual student basis, taking into account all supporting documentation of the request.

PROCEDURE:

STUDENT TRANSFERRING FROM QCM

4. Students wishing to transfer to another provider must first complete a **Transfer of Provider Request Form**, along with any supporting documentation.
5. All requests will be assessed individually, taking into account the circumstances of the student and if the transfer will be in the best interest of the student.
6. All requests will be processed within 10 working days from the date of submission, with a **Letter of Release or Letter of Refusal** being provided via email. Notwithstanding the outcome, the student has 20 days to access QCM Complaint and Appeals process.
7. All requests will be assessed individually, taking into account the circumstances of the student and if the transfer will be in the best interest of the student.
8. Transfer request outcomes to be recorded in PRISMS.

Circumstances in which a Transfer of Provider Request will be granted

9. QCM will consider a Transfer of Provider request and grant a Letter of Release under the following circumstances:
 - a) Compassionate or compelling circumstances,
 - b) The provider and the course better meet the student's academic capabilities and requirements (written support for the change may come from a government sponsor of the student),
 - c) QCM has ceased to be registered or the course in which the student is enrolled has ceased to be registered,
 - d) QCM 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, or
 - e) Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change
 - f) The student has been unable to achieve satisfactory course progress at their level of study even after engaging in intervention processes.
 - g) Evidence is provided that indicates the course is not being delivered as outlined in the agreement and the reasonable expectations of students are not being met.
10. In addition to the above, the National Code states, that QCM must grant a Letter of Release only where the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made.
11. If a Letter of Release is granted, then this will be issued at no cost to the student.
12. Students should also be informed that they are to contact Department of Home Affairs to seek advice on whether a new Student VISA is required.

Circumstances in which a Transfer of Provider Request will NOT be granted

13. QCM will not grant a Letter of Release under the following circumstances:
 - a) The request is within six months of commencement of the principal program with QCM
 - b) QCM does not agree that the transfer is in the student's best interest or academic capabilities,
 - c) The student does not have a valid Letter of Offer from the receiving provider,
 - d) The student has financial difficulties or outstanding payments for QCM services,
 - e) Where QCM believes the student is avoiding being reported to Department of Home Affairs for not meeting the obligations of the student contract or course requirements.

Where QCM does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with Standard 10 (Complaints and appeals).

QCM must 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. Transfer request outcomes must be recorded on PRISMS.

STUDENT TRANSFERRING TO QCM

- 14.** QCM, as the receiving registered provider must not knowingly enrol the 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:
- a) The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
 - b) The original registered provider has provided a written letter of release
 - c) 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, or
 - d) 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.

STANDARD 8 – OVERSEAS STUDENT VISA REQUIREMENTS

Monitoring overseas student progress, attendance and course duration

- 8.1 *The registered provider must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.*
- 8.2 *The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.*
- 8.3 *The registered provider must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.*
- 8.4 *The registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.*
- 8.5 *The registered provider must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.*

Schools, ELICOS and Foundation Programs: course progress and attendance requirements

- 8.6 *The registered provider of a school, ELICOS or Foundation Program course must have and implement a documented policy and process for monitoring and recording attendance of the overseas student, specifying:*
 - 8.6.1 *requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent—or higher if specified under state or territory legislation or other regulatory requirements—of the scheduled contact hours*
 - 8.6.2 *the method for working out minimum attendance under this standard*
 - 8.6.3 *processes for recording course attendance*
 - 8.6.4 *details of the registered provider's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent*
 - 8.6.5 *processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.*
- 8.7 *The registered provider must have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying:*
 - 8.7.1 *requirements for achieving satisfactory course progress for the course*
 - 8.7.2 *processes for recording and assessing course progress*
 - 8.7.3 *details of the registered provider's intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress*
 - 8.7.4 *processes for determining the point at which the student has failed to meet satisfactory course progress.*

Vocational education and training (VET): course progress and attendance requirements

- 8.8 *The registered provider of a VET course as defined in the NVETR Act must have and implement a documented policy and process for assessing course progress that includes:*
 - 8.8.1 *requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct*
 - 8.8.2 *processes for recording and assessing course progress requirements*

- 8.8.3 processes to identify overseas students at risk of unsatisfactory course progress
 - 8.8.4 details of the registered provider's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress
 - 8.8.5 processes for determining the point at which the overseas student has failed to meet satisfactory course progress.
- 8.9 The registered provider must have and implement a documented policy and process for monitoring the attendance of overseas students if the requirement to implement and maintain minimum attendance requirements for overseas students is set as a condition of the provider's registration by an ESOS agency.
- 8.10 If an ESOS agency requires a VET provider to monitor overseas student attendance as a condition of registration, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.
- 8.11 If an ESOS agency requires a VET provider to monitor overseas student attendance, the registered provider must have and implement a documented policy and process for monitoring and recording attendance of the overseas student, specifying:
- 8.11.1 the method for working out minimum attendance under this standard
 - 8.11.2 processes for recording course attendance
 - 8.11.3 details of the registered provider's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent
 - 8.11.4 processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.

Reporting unsatisfactory course progress or unsatisfactory course attendance

- 8.12 Where the registered provider has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:
- 8.12.1 notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
 - 8.12.2 informs the overseas student of the reasons for the intention to report
 - 8.12.3 advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- 8.13 The registered provider must only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
- 8.13.1 the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
 - 8.13.2 the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - 8.13.3 the overseas student has chosen not to access the external complaints and appeals process, or
 - 8.13.4 the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- 8.14 The registered provider may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and:
- 8.14.1 for school, ELICOS and Foundation Program courses, the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances

apply; or

8.14.2 for VET courses, the student is maintaining satisfactory course progress.

Allowable extensions of course duration

- 8.15 The registered provider must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:
- 8.15.1 there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or
 - 8.15.2 the registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
 - 8.15.3 an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).
- 8.16 If the registered provider extends the duration of the student's enrolment, the provider must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Modes of delivery

- Note:** Online learning is study where the teacher and overseas student primarily communicate through digital media, technology-based tools and IT networks and does not require the overseas student to attend scheduled classes or maintain contact hours. For the purposes of the ESOS framework, online learning does not include the provision of online lectures, tuition or other resources that supplement scheduled classes or contact hours. Distance learning is any learning that an overseas student undertakes off campus and does not require an overseas student on a student visa to physically attend regular tuition for the course on campus at the provider's registered location.
- 8.17 A registered provider must not deliver a course exclusively by online or distance learning to an overseas student.
- 8.18 A registered provider must not deliver more than one-third of the units (or equivalent) of a higher education or VET course by online or distance learning to an overseas student.
- 8.19 A registered provider must ensure that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
- 8.20 For school, ELICOS or foundation programs, any online or distance learning must be in addition to minimum face-to-face teaching requirements approved by the relevant designated State authority or ESOS agency as part of the registration of the course, if applicable.
- 8.21 For school, ELICOS or foundation programs, any online or distance learning must be in addition to minimum face-to-face teaching requirements approved by the relevant designated State authority or ESOS agency as part of the registration of the course, if applicable.
- 8.22 The registered provider must take all reasonable steps to support overseas students who may be disadvantaged by:
- 8.22.1 additional costs or other requirements, including for overseas students with special needs, from undertaking online or distance learning
 - 8.22.2 inability to access the resources and community offered by the education institution, or opportunities for engaging with other overseas students while undertaking online or distance learning.

Overseas students must make satisfactory course progress and attendance as a condition of their student visa. QCM is responsible for-

- Informing potential students of the need to achieve satisfactory course progress and attendance requirements,
- monitoring course progress and attendance,
- identifying and offering to support those at risk of not meeting course requirements,
- determining circumstances relevant to extending the course duration and the impact on their visa conditions.

QCM will systematically monitor students' compliance with student visa conditions relating to attendance, progress and completion dates. Monitoring the course progress of students allows the provider to identify and offer support to those at risk of not progressing.

QCM has a **Training and Assessment Strategy** for each program which clearly outlines the units of competency and the assessment requirements for each term of study that is available to students and staff for each qualification. Benchmarks are provided for theory answers and criteria sheets are provided for observation checklists. Constructive feedback and resubmission requirements are specified on assessment tasks.

Students' results are entered on a **student profile** each term and interviews held with individual students to ensure completion. Results are entered onto the Student Data Management System once competency has been achieved. A student not achieving satisfactory results at the end of a term in the specified areas of the curriculum will be unable to progress to term two until competency has been achieved. Trainers will work with students individually until a satisfactory outcome has been achieved and study can continue.

If a student continues to be unable with assistance to complete the required assessment tasks the student will be informed in writing that QCM will need to report the student and inform them of their right to access the complaints and appeals process if they are not satisfied with the decision. The student will be granted twenty days in which to lodge a complaint or appeal.

QCM will maintain the overseas student's enrolment by only reporting a breach of course progress or attendance in PRISMS if-

- the internal and external complaints processes have been completed, and the breach has been upheld,
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 days,
- the overseas student withdraws from the appeals process by notifying QCM in writing.

MONITORING COURSE PROGRESS AND ATTENDANCE POLICY

PURPOSE:

1. To provide a documented process for monitoring students completion, progress and attendance, in accordance with the National Code.

SCOPE:

This policy applies to all students who are commencing, have commenced or are continuing study with QCM.

PROCEDURE:**COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY**

2. QCM is required to manage student's course progress and workload to ensure they complete within the duration specified in the Confirmation of Enrolment (CoE) and in accordance with the CRICOS registered course curriculum.
3. In addition, QCM must monitor each student's enrolment to ensure they:
 - a) Take no more than 25% of their studies Online or by Distance learning, and
 - b) Are enrolled in at least one face-to-face subject in each compulsory study period.
 - c) Intermediate General English students are required to attend 510 hours of face-to-face instruction.

MONITORING AND TRACKING COURSE COMPLETION

4. QCM maintains and tracks course progress through the enrolment process within Axcelerate, the Student Data Management System:
 - a) Each course is setup within Axcelerate, the Student Data Management System, with the required units, timeframes, delivery methods and sessions for delivery.
 - b) Students are then enrolled into the course and a **timetable** is printed and provided to the student.
The term training plan is in addition to the Confirmation of Enrolment and will be provided to the student within 10 working days before the end of each term.
 - c) This Plan and enrolment are then monitored to ensure that the student is meeting the requirements and is on schedule.
This allows QCM to identify any problems immediately and help minimise any adverse effects to the student and to implement the necessary intervention strategies.

EXTENSION TO COURSE DURATION

5. QCM will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:
 - a) Compassionate or compelling circumstances,
 - b) After implementing an Intervention strategy for students who are at risk of not meeting satisfactory course progress, or
 - c) An approved deferment or suspension of study has been granted in accordance with the Deferral, Suspension or Cancellation Policy.
6. All Intervention strategies or extensions will be assessed individually, taking into account the circumstances of the student.

7. Except in the circumstances listed above, the expected duration of study specified in the students CoE must not exceed the CRICOS registered course duration.

MONITORING COURSE PROGRESS

8. QCM tracks student's course progress via the enrolment within Axcelerate, the Student Data Management system.
9. QCM will monitor the student's academic performance and alert the student where necessary should they be falling below the requirement.

INTERVENTION STRATEGIES

10. QCM is required to implement Intervention Strategies for students not meeting the course requirements.
11. QCM will review the academic progress of each student each term and enrolment within Axcelerate, the Student Data Management System. This will allow QCM to identify 'AT RISK' students and whether:
 - a) The student has failed more than 50% of the units within the study period,
 - b) The student has fallen below 80% academic progress within the study period following a period of 50% or less completion, and
 - c) The student has been identified as unable to complete the course in the required duration.
12. All students identified as 'AT RISK' will be sent an **Intervention Form**, outlining their current academic situation and a formal interview will be arranged.
 - a) An Intervention plan will then be formulated
 - b) If the student does not agree with the Intervention plan or process, they shall have 20 days to access the Complaints and Appeals process
13. In the event QCM varies a student's workload or expected duration of study on completion of the Intervention process, QCM will:
 - a) Record this in Axcelerate, the Student Data Management System as well as on the student's file,
 - b) Issue a new CoE,
 - c) Report this variation via PRISMS.
14. Strategies for Intervention may include, but are not limited to:
 - a) Extra Tuition.
 - b) Modifications in workload.
 - c) Extension in course duration.

- d) Personal counselling.

MONITORING ATTENDANCE

The duration of the Certificate IV, Diploma and the Advanced Diploma in Music is one year. The course will be conducted over 4 terms of 9 weeks with 20 hours per week in supervised face-to-face classes and an additional four hours per week in private practice time, rehearsal, performance and attendance at concerts. An extra two weeks is added to term 4 for assessment completion and annual concert. Students will focus on one instrument. Two weeks holiday between each term and 8 weeks for the summer break.

Intermediate General English is conducted over 42 weeks with 30 weeks of instruction and 12 weeks of holiday time. The course consists of three trimesters of 10 weeks. Face to face instruction is for five hours a day for four days a week and an additional four hours per week for study and tutorials if required.

When an international student is absent from QCM for more than five days without approval, or when they are not consistently attending their course, participating in practice time, rehearsals and public performances, QCM will contact and counsel the student and issue applicable warning letters.

Attendance is monitored in the following way:

- Students sign the **attendance record** each class and attendance is entered into Axcelerate, the Student Data Management System, by the Principal Administrator
- For Music students, a Music Journal is used to record practice time, rehearsals and public performances
- The Principal Administrator will follow up student attendance each week and send an email or text message to any student who has been absent that week
- Where the student has been absent for five consecutive scheduled study days the Principal Administrator will notify the Director and send an email or letter advising the student to contact QCM immediately or it will be assumed that they are no longer studying. If a response has not been received within seven days of the date of the letter the student's enrolment will be cancelled.
- At the end of each term an attendance report is printed, and Music Journal checked for music students. Letters will be issued to all students who are below 80% attendance and/or participation. QCM attendance requirement is 80% or greater for scheduled classes per term, practices, rehearsals and performances.

An attendance/participation average of less than 80% for scheduled classes per term is deemed by QCM to be unsatisfactory attendance and in breach of attendance requirements.

If a student is identified as having attendance below 80% but above 70% QCM may decide not to report the student for breaching the 80% requirements if the student's records clearly indicate that the student is maintaining satisfactory course progress.

Intervention Strategy

QCM will be proactive in notifying and counselling students who are at risk of failing to meet attendance and progress requirements. The Director will liaise with trainers to determine the

intervention strategy required to assist the student to meet progress and attendance requirements. Strategies may include:

- attending tutorial or study groups,
- receiving individual case management,
- receiving assistance with personal issues which are influencing progress or attendance,
- receiving mentoring.

The intervention strategy must be explained, and the student must indicate whether or not they agree to abide by the terms. A record of all intervention measures implemented, and all relevant documentation will be signed and placed in the student's file. Staff will continue to monitor the progress and attendance of the student following an intervention strategy and advise the Director of any concerns.

QCM can only extend the overseas student's enrolment if –

- compelling or compassionate circumstances have been ascertained,
- an intervention strategy has been implemented or in the process of being implemented,
- an approved deferral or suspension of enrolment has occurred.

If QCM extends the duration of the student's enrolment and the student's visa will expire prior to completion of the course, the student must apply for a new Student Visa to complete their study.

STANDARD 9 – DEFERRING, SUSPENDING OR CANCELLING THE OVERSEAS STUDENT'S ENROLMENT

- 9.1** *A registered provider must have and implement a documented process for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by an overseas student, including maintaining a record of any decisions.*
- 9.2** *A registered provider may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.*
- 9.3** *A registered provider may suspend or cancel a student's enrolment including, but not limited to, on the basis of:*
- 9.3.1** *misbehaviour by the student*
- 9.3.2** *the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement*
- 9.3.3** *a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).*
- 9.4** *If the registered provider initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation the registered provider must:*
- 9.4.1** *inform the overseas student of that intention and the reasons for doing so, in writing*
- 9.4.2** *advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.*
- 9.5** *When there is any deferral, suspension or cancellation action taken under this standard, the registered provider must:*
- 9.5.1** *inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa*
- 9.5.2** *report the change to the overseas student's enrolment under section 19 of the ESOS Act.*
- 9.6** *The suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect*

until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

QCM will maintain a written record on a student's file relating to the assessment and approval of any deferments.

Any deferment, suspension or cancellation of a student Visa holder's enrolment may have an effect on their visa, and it is important that they contact Department of Home Affairs for advice before taking any action.

Students are able to defer or temporarily suspend their studies during their course in certain circumstances on the grounds of compassionate or compelling circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness.
- Serious illness or death of a family member necessitating a return to the student's home country.
- Serious injury.
- Major political upheaval or natural disaster in the home country.
- Traumatic experiences such as involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime.
- An inability to begin studying on the commencement date due to a delay in receiving a student visa.

Students may also have their enrolment deferred or suspended due to misbehaviour or fraudulent or misleading evidence. Deferring, suspending or cancelling enrolment may affect the student visa.

Students must complete and submit an **"Application for Course Deferral"** to the Director requesting to defer or temporarily suspend their studies, together with appropriate documentary evidence verifying their situation.

QCM will assess the application and make a decision within seven business days. If an application for deferral or suspension is approved, QCM will notify the student in writing and place a copy of this letter on the student's file. QCM will also notify the Department via PRISMS of the deferral or suspension. Such action may or may not affect the end date of CoE. If the end date is affected PRISMS will cancel the original CoE and offer QCM the opportunity to create a new CoE.

If the application is refused the student has the right to appeal a decision by QCM to defer, suspend or cancel their studies and the College will not notify the Department of a change to the enrolment status until the internal complaints and appeals process has been completed. Students will receive written notification of the appeal decision, and a copy of this decision will be placed on the student's file.

Any student whose account remains outstanding at the start of each term will be advised of the consequences of non-payment and could result in the cancellation of enrolment.

Deferral, Suspension and Cancellation Policy

PURPOSE:

1. To provide a documented process for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.

SCOPE:

2. QCM may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

This policy outlines QCM procedure for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student in accordance with the requirements of the National Code and ESOS Act.

DEFINITIONS:

Deferral: means to delay the commencement of a course.

Suspension: means to temporarily delay the enrolment once the course has commenced.

Cancellation: means the cessation of an enrolment on a course.

Misbehaviour: is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct

Compassionate or Compelling circumstances: is defined as circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- b) Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided),
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,
- d) A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologist's reports),
- e) Inability to begin studying on the course commencement date due to delay in receiving a Student VISA.

PROCEDURE:

3. In accordance with the National Code, QCM can defer or temporarily suspend a student's enrolment on the grounds of:
 - a) Compassionate or compelling circumstances, or
 - b) Misbehaviour by the student.

4. In addition to a deferment or temporary suspension, QCM may cancel a student's enrolment on the grounds of:
 - a) Serious misbehaviour by the student.
 - b) Failure to comply with the Contract Agreement for Course Progress and Attendance, and any formal warning issued by QCM against these processes, and
 - c) The Non-Payment of Course Fees in accordance with the Contract Agreement and Payment Schedule.

5. In any given situation that leads to a deferment, temporary suspension or cancellation of studies, instigated by QCM formal written notification will be provided to the student. In turn, the student shall have 20 working days to access QCM Internal Complaints and Appeals process.

The deferment, temporary suspension or cancellation of studies cannot take effect until the Internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

6. At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld by the complaints and appeals hearing, QCM will inform DE via PRISMS as required under the ESOS Act.

Misbehaviour

7. To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

Examples of unacceptable behaviour include but are not limited to the following:

- a) Continuous interruptions of the trainer.
- b) Smoking in non-smoking areas.
- c) Being disrespectful to other participants.
- d) Harassment or vilification by using offensive language.
- e) Sexual harassment.
- f) Acting in an unsafe manner that places themselves and others at risk.

Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a trainer/assessor about their knowledge, ability, or the amount of original work they have done.

Student's responsibilities:

Assessments

- a) Students must only help or receive assistance from other students in those activities approved by the trainers such as working in groups for activities and performances,
- b) Students must not request the loan of or lend equipment and instruments to other students.

A student may be excluded from achieving competency for any of the following reasons:

- Unauthorised absence from class, rehearsals and performances.
- Non-submission of assignments.
- Academic misconduct.
- General misconduct.

If a student terminates their studies QCM must keep a record of the reason. Once an overseas student has enrolled at the College they cannot defer commencement of their studies or suspend their studies except on the grounds of illness, supported by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student, for example, bereavement.

STANDARD 10 - COMPLAINTS AND APPEALS

- 10.1 The registered provider must have and implement a documented internal complaints handling and appeals process and policy, and provide the overseas student with comprehensive, free and easily accessible information about that process and policy.*
- 10.2 The registered provider's internal complaints handling and appeals process must:*
- 10.2.1 include a process for the overseas student to lodge a formal complaint or appeal if a matter cannot be resolved informally*
 - 10.2.2 include that the provider will respond to any complaint or appeal the overseas student makes regarding his or her dealings with the registered provider, the registered provider's education agents or any related party the registered provider has an arrangement with to deliver the overseas student's course or related services*
 - 10.2.3 commence assessment of the complaint or appeal within 10 working days of it being made in accordance with the registered provider's complaints handling and appeals process and policy, and finalise the outcome as soon as practicable*
 - 10.2.4 ensure the overseas student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings*
 - 10.2.5 conduct the assessment of the complaint or appeal in a professional, fair and transparent manner*
 - 10.2.6 ensure the overseas student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome*
 - 10.2.7 keep a written record of the complaint or appeal, including a statement of the outcome and*

reasons for the outcome.

- 10.3** *If the overseas student is not successful in the registered provider's internal complaints handling and appeals process, the registered provider must advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost. The registered provider must give the overseas student the contact details of the appropriate complaints handling and external appeals body.*
- 10.4** *If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, the registered provider must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the overseas student of that action.*

Any person wishing to make a complaint against QCM concerning its conduct as an RTO or appeal an assessment decision shall have access to the complaints and appeals procedure as outlined in the **Student Handbook**. The complaint/appeal shall be recorded in writing on the form provided by QCM. The complaints/appeals procedure and relevant documentation is available on the website where the steps in lodging an informal complaint or appeal, and a formal complaint or appeal are outlined.

Separate interviews will be held with both the person making the complaint and the person the complaint is about. The complaint hearing is at no cost to the student and written statement of the outcomes will be available to the complainant.

Informal complaint or appeal:

- the initial stage of any complaint or appeal shall be to communicate directly with a representative of QCM who if able to resolve the issue, will make a decision and record the outcome.
- person(s) dissatisfied with the outcome of the complaint or appeal to the representative may then complain or appeal to the Director, who if able to resolve the issue will record the outcome. The Director will at this time review the evidence used to make an assessment decision in the case of an appeal against an assessment decision.
- person(s) dissatisfied with the outcome of the complaint or appeal, the Director will advise the student of the right to access external appeals process within 10 working days and provide contact details to the student.

Formal complaint or appeal:

The formal complaint or appeals process is implemented if a grievance cannot be resolved informally. QCM will provide the overseas students contact details of the appropriate external complaints handling and appeals body- the Overseas Student Ombudsman (OSO) www.ombudsman.gov.au. Telephone: 1300 362 072.

It is the responsibility of QCM to make specific arrangements for independent review of complaints about issues not covered by the Australian Competition and Consumer Commission or the OSO. The purpose of the external appeals process is to consider whether the registered provider has followed its policies and procedures, rather than make a decision in place of the College.

When reviewing the external complaints handling process, QCM will ensure the process is impartial, fair and open. The Principal Administrator will keep a **Register of Complaints** which documents all informal/formal complaints/appeals and their resolution. Any substantiated complaints/appeals will be reviewed as part of the continuous improvement procedure.

If the student chooses to access the complaints and appeals processes QCM will maintain the student's enrolment while the complaints and appeals process is ongoing.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, QCM must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

QCM must only report the overseas student through PRISMS for unsatisfactory course progress or attendance after –

- the student has accessed the internal and **external complaints handling and appeals process**, and the decision or recommendation supports the College,
- the student has chosen not to access the internal complaints and appeals procedures within a 20-working day period,
- the student has chosen not to access the external complaints and appeals,
- the student withdraws from internal or external process and notifies the College in writing.

STANDARD 11 ADDITIONAL REQUIREMENTS

- 11.1** *In applying to register a full-time course at a location, a provider must seek approval from the ESOS agency, including through the relevant designated State authority if the provider is a school, for the following:*
- 11.1.1** *the course duration, including holiday breaks*
 - 11.1.2** *modes of study, including online, distance or work-based training*
 - 11.1.3** *number of overseas students enrolled at the provider, within the limit or maximum number approved by the ESOS agency for each location*
 - 11.1.4** *arrangements with other education providers, including partners, in delivering a course or courses to overseas students.*
- 11.2** *In seeking approval under 11.1, the provider must demonstrate any matters requested by the ESOS agency, including through the designated State authority if the provider is a school, which may include but are not limited to the following:*
- 11.2.1** *the expected duration of the course does not exceed the time required to complete the course on the basis of full-time study – for VET courses, this is a minimum of 20 scheduled course contact hours per week unless specified by an accrediting authority*
 - 11.2.2** *the expected duration of the course includes any holiday periods or any work-based training*
 - 11.2.3** *any work-based training to be undertaken as part of the course is necessary for the student to gain the qualification and there are appropriate arrangements for the supervision and assessment of students*
 - 11.2.4** *the course is not to be delivered entirely by online or distance learning*
 - 11.2.5** *the provider and any partner they engage to deliver a course or courses to overseas students has adequate staff and education resources, including facilities, equipment, learning and library resources and premises as are needed to deliver the course to the overseas students enrolled with the provider*
 - 11.2.6** *the maximum number of overseas students proposed by the provider for the location reflects the appropriateness of the staff, resources and facilities for the delivery of the course.*
- 11.3** *The registered provider must submit to its ESOS agency for approval, including through the relevant designated State authority if the provider is a school, information on any proposed changes to the provider's registration for a course as outlined in standard 11.1 at least 30 days prior to the time at which those changes are proposed to take effect.*
- 11.4** *Registered providers who are self-accrediting must undertake an independent external audit during their period of CRICOS registration, within 18 months prior to renewal of that registration to inform the re-registration of the provider.*

QCM will meet the requirements for Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registration by-

- Providing full-time courses outlining the duration including holiday breaks.
- Identifying face-to-face delivery as the mode of study.
- Enrolling the approved number of students.
- Maintaining appropriate and sufficient resources both human and physical including facilities and equipment.

All changes proposed to a course relating to any of the above will be notified to ASQA within 30 days prior to the date changes will commence.

COMPLIANCE WITH LEGISLATION

QCM will use the Provider Registration and International Students Management System (PRISMS) to comply with the following legislative requirements of the ESOS Act:

- Creating and authorising electronic confirmation of enrolments for Overseas students enrolling from offshore.
- Reporting changes in course enrolment or duration of course.
- Reporting student non-compliance with visa conditions relating to course progress.
- Reporting student non-achievement of academic requirements.
- Reporting if a student does not commence (i.e. does not arrive or has not arranged with us for a later start because of health or compassionate reasons).
- Reporting if a student terminates their studies before the course completion.

QCM will ensure compliance with all Commonwealth, State/Territory legislation and regulatory requirements relevant to its operations and ensures this is integrated into its policies and procedures. In particular, it complies with the requirements and standards set down in the Vocational Education and Training Act 2011, Educational Services for Overseas Students Act and its National Code 2018 and the VET Quality Framework. Examples of legislation relating to the VET Quality Framework include:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2025
- Fit and Proper Persons Requirements 2011
- Financial Viability Risk Requirements 2011
- Data Provision Requirement 2011

QCM agrees to cooperate with ASQA so that:

- RTO operations are monitored, and external audit requirements undertaken as required,
- accurate and timely data is provided as requested,
- information about the RTO is current with any changes to operations or ownership being communicated such as:
 - changes to the RTO's legal name or trading name,
 - responsible person and daily contact officer,
 - business address/contact details,

- commencement and completion of partnership agreements.

QCM maintains data relating to RTO activities using Axcelerate, the Student Data Management System and can provide electronic copies of the following to the VET Regulator as requested:

- business registration records,
- Risk Evaluation,
- Fit and Proper Person Documentation,
- Training and Assessment Strategies, resources and equipment information,
- Trainer and assessor profiles,
- Public Liability Insurance,
- completion data,
- validation, consultation and minutes of meetings,
- Quality Indicator surveys,
- completed assessment learner samples,
- complaints and appeals documentation,
- declaration of compliance.

QCM complies with all Federal and State legislation relating to the following:

- Complaints and Consumer Rights
- Discrimination and Human Rights equal opportunity, racial vilification, disability discrimination
- Employment Rights, including Occupational Health and Safety and Workers Compensation
- Ethics, Freedom of Information and Privacy

The legislation that governs QCM compliance as a registered provider of education and training for both domestic and overseas students include:

- Equal Opportunity in Employment Act 1992
- Human rights and Equal Opportunity Commission (HREOC) Act 1996
- Commonwealth Affirmative Action (Equal Employment for Women) Act (1986)
- Commonwealth Racial Discrimination Act (1975)
- Commonwealth Industrial Relations Act (1998)
- Commonwealth Sex Discrimination Act (1984)
- Commonwealth Industrial Relations Reform Act (1993)
- Commonwealth Racial Hatred Act (1995)
- Commonwealth Disability Discrimination Act (1993)
- Commonwealth Privacy Act 1988
- Commonwealth Copyright Act 1968
- The National Vocational Education and Training Regulator Act (2011)
- Anti-Discrimination Act 1991 Qld
- Disability Services Act 2006 Qld
- Work Health and Safety Act 2011 Qld
- Information Privacy Act 2009 Qld
- Standards for Registered Training Organisations 2025 (including Credential policies and compliance requirements)
- Education Services for Overseas Students Act 2000 (the Act amended 1 January 2007)
- Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012.

- Education Services for Overseas Students Amendment (Student Visas and Other Measures) Regulation 2014
- ESOS Regulations 2001
- Privacy Act 1988
- Plain English Guidelines to Information Privacy
- The Migration Act 1958/Migration Legislation Amendment (Student Visas Act) 2012
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

QCM ensures that staff and students are provided with information about legislation that significantly affects their duties, rights and responsibilities.

APPENDIX 1

TRAINERS AND ASSESSORS

QCM has key trainers and assessors who hold the relevant qualifications, experience, knowledge and skills to deliver and assess Certificate IV in Music, Diploma of Music, Advanced Diploma of Music and Intermediate General English. Specialist instrumental or vocal trainers are involved in assessment judgements and work under supervision of lead trainers and assessors.

Specialist trainers working under supervision will work with a qualified assessor to make assessment decisions based on the evidence gathered from learners. The Director is responsible for the quality of training being delivered and making final decisions about assessment results. A trainer under supervision is required to hold-

- *TAESS00007 Enterprise Trainer – Presenting Skill Set, or*
- *TAESS00014 Enterprise Trainer – Presenting Skill Set, or*
- *TAESS00028 Work Skill Instructor Skill Set or its successor.*

ELICOS teachers must have the following: a) a degree or diploma of at least three years full-time or equivalent (teaching or other) b) a suitable TESOL qualification or qualification that contains TESOL as a method c) appropriate TESOL teaching experience or are formally mentored by a senior staff member with this experience.

QCM will annually provide professional development relating to the Music Training Package, competency-based training and assessment, the ESOS framework and language skills. Trainers and assessors are required to document industry currency, musical performances and other relevant activities on a **trainer/assessor profile**. At the induction provided at the beginning of each year, trainers and assessors will be required to nominate professional development that they wish to undertake during the year. Any professional development suggestions from the Industry Advisory Committee will also be implemented during the year. A record of all professional development is to be retained by QCM.

OWNERSHIP AND MANAGEMENT

The mission of QCM is to provide outstanding learning and assessment for all learners and staff to enable them to pursue further education or to seek employment.

QCM has an **organisational chart** identifying key personnel responsible for the services of the College and has **duty statements** for each position identified on the organisational chart.

The PEO is legally responsible and accountable for all operations of QCM and will work closely with the Director and Principal Administrator. The PEO, with the Director, will ensure that the organisation complies with the National Code and the policies and procedures of the College. The PEO and Director of the College are aware that the VET Quality Framework and the National Code is legislated, and that real cost penalties apply to breaches of any of these standards. They are also aware that Regulator decisions about cancellations, sanctions, renewal rejections, registration conditions and other administrative conditions against registered training organisations are also published on the Australian Skills Quality Authority (ASQA) website.

The PEO is responsible for:

- Reviewing student applications with the Director.
- Reporting non-compliance with visa conditions to Department of Home Affairs via PRISMS.
- Monitoring staff recruitment.
- Approving marketing materials.
- Ensuring relevant legislation is understood and followed by all staff.
- Ensuring accuracy of records and recording processes.
- Approving refunds.
- Supervision of agents.
- Ensuring a critical incident response team is established as necessary.
- Overseeing the transfer of students between registered providers.

The High Managerial Agent (Director) is responsible for:

- Determining student suitability for qualification selected.
- Assessing RPL applications.
- Advising students of attendance requirements at induction.
- Advising students of expected outcomes and assessment requirements.
- Advising students of the need to keep QCM informed of their current Australian residential address and contact details. This information will be updated at the commencement of each term.
- Maintaining individual student records of counselling and intervention strategies (if applicable) and document via file notes information discussed with student.
- Monitoring student progress and attendance.
- Arranging additional assistance for students as needed.
- Approving extensions to study plan and deferrals.
- Supervising complaints and appeals process.

The Principal Administrator is responsible for:

- Arranging induction materials and dates.
- Collecting and maintaining accurate records of student attendance and the follow up of attendance weekly via email.

- Issuing of student correspondence including fee letters, approved leave and attendance warning letter.
- Updating completed units of competency in the Student Data Management System quarterly and preparing statement of results.
- Entering data to PRISMS as directed.
- Providing student support and liaison.

QCM aims to:

- Support learners to achieve personal excellence.
- Provide qualifications and statements of attainment to an increasing number of learners who are inspired to develop knowledge and skills which prepare them for employment and lifelong learning.
- Operate profitably with sound business planning.
- Use a consultative approach to allow for continuous improvement.
- Meet stakeholder needs.
- Maintain documentation and evidence in an accurate and current manner.
- Provide quality training and assessment.
- Employ staff with the necessary qualifications and currency and with opportunities for ongoing professional development.
- Maintain a **Business Plan** so that short term and long-term goals are achieved with positive feedback on key performance indicators.

QCM will notify ASQA and other authorities in writing of any change to location, ownership or management, legal status or accreditation within a period of 30 days. Notification of new owner or the appointment of a new high managerial agent will be forwarded to ASQA. If such changes impact on a student's ability to complete their studies a refund will be offered, or an alternative provider sourced.

FACILITIES AND RESOURCES

QCM is located at 107 Quay Street, Brisbane, is close to the city and well served by transport and parking facilities. The College consists of ten practice rooms, student area, classroom and well stocked library and access to computer resources.

The College musical equipment consists of:

Equipment

ITEM	NO	ITEM	NO
Acoustic Guitar	2	Upright piano	8
Electric Guitar	1	Grand piano	2
Bass Guitar	1	Electric Keyboard	5
3 Violins		Acoustic Drumkit	2
1 Flute		Electric Drumkit	3
3 Cello			

Additional equipment includes:

Music stands, amplifiers

Notation and composing software

Computers, Microsoft software, internet access, printer/scanner

Audio recording equipment, video camera, CD player

Baton, tuning fork, metronomes, headphones, microphones

TV screen, White board, Data projector, I phone

Training rooms equipped with desks, suitable chairs and seating for performance, computers, stationery including manuscript paper, USBs.

RECORD MANAGEMENT

QCM will maintain records of each international student's current residential address (as supplied by the student), the student's full name, date of birth, nationality, the start and completion day of the student's course, attendance and academic performance, details of payments received, information on international student health cover, level of English proficiency and the student's passport and visa numbers.

Overseas students must notify QCM of their residential address within 7 days of arriving in Australia. Similarly, they must notify the College within 7 days of any change of address and contact details. Failure to do so may be reported to Department of Home Affairs and could lead to cancellation of their visa.

QCM will provide written notification to enrolled students and relevant authorities at least 20 days before relocation. Notification to students would include those accepted students who have not yet commenced studying but have been granted a student visa.

FINANCIAL MANAGEMENT

QCM is a family business owned and conducted by the Kim family with Joseph Jin-Sung Kim and Susan Soon-Ki Kim as Directors and shareholders and Matthew Kim as Chief Executive Officer. Shareholdings within the organisation are held by Samdoo Corporation Pty Ltd (100%). Both Samdoo Corporation Pty Ltd is financially viable, with Samdoo operating successfully for over 30 years.

A Certified Practising Accountant (CPA) certifies the accounts of QCM annually. The PEO is responsible for the effective management of QCM finances. There are two signatories for the organisation. The Accounts person uses financial management software (MYOB) and reports monthly on QCM financial position. Where necessary, meetings are held to review the financial position of the College. Any changes to financial management policy are documented.

Relevant websites

- International Education Australia
<https://internationaleducation.gov.au/Pages/default.aspx>

PRISMS
<https://prisms.education.gov.au>

- Department of Home Affairs
<https://www.homeaffairs.gov.au/>

Overseas Student Health Cover (OSHC)
<https://oshcaustralia.com.au>

- Department of Foreign Affairs and Trade
www.dfat.gov.au
- Department of Fair Trading Queensland
<https://www.qld.gov.au/law/fair-trading>
- Australian Skills Quality Authority
www.asqa.gov.au
- Medibank – Student Health Cover
<https://www.medibank.com.au/>
- Federal legislation
<https://www.legislation.gov.au/Browse/ByTitle/Acts/InForce/0/0/Principal>
- Queensland legislation
<https://www.legislation.qld.gov.au/>
- Australian Tax Office
<https://www.ato.gov.au/>
- Emergency Services Queensland
<https://www.qld.gov.au/emergency>
- Human Rights and Equal Opportunity Commission
<https://humanrights.gov.au>
- The ESOS (Registration Charges) Amendment Bill 2021
https://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/bd/bd2122a/22bd004
- Tuition Protection Service
<https://www.dese.gov.au/tps>
- Migration Regulations 1994
http://classic.austlii.edu.au/au/legis/cth/consol_reg/mr1994227/
- ESOS National Code of Practice
www.dese.gov.au/esos-framework/national-code-practice-providers-education-and-training-overseas-students-2018
- CRICOS
<https://cricos.education.gov.au/>
- The National Training Register
<https://training.gov.au/Home/Tga>

