



CRICOS 03240D

Queen Anne English College Student Handbook

**Jasmine Education Group Pty Ltd t/as
Queen Anne English College
ABN 5513 200 8925
Level 1, 196 Stacey St BANKSTOWN NSW 2200
Telephone: (61 2) 97074840 Fax: (61 2) 9707 4840
Email: info@QAEC.com.au
CRICOS Provider Code**

Welcome to QAEC!

Welcome to Queen Anne English College (QAEC) where new and exciting experiences and adventures wait for you. We are happy for you to join our school family, and our experienced staff and teachers are dedicated to providing every student with the best educational opportunity possible.

QAEC is a comprehensive and multicultural English language college whose mission is to provide students the best language training and the opportunity to learn, develop and grow. QAEC provides students with an effective teaching and learning environment designed to raise education standards and employment opportunities.

I ask you to join us in continuing to focus on the mission and vision that has been established at QAEC. With continued support and cooperation, we can find excellence in the academic achievements of all our students.

Good luck in your studies!

Mrs Anne Taher

Principal Administrator

Important Information

This is a summary of information presented in this handbook and helps you understand your duties as a student and also gives you information on where and how to find resources and assistance.

Student visa requirements:

- Maintain a fulltime enrolment in the enrolled course
- Maintain satisfactory course progress
- Maintain OSHC throughout the visa duration
- Notify QAEC within 7 days of any change of address

QAEC contact information:



- Principal Administrator: Mrs Anne Taher
- Address: **Level 1, 196 Stacey St BANKSTOWN NSW 2200**
- Phone: 02 9707 4840
- Fax: 02 9707 4840
- Mobile: 0405 515 577
- E-mail: info@QAEC.com.au
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Studying at QAEC:

- The Principal Administrator is the first point of contact for students with questions about any of QAEC's support services.
- In case of fire or any other emergency please follow the instructions given by your teacher or other QAEC staff member.
- Check college notice boards every day for any updates, important information, results etc.
- Always follow the rules and regulations displayed in notice boards, classrooms, the computer lab, and near the facilities such as the printer, photocopier etc.
- Do not leave valuables unattended. QAEC is not responsible for any damaged, lost or stolen items.

A list of useful contacts follows on the next page. This includes contact information for people and institutions who may be able to help you throughout your stay in Australia. You should make a copy of this page and keep it near your phone at home.

List of Useful Contacts

Academic Matters	Speak to your teacher. If you need additional assistance, ask the Academic Manager for information.
Accommodation	Ask the Principal Administrator for information.
Access & Equity	Ask the Principal Administrator for information.
Counselling	Ask the Principal Administrator for information.
Disability Support	Ask the Principal Administrator for information.
Emergency services	<ul style="list-style-type: none"> • Police: 000 • Fire: 000 • Ambulance: 000
Financial 	<ul style="list-style-type: none"> • National Australia Bank (NAB) 23 Old Town Centre Plaza, Bankstown 2200, Sydney 2000 • Westpac Bank Australia 8 Jacobs St Bankstown NSW 2200 Street, Sydney 2000 • Commonwealth Bank 16-18 Old Town Centre Plaza, Bankstown NSW 2200 • ANZ Shop P1 Bankstown Shopping Centre, North Terrace Bankstown NSW 2200
Health 	Rickard Rd Medical Centre 41 Rickard Rd, Bankstown NSW 2200 (02) 9708 3611
International Students	Department of Immigration and Citizenship (DIAC) 26 Lee Street, Sydney (next to Central Station) Phone: 131 881 http://www.immi.gov.au
Legal 	Please ask the Principal Administrator for information.

<p>Sexual Health</p>	<ul style="list-style-type: none"> • Sydney Sexual Health Centre Sydney Hospital Nightingale Wing, Macquarie St. (HIV/AIDS & STD testing, sexual health info & clinic services) Mon – Fri 9 a.m.- 8 p.m., Sat 10 a.m.- 6 p.m. Phone: 9382 7440 Fax: 9382 7475 www.sesahs.nsw.gov.au (follow link to the Sexual Health Centre) • HIV/AIDS Information Line Phone: 9332 9700 • Sexual Assault Centre Level 9 East, Queen Mary Building, Grose Street Camperdown NSW 2050 Phone: 9515 3680 Daily 9 a.m.- 5 p.m. • Sydney Rape Crisis Centre Provides 24-hour telephone & counselling support. Phone: 9819 6565
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Orientation



Every student will be introduced to the course a day before course commencement. The purpose of Orientation is to inform new students of the various important parts of QAEC. Students will also have the opportunity to ask questions.

ORIENTATION TIMETABLE	
4:00 – 4:15 PM	WELCOME / INTRODUCTIONS
4:15 – 5:15 PM	LOCAL WALKING TOUR OF BANKSTOWN
5:15 – 5:30 PM	TOUR OF COLLEGE
5:30 - 5:45 PM	BREAK
5:45 – 6:15 PM	PLACEMENT TEST
6:15 – 7:15 PM	STUDENT INTERVIEWS
7:15 – 7:45 PM	BREAK
7:45 – 8:15 PM	ORIENTATION PROGRAM STAGE 1
8:15 – 9:00 PM	STUDENT INTERVIEWS
9:00 – 9:45 PM	ORIENTATION PROGRAM STAGE 2

Student Services

QAEC personnel are ready to provide friendly and helpful advice covering all parts of a student's life in Australia, including academic, cultural and social issues. We can help in areas such as accommodation, homesickness and culture shock, as well as with career advice, learning support and counseling.

The Principal Administrator is the first point of contact for students with questions about any of QAEC's support services.

Welfare and guidance services

Airport pick-up



QAEC provides airport pick-up services. Students who require these services must make arrangements before. Please contact QAEC for more information or to make a booking.

Home stay

QAEC can organize homestay services. Students who require these services must make arrangements before. Please contact QAEC for more information or to make a booking.

Assisting with student visas and work permits

At QAEC we give free information to students who would like to apply for student visas, visa extensions and work permits. We regularly put the latest DIAC information on the college notice board.

Medical check-up bookings

When students need to get a medical check-up for their visa extensions we gladly help them by making a booking at Health Service Australia.

Opening a new bank account

When students first arrive in Australia we assist them with opening a new bank account.

Student equipment

All students will require the following equipment:

- Dictionary
- Calculator
- Ruler
- Typing/computer paper (A4 white)
- A4 notebook with lined writing paper
- Red, black, blue pens
- Pencil and eraser
- Highlighter



Student identification card

To promote a safe and healthy learning environment, all students are issued with a QAEC Identification Card, containing their photograph, name, student identification number, commencement and completion date and signature. Students are required to have their identification card with them at all times whilst on the college premises.

Student refreshment breaks

There is strictly no eating or drinking in computer rooms or classrooms. A microwave, fridge, and tea and coffee facilities are available for student use. This, and other working areas, should be kept clean and tidy at all times.

Student facilities

Computer facilities

All students at QAEC are able to use computers and audio-visual equipment. Enrolled students are given access to free Internet, a variety of software, printing and e-mail facilities.

Photocopying and printing

A photocopier and printer are available for students to print or photocopy their class and assignment work.

Prayer Room

A prayer room is available for student use. N.B.

Suggestion box

A suggestion box is also available for students to give valuable suggestions to the school. Students' suggestions are constantly reviewed and appropriate improvements are put into place.

Kitchenette

There is a common kitchenette in the college where students can have a snack between classes. It is equipped with a microwave and kettle as well as kitchen supplies.

Reference library

To supplement their own textbooks, students have access to QAEC's library of textbooks and reference books.

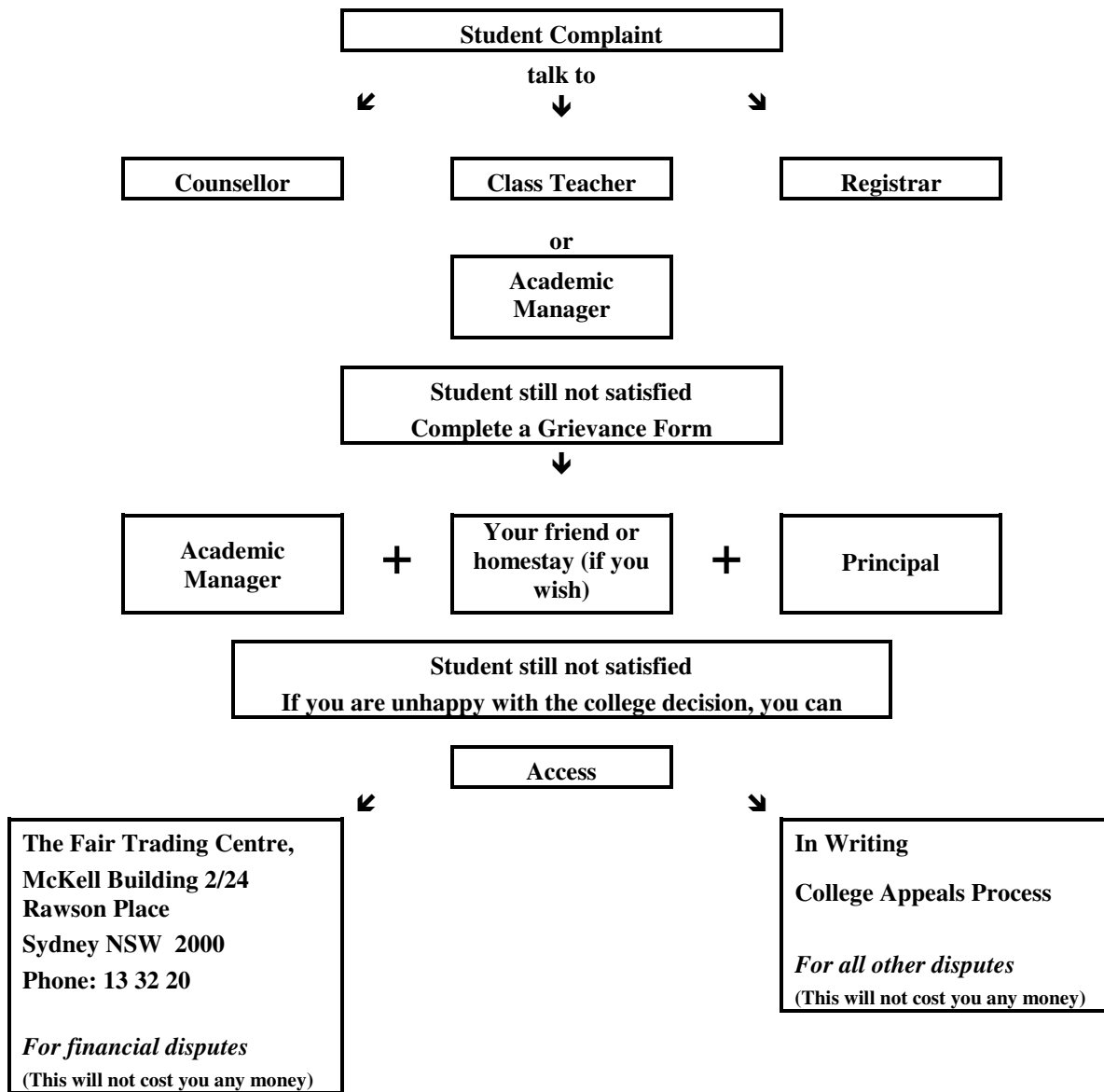
Bilingual personnel

The academic and administrative staff at QAEC are multicultural and speak a number of languages. Students are able to receive help in their own language wherever possible.

Student Grievances, Complaints and Appeals

Grievance Resolution

Copy of the Grievance policy in the form in which it will be conveyed to ELICOS students



Providers are required to maintain a student's enrolment while the appeal is ongoing

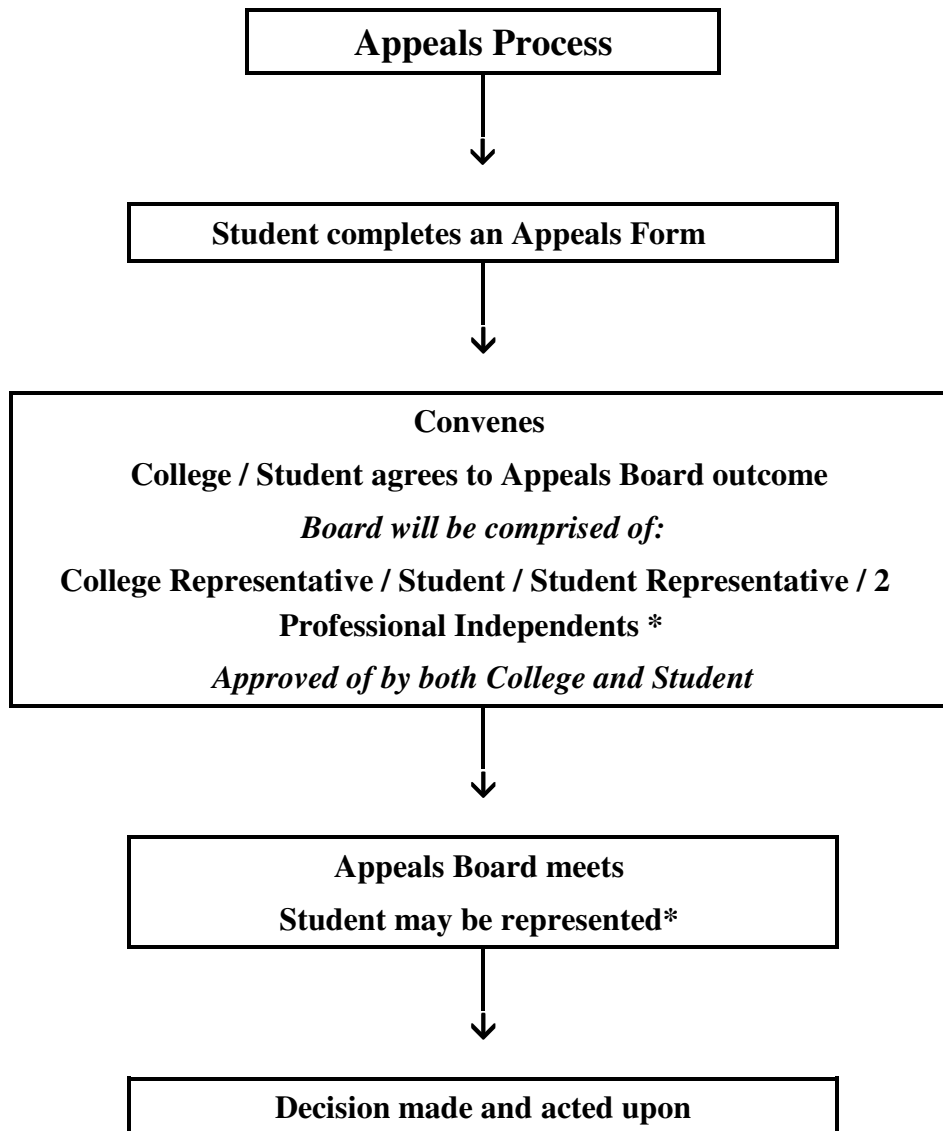
This dispute resolution procedure does not circumscribe the student's right to pursue other legal remedies

"Each party may be accompanied and assisted by a support person at any relevant meeting" National Code Std. 8.1

D2.2 Grievance Resolution

A copy of the Appeals process in the form in which it will be conveyed to ELICOS students.

LOGO



* *Independents may be drawn from industry representatives, peak bodies, independent consultants etc.*
* *“Each party may be accompanied and assisted by a support person at any relevant meeting” National Code Std. 8.1*

D1.3 Copy of complaints and appeals procedures in the form in which they are made known to students

[Your college's] Grievance Policy is published in a diagrammatic form in order to make it accessible to all students no matter what their level of English.

Students will be made aware of the information in the following ways:

- the grievance policy will appear in the Student Manual, a copy of which will be handed to students for retention on day 1 of their course
- orientation worksheets designed to familiarise students with the content of the Student Manual will focus on the grievance procedure
- a copy of the Grievance Procedure and the Appeals Process diagrams showing the grievance "chain" will be displayed in each classroom

All members of staff will be made familiar with the grievance policy and will be expected to advise students how to proceed if they have a complaint about the college.

D1.3 Policy and procedures for the fair hearing of student difficulties or grievances

The Grievance Procedure is as follows:

- If the student has a difficulty or complaint which they wish to discuss, they should first talk to their classroom teacher, or the counselor or the registrar.
- If this discussion does not satisfy the student, they should then talk to the Academic Manager next.
- If the Academic Manager is unable to help them with their difficulty or complaint, then the student should request a meeting with the Principal and Academic Manager of the college. If the student wishes, they should ask a friend to go with them for either language or moral support. At this stage in the grievance procedure the student should complete a grievance form which formalises their complaint. This procedure must begin within 10 working days of the lodgement of their grievance. Students will be advised in writing of the outcome of their complaint and [your college] will implement any decisions and/or corrective and preventative actions required. During this process, [your college] will maintain the student's enrolment whilst the grievance process is ongoing. (See National Code Standard 8)
- If this procedure is unsuccessful, then students are able to approach the Fair Trading Centre (for NSW) as an external agency, in order to have their unresolved financial grievances heard. Students are to be advised that they are able to formally present their case to this external agency with minimal or no cost to themselves.
- All other disputes are to be dealt with by the Appeals Process, so that a suitable resolution to their complaint may be obtained. An appeal process begins when the student completes an Appeals form. The Board will comprise the following:
 - a college representative
 - the student
 - a student representative
 - 2 professional independents who may be drawn from industry representatives, peak bodies, or independent consultants.

All members of the Appeals Board must be approved, by both the college and student. The college and student must agree to abide by the decision of the Appeals Board before the board convenes. A decision will be made and then acted upon. The college will implement any decision and/or corrective and preventative action required.

The step by step guide shown below will also be handed to students at the beginning of the process should they bring a grievance to the college's attention.

**[YOUR COLLEGE]
HAS RECEIVED A COMPLAINT FROM YOU**

Please show this to your home stay if you have one or to an Australian friend

Step	Student Action	College Action	Complaint Resolved		Further Action Required
			Yes	No	
1	Tell teacher/registrar/counsellor about complaint (<i>depending on nature of complaint</i>)	Teacher/registrar counsellor helps you	✓		None
		Teacher/registrar counsellor can't help you		✓	Go to step 2
2	Tell Academic Manager about complaint	Academic Manager helps you	✓		None
		Academic Manager can't help you		✓	Go to step 3
3	Complete a Grievance Form ¹				Go to step 4
4	Go to meeting with Academic Manager & Principal – take a friend ² if you wish, to help you explain your complaint	Meeting helps you	✓		None
		Meeting doesn't help you		✓	Go to step 5
5	Get help outside the school ³ for <i>financial disputes</i> from	The Fair Trading Centre ⁴ McKell Building 2/24 Rawson Place Sydney NSW 2000 Phone: 13 32 20			
	Or Complete a Grievance Appeals Form for <i>all other disputes</i>	The Appeals Board <i>Comprised from college and independent representatives</i>			

A student is able to present their complaint with minimal or no cost to themselves

¹ Providers are required to maintain a written record of the complaint and provide a written statement of the outcome. Providers are required to maintain a student's enrolment while the appeal is ongoing. The appeals process should begin within 10 working days of the provider receiving a formal written complaint.

² Students are able to be assisted or accompanied by a support person – they have the right to be represented by a nominee at any stage if they choose to. *National Code Standard 8 - 8.1*

³ This dispute resolution procedure does not circumscribe the student's right to pursue other legal remedies

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GRIEVANCE FORM

Section A – nature of the grievance

Name of person making a formal complaint:

Date of grievance form:

Is your grievance about a member of staff or another student? If yes, who is this person?

Is your grievance about something that happened? If yes, when and where did it happen?

In the space below, please explain what your grievance is.

Have you tried to resolve this grievance? How?

What outcome do you want?

Do you want to bring someone with you to the review?

Student's signature:

Section B – record of how the grievance has been dealt with

Date that the respondent was contacted and informed of the issues of concern:

Date when the grievance was dealt with:

Who dealt with the grievance:

Who was present at the grievance review:

Outcome of the review:

How the grievance outcome was relayed to the student:

spoken to after review

written to after review

Signature of person dealing with the complaint:

Signature of the respondent:

Section C – Written outcome given to the student

Date / /

Dear [name]

On [date] [your college] dealt with the formal grievance which you made on [date].

The outcome of the review was [outcome],

and this decision was made, based on [reason].

Please come and see me if you wish to discuss this any further.

[signature]

[name of the person dealing with the review]



GRIEVANCE APPEAL FORM

Section A – nature of the grievance

Name of person making an appeal:

Date of appeal form:

Is your grievance about a member of staff or another student? If yes, who is this person?

Is your grievance about something that happened? If yes, when and where did it happen?

In the space below, please explain what your grievance is.

Have you tried to resolve this grievance? How?

What outcome do you want?

Do you want to bring someone with you to the appeal?

Student's signature:

Section B – record of how the appeal has been dealt with

Date when the appeal was dealt with:

Who dealt with the grievance appeal:

College representative:

Student:

Student Representative:

Professional Independent 1:

Professional Independent 2:

Outcome of the appeal:

Signatures and names of persons dealing with the complaint:

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Section C – Written outcome given to the student

Date / /

Dear [name]

On [date] [your college] conducted an appeal on the grievance which you made on [date].

The outcome of the appeal was [outcome].

And this decision was made, based on [reason].

[signature]

[name of the person conducting the appeal]

QAEC Policies

Code of Conduct

Statement

Study today requires students to make an effort, work as a team and be honest, loyal and polite. It is expected that you will treat fellow students and staff members with respect.

Rules and regulations

Other rules and regulations include:

Student health

Students unable to attend college due to illness must advise the administration office immediately. A medical certificate is required for all illness-related absences. For more information on medical certificates, see the section on 'Compassionate and Compelling Circumstances'.

Drugs and alcohol

QAEC is a drug and alcohol free environment. The use, sale or distribution of alcohol and/or drugs by any student on the college premises is **not allowed** at any time. Any student who begins classes affected by the use of these substances whilst at the college is breaking QAEC's policy and guidelines and is subject to strong disciplinary action.

Weapons

You must not bring firearms, knives or any weapons to the college. If you are found with these on school premises, you will have your enrolment cancelled.

Mobile phones

You must turn your phone OFF during class. You can use your mobile phone during breaks.

Smoking

Students are NOT allowed to smoke anywhere in the building (including in the fire exits and toilets). If you must smoke, please go outside the building.

Food and drink in classrooms

No food or drink is allowed in the classrooms. Food and drink is only allowed in the college kitchen where the microwave and kettle is provided for students. Please be sure to clean up after yourself, and put your litter in the rubbish bins provided.

Computer lab usage

When using the facilities of the QAEC computer lab you are expected to show consideration for other users. Action will be taken against students who fail to follow the following regulations:

- QAEC computer lab facilities are provided for the use of registered QAEC students and staff. Other persons may be allowed to use QAEC computer lab facilities only with permission from the Principal Administrator.
- Keep noise levels low. Talking to others in a loud voice is not permitted in the computer lab.
- Misuse of QAEC computer lab facilities is not allowed. This includes, but is not limited to, the removal of material or equipment without permission and the use of the computer network to gain access which is not allowed.

- If you find a faulty computer please do NOT attempt to fix it yourself. Simply tell the teacher or the Principal Administrator.
- Interruption to any QAEC service is not allowed.
- Installation of any software, games or any other material on any QAEC computer systems is not allowed.
- Changing the settings of any QAEC computer systems is not allowed.
- Viewing, storing or transmitting offensive materials, including material of any pornographic nature, on any QAEC computer system is not allowed.
- Internet service is provided only for educational purposes. Any other use of the Internet (such as chat programs and downloading games, music, movies etc.) is not allowed.

Attendance policy

As required by their student visas, international students must attend **at least 80%** of the scheduled course contact hours. Daily attendance will be monitored and will be reviewed at the end of each week. Before the student's attendance falls below 90% before the end of their course, the Principal Administrator issues a letter of non-attendance letter.

Students who have been absent for five consecutive timetable days without approval are sent a Non-Compliance Rate of Attendance / 5 Consecutive Days Absent letter. If the student does not respond to the letter within five working days from the date of postage, the Principal Administrator issues a Warning of Intention to Report for Poor Attendance - 20 Working Days letter.

Appeals

- Students have 20 working days from the date of the Warning of Intention to Report for Poor Attendance.

All appeals must be made in writing on the Student Appeals Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

Course progress policy

QAEC monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled. QAEC assesses each student's progress during and at the end of each study period. (The length of the study period for the purpose of this policy is four weeks of study.) Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in any study period of a course. This may result in a warning letter.

Students can access their results and feedback by teachers by asking the Principal Administrator to show them their recorded results. Students will also receive a Monthly Progress Report at the end of each study period. Students can contact their teacher as soon as their results are available. Teachers are the first point of contact if students have any issues with assessments.

Completion of course within the expected duration of the eCoE

Overseas students who are enrolled in CRICOS courses must complete their course within the expected duration of their eCoE. Requests to extend course duration must be submitted in writing on the Enrolment Variation Form.

Serious reasons include:

- Serious illness or injury, where a medical or psychiatric certificate states that the student was unable to attend classes
- Death of close family members
- Major political unrest or natural disaster in the home country requiring emergency travel

Supporting documentation

Supporting documentation is usually required to consider a claim of compassionate and compelling circumstances. This could include, but is not limited to:

- Police report
- Medical certificate
- Psychiatric certificate
- Death certificate

Medical and psychiatric certificates

To be considered valid evidence, medical and psychiatric certificates must:

- Be issued by a registered clinician (doctor, RN, psychologist, psychiatrist, etc.)
- State that the student was unable to attend classes
- State the length of time the student will be unfit for class
- Include the clinician's contact details
- Be translated into English if not written in English

Changes to Your Courses or Enrolment

Requests for changes to your course or enrolment must be made in writing on the Enrolment Variation Form. Additional documentation (e.g., medical certificates) may be required.

QAEC is required to notify DIAC about any of the following changes that may occur while the student is studying at QAEC:

Discontinuation of studies

Students are asked to inform QAEC as soon as possible if they choose not to continue with their studies. All requests for refunds will be assessed in accordance with QAEC's refund policy available in this handbook.

Procedure

The procedure for students who wish to delay or temporarily suspend their enrolment is as follows:

- Students must submit an Enrolment Variation Form to the Principal Administrator requesting to delay or temporarily suspend their studies, together with documentary evidence supporting their situation (for example, a medical certificate).
- QAEC will assess the application and make a decision within seven business days.

The procedure for suspension or cancellation of a student's enrolment by QAEC is as follows:

- QAEC will notify the student in writing of its intention to cancel or suspend their enrolment.
- Students may appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the Principal Administrator of QAEC within 20 business days of the date of the intention to cancel or suspend notice. Students should refer to QAEC's grievance procedures if they wish to make an appeal.
- If a student's enrolment is suspended or cancelled, QAEC will notify DIAC through the PRISMS reporting system.

Refunds

All applications for refunds must be made in writing on the Refund Request Form.

REFUND POLICY

1. Queen Anne English College reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. In these circumstances, if the course is cancelled all fees will be refunded.

2. We will make a full refund of any course fees which have been paid in the following circumstances:

- Application for a student visa is unsuccessful. In this case Queen Anne English College, reserves the right to keep an administration charge of **A\$200.00** and where applicable, any agent's fee. A request of refund in writing and proof of visa refusal, from the Australian Government must be sent to Queen Anne English College upon visa refusal. In this case a full refund of course money will be made within 28 days.

- If for any reason Queen Anne English College is unable to start a course on the agreed starting date or ceases to deliver the course before it is completed. In this case a full refund of course money paid will be made within 14 days of the specified starting date or from the time the course ceases to be delivered in accordance with the ESOS Act.

3. Queen Anne English College will make a partial refund of tuition fees in the following circumstances:

-If written notice of withdrawal is received from a candidate at least 28 days prior to the commencement of the term, 75% of the tuition fees are refundable, less an administration charge of **A\$200.00** and where applicable, any agent's fee.

-If written notice of withdrawal is received from a candidate less than 28 days prior to the commencement of the term, 25% of the tuition fees are refundable less an administration charge of **A\$200.00** and where applicable, any agent's fee.

4. Queen Anne English College will not refund any of the tuition fees paid in the following circumstances:

-If a student withdraws from, cancels or fails to attend a program or course after the start of teaching of the program, Queen Anne English College will not refund any of the fees paid for that program or course. No refund will be given for any money paid to Queen Anne English College for Overseas Student Health Cover (OSHC), airport pick-up, or accommodation booking.

-Refunds for any money received by Queen Anne English College on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to the refund policies of those companies.

-In the event that an extension to the student's visa is not granted and the course has commenced, a refund will not be given to the student. A student is advised not to enroll if they believe their visa will not be extended.

-In the event that the student seeks and is granted approval by Queen Anne English College to transfer to another provider prior to completion of six months study of the principal course, no refund of any course money paid in advance will be granted.

- In the event that the student's enrolment is canceled because of infringement with the college's disciplinary policy or breach of student visa conditions.

Requests for Refund of Tuition Fees

A student who wishes to apply for a refund of tuition fees should do this in writing and state reasons and give relevant details by sending it to the General Administration Manager, Queen Anne English College, 196 Stacey St, BANKSTOWN NSW 2200.

Payment of Refund

All refunds for which a student is eligible will be forwarded, within 28 days to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to visa conditions), in which case any refund may be sent to that institution. Queen Anne English College will provide the student with a statement detailing the calculation of the refund.

Approvals

All refunds must be approved by the General Administration Manager. Only students with very special situations will have approvals given by the Principle Executive Officer. "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."

Issue of end-of-course documents

End-of-course documents will be issued to students within 10 working days of their completion date.

Other Important Information

Emergency contact information

Mrs Anne Taher, Principal Administrator

Phone: 97074840

Mobile: 0405 515 577

Fax: 97074840

Emergency services:

Police: 000

Fire: 000

Ambulance: 000

Nearest Medical Centre:

Rickard Rd Medical Centre

41 Rickard Rd, Bankstown NSW 2200

(02) 9708 3611

Emergency evacuation procedure

In case of fire, please follow the person wearing a safety helmet in your area. They will assist you to evacuate the building. There are two exits in the building: one is opposite the reception area and the second one in at the back near the kitchen. You will see a plan marked with red arrows pointing at the emergency exit at both exits.

Please collect all your personal belongings and go the exit nearest you. The staff at the college will assist you in evacuating the building. Proceed to the meeting point located on the fire exit maps at the end of this manual.

Overseas Student Health Cover (OSHC)

All overseas students on student visas are required to have OSHC for the period of their stay in Australia. Education providers and some agents are able to lodge the OSHC Application Form and payment at the time of processing a student's enrolment to study in Australia.

Most Australian education institutions have a preferred OSHC provider. At QAEC, students are required to join Medibank Private, which is a registered health fund. For more information on OSHC, visit the Medibank Private website: <http://www.medibank.com.au/>.

Working in Australia

Overseas students can apply for a student visa with permission to work in Australia after commencement of their course of study. An additional fee will have to be paid for this visa.

Overseas students are allowed to work no more than 20 hours per week during the semester, provided that it does not adversely affect their studies. During semester breaks students may obtain full-time employment. However, work is not always easy to find, and you should not rely on income earned in Australia to pay your tuition fees.

Obtaining Permission to Work

You will need to ask the Principal Administrator to confirm your study commencement with DIAC before you can apply for your work permit.

Obtaining a tax file number (TFN)

You must have a TFN to be assessed for tax. This is a requirement for any job. You will need to complete a special form, available from any taxation office. You can also download it from the website <http://www.ato.gov.au/>. You must then lodge the application at a taxation office. (The main taxation office to QAEC is in Sydney's CBD at 100 Market St, Centre Point Tower). Your tax file number will be sent to your current Australian address.

PUBLIC HOLIDAYS

	2011	2012
New Year's Day	Saturday, 1-3 January	Sunday, 1-2 January
Australia Day	Wednesday, 26 January	Thursday, 26 January
Good Friday	Friday, 22 April	Friday, 6 April
Easter Monday	#Tuesday, 26 April	Monday, 9 April
Anzac Day	Monday, 25 April	Wednesday, 25 April
Queen's Birthday	Monday, 13 June	Monday, 11 June
Bank Holiday	Monday, 1 August	Monday, 6 August
Labour Day	Monday, 3 October	Monday, 1 October
Christmas Day	##Monday, 26 December	Tuesday, 25 December
Boxing Day	Tuesday, 27 December	Wednesday, 26 December



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ABN: 55132008925 CRICOS Provider Code 03240D

QUEEN ANNE ENGLISH COLLEGE REFUND REQUEST FORM

To be completed by ALL students applying for a refund of fees. All fields MUST be completed.

Student contact details	
Name: _____	Student Number: _____
Address: _____	
City: _____	State: _____
Postcode: _____	Country: _____
 Request details (Include reason for request. Please attach supporting documentation if applicable.):	

 Signature: Please sign and date this request.	
_____	_____
Signature	Date

QAEC USE ONLY			
Original Form?	YES	NO	Original forwarded? YES Date sent: _____
Receipt #: _____	Receipt Date: _____		Inv: _____
Ref Amt: \$ _____	Admin Fee: \$ _____		Raised: YES / NO
Processed by: _____		Date Processed: _____	
Refund Number: _____		Refund Type: _____	
Approved?	YES	NO	
Approved by: _____		Date: _____	



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Email: Info@QAEC.com.au
ABN: 55132008925 CRICOS Provider Code 03240D

Student Appeal Form

Date: _____

Name: _____

Course: _____

Student number: _____

Trainer: _____

1. Student Complaint/ Grievance/ Appeal Problem/ Issue

2. Staff: (Principal Administrator / Academic Manager/ Counsellor)

Please circle the appropriate title.

Comments:

Resolved: YES / NO

If no, Independent Resolution process commences.

Student signature: _____

Date: _____

Staff signature: _____

Date: _____

Staff name (PRINT): _____

Position: _____



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QUEEN ANNE ENGLISH COLLEGE ENROLMENT VARIATION **REQUEST FORM**

You should complete this form if you want to:

1. Transfer from one QAEC course to another QAEC course
2. Complete a course early
3. Discontinue a course
4. Defer or suspend a course or extend your course duration

Students must seek advice from the Principal Administrator before submitting this form.

Student details:

First name: _____ Surname: _____ Student #: _____

Name of course: _____

Course start date: _____ Course end date: _____

1. Transfer from one QAEC course to another QAEC course:

Name of course: _____ Course start date: _____

2. Complete a course early:

Requested/intended date of completion: _____

3. Discontinue a course:

Reason for discontinuing course: _____

4. Defer/suspend a course or extend course duration:

Details of request, including relevant dates: _____

Reason for request (attach more pages if required): _____

Please attach any supporting documentation (e.g. medical certificate).

Notes:

- 'Course' refers to the total period as set out in your eCoE and/or Letter of Offer.
- Requests to defer/suspend a course or extend course duration will be granted only in cases of compassionate and compelling circumstances, as defined in the Student Grievances, Complaints and Appeals Policy and Procedures.

- There is no refund of fees or part thereof once you have commenced your course. All requests for refund must be made in writing on the Refund Request Form. Please refer to the QAEC Refund Policy and Procedures for more information.
- Any change to your course duration or enrolment status will be reported to the Department of Immigration and Citizenship (DIAC) and may affect your student visa. Please contact DIAC if you require more information.

Student: I have read and understood the conditions relating to my request.

Signature: _____ Date: ____/____/____

Phone: _____ Mobile: _____ E-mail: _____



This section is FOR OFFICE USE ONLY.

Staff comments: _____

Name: _____ Position: _____

Signature: _____ Date: ____/____/____

Course variation: Approved Not approved (please circle)

Conditions of approval

- Transfer of course
- Early completion of course
- Discontinuation of course
- Deferral or suspension of course
- Extension of course duration
- Other: _____

Name: _____

Signature: _____ Date: ____/____/____
 (Principal Administrator)

Checklist:

- Student advised
- DIAC advised
- Teachers/staff advised
- Student file updated