

The Australian National Code 2007

Standard 1 Marketing information and practices

Quest College ensures that marketing of its education and training services is professional, accurate and maintains the integrity and reputation of the industry.

Standard 2 Student engagement before enrolment

2.1. a Recognition of Prior Learning

Quest College maintains the practice of Recognition of Prior Learning. Students may have previous training, experience or other qualifications that have already met the standard competencies in a module. This being the case the student may submit such assessments and documentation, as established by the Director, to demonstrate their competencies. All courses taken and documentation supplied must meet Australian academic standards to qualify.

If deemed competent in the subject, the student will only be required to pay a percentage of the cost of the subject and will not have to attend class. There is a set fee for the RPL process, which decreases depending on the number of RPL's sought by the student. The fee associated with the RPL process must be paid before the process begins.

2.1. b

è Assessments are competency based which means that students are assessed using a variety of assessment methods. Students have more than one opportunity to achieve competency.

Study methods: course work and vocational placement

2.1. c

We care for your well being and are interested in your progress. Learning environment is not restricted to classrooms. Additional facilities and services offered include the following:

- Computer lab & library
- Student support
- Venue hire

2.1 d

not applicable

2.1. e

*2007 price. Price subject to change.

2.1. f

Deferment

It is possible to request deferment until the next available semester. Deferment can be requested in writing, which must be submitted to the Director of Quest College. If your deferment is approved you will be sent a new letter of offer.

If you decide to defer the offer to another year, you will be liable for the program fees applicable for the year in which you enrol. If you decided to defer after having paid a deposit, Quest College will hold your deposit until the deferred semester, when you will be required to pay the balance of the fees at the time of enrolment.

Suspension

Suspension of enrolment will be at the discretion of the Director. Termination may be as a result of academic misconduct, non-payment of fees or ongoing inability to meet the necessary competencies of the course.

Cancellation

Cancellation of enrolment will be at the discretion of the Director. Termination may be as a result of academic misconduct, non-payment of fees or ongoing inability to meet the necessary competencies of the course.

After the commencement of the course, Quest College will not issue a refund of that course's fees. Refunds will be given up to course commencement; however, Quest College will retain a fee equal to 15% of the total course cost for administration expenses.

In the unlikely event that the College cancels the course that the overseas student has paid for, a full refund will be paid to the student within two months of notifying the student of the cancellation of the course.

This agreement does not remove the right to take further action under Australia's consumer protection laws. This refund policy is to be given to each student before the enrolment fee is paid. This is the refund policy for overseas students for Quest College.

2.1.g

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws include the Education Services for Overseas (ESOS) Act 2000 and the National Code.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.dest.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study (in this case Quest College) meet the high standards necessary for overseas students.

Please check carefully that the details of your course – including its location – match the information on CRICOS. **QUEST COLLEGE's CRICOS Provider Number: 02358J**

Your rights

The ESOS laws protect your right, including:

- Your right to receive from Quest College, before enrolling, current and accurate information about courses, fees, modes of study etc. If you are

under 18: to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

- Your right to sign a written agreement with Quest College before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. Keep a copy of your written agreement.
- Your right to get the education you paid for. You are eligible for a refund or to be placed in another course if your provider is unable to teach your course.
- Your right to know:
 - How to use your provider's student support services;
 - Who the contact officers are for overseas students;
 - If you can apply for course credit;
 - When your enrolment can be deferred, suspended or cancelled;
 - What your provider's requirements are for satisfactory progress in the courses you study;
 - If attendance will be monitored for those courses;
 - What will happen if you want to change providers;
 - How to use your provider's complaints and appeals process.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with Quest College;
- Inform Quest College if you change your address;
- Maintain satisfactory course progress;
- If attendance is recorded for your course, follow your provider's attendance policy; and
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements.

CONTACT DETAILS

What For?	Who?	How?
Policies and procedures that affect you Your ESOS rights and responsibilities	Quest College Department of Education Science and Training (DEST)	Speak with your provider. Check the information below. www.aei.dest.gov.au/esos ESOS Helpline +61 2 6240 5069 Email esosmailbox@dest.gov.au
Visa matters	Department of Immigration and Citizenship (DIAC)	www.immi.gov.au Phone 131 881 in Australia Contact the DIAC office in your country.

2.1.h

i.

Quest College estimates that a single international student in Maroochydore requires a minimum of AUD\$16,000 - AUD\$18,000 to cover living expenses in each year of study.

Upon arrival you should have a minimum of AUD\$2,000, in addition to the monthly average, to cover the initial cost of books and establishment expenses, such as rental bond payment and basic furniture items.

Recreation and entertainment are matters of personal taste: the amount spent depends on your interests, budget and where you choose to live. The figures given do not include the costs of large non-essential items such as household equipment or a car. Quest College is well supplied with public transport. Owning and maintaining a motor vehicle is expensive in Australia.

ii.

The Sunshine Coast is a place abundant in lifestyle choices. Whether you wish to stay with a local household in the Homestay program, prefer to stay in a resort or desire a longer term agreement, Quest College helps to organise the best solution for your study accommodation. Please advise the college of your particular needs during the enrolment process or send your enquiry to: enquiries@questcollege.com.au.

2.2.

Quest College has following documented procedures in place and implements these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought:

- Student enrolls in a course
- International Marketing Manager and Director assess whether the student meets the criteria
- Letter of acceptance will be sent out if student meets qualification criteria
- Student will be informed by the International Marketing Manager if he/she does not meet the criteria and what the options are to satisfy the criteria.

Standard 3 Formalisation of enrolment

Quest College has written agreements and policies which set out the services to be provided, fees payable and information in relation to refunds of course money.

Standard 4 Education agents

Quest College will only enter in a written agreement with honest, professional education agents, who act with integrity and responsibility. Quest College will constantly monitor the activities of the education agents and will terminate the agreement if dishonest practices will be discovered. Quest College ensures that education agents have access to up-to-date marketing information.

Standard 5 Younger students

Where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative, Quest College ensures that arrangements are made to protect the personal safety and social well-being of those students.

Standard 6 Student support services

6.1.a CONFIDENTIAL COUNSELLING & ADVICE ON PERSONAL CONCERNS

Quest College International Marketing Manager and Director understand what it is like to be away from home and studying in a foreign country. They are experienced in helping students and have special knowledge of issues affecting international students.

During the period of time studying here, you may experience it as one of the most exciting and rewarding periods of your life when you are learning new things, experimenting with new ideas, and making new friends. As with any situations of change and adjustment, everyone naturally experiences some disorientation and anxiety as they adjust to a different cultural and learning environment the familiar support of family and friends at home.

If at any time you feel lost or overwhelmed with feelings of homesickness, loneliness or anxiety, please drop by and discuss in confidence with the International Marketing Manager or Director. You are welcomed to ask to see them when you arrive, or whenever you have questions or concerns throughout your stay.

If you are not sure who else can help you, the International Marketing Manager and Director are a good first point of contact. They are professionals who can provide confidential non-academic advising, clarification and assistance during your stay at Quest College.

Whenever you experience problems with Quest College or Australian system please contact the International Marketing Manager or the Director. If appropriate, the International Marketing Manager or Director can intervene on your behalf. To see the International Marketing Manager or Director, drop by at Quest College or call and make an appointment.

Remember that the International Marketing Manager and Director can help with:

- Health & Health Insurance
- Visa and Immigration matters
- Employment Regulations
- Money and Budgeting
- Housing
- Cultural Adjustment

6.1.b

If necessary the Quest College Director or International Marketing Manager will refer students to solicitors and other legal service advisers to assist them with any legal matters that might arise.

6.1.c

The Quest College International Marketing manager ensures that students are informed about emergency and health service providers and procedures and refers them if necessary to the appropriate provider.

6.1.d

We care for your well-being and are interested in your progress. Learning

environment is not restricted to classrooms. Additional facilities and services offered include the following:

- Computer lab & library
- Student support
- Venue hire

6.1.e

Appeals Against the Award of a Grade Students are encouraged to discuss with academic staff their performance in assessment items during a subject.

Where a student believes that an error has been made or an injustice done in respect of the grade awarded for the subjects, the student may request a review of the grade.

This request:-

- Must be in writing;
- Must state the grounds for the review request
- Must be lodged with the relevant teacher within 14 days of the official notification of the result to the student.

All requests for review of grade shall be dealt with by the teacher who shall seek the advice of the Director. The outcome of the review must be approved in writing by the Director.

6.1.f Full-Time Study

The student visa condition 8202 requires that all students progress satisfactorily at a normal rate (full-time) to ensure completion within the specified duration of their student visa.

Quest College defines normal full-time enrolment as 20 hours per week. You are encouraged to enrol in 20 hours per week to ensure standard progression and completion of your program within the duration as stated in your Confirmation of Enrolment (eCoE).

If you choose to study less than 20 hours per week full-time load you run the risk of not completing your program within the expected duration as specified on your eCoE. If you are in this position you need to catch up by either studying courses during a non-compulsory study period, or by overloading subjects in some compulsory study periods (i.e. enrolling in more than 20 hours per week) to compensate.

When it is clear that a student will not complete their program within the expected duration, Quest College can only extend the duration of a student's study for one of the following reasons:

- A. Compassionate or compelling circumstance (e.g. illness, where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
- B. Quest College has implemented its intervention strategy for students who were at risk of not meeting satisfactory course progress;

C. The student has been granted approved program leave.

If the student is not able to satisfy any of the above criteria they will not be permitted to extend their student visa, nor complete their qualification in Australia.

6.2.

Quest College ensures that students have access to participate in service and provides access to services designed to assist students in meeting course requirements and maintaining their attendance.

6.3.

Quest College provides you with free counselling service and access to welfare related support. Quest College has professionals who can provide confidential non-academic advising, clarification and assistance during your stay at Quest College.

6.4. *Critical incident policy*

In the event of a critical incident in the College the trainer who is present when the incident occurs is responsible to take control. Staff are required to follow the Workplace Health and Safety Induction procedures that they are given at staff induction.

Then after the incident the staff member is required to fill in the standard Queensland Government incident notification form.

WORKPLACE HEALTH AND SAFETY INDUCTION PROCEDURES IN CASE OF FIRE

- 1 . Sound the alarm by shouting and ringing the fire bell
2. Call the fire service 000
3. Evacuate the building- at all times keep calm, quiet and do not pass others or push
4. Fight the fire if it is safe to do so- fighting fires should always be secondary to life safety
5. Have the students assemble in the parking lot
6. Call the roll- if anyone is missing the trainer should immediately initiate a search of the premises as much as possible
7. Return to the classroom is allowed only once the trainer has ascertained that there is no more risk
8. A report of the drill should be entered in the Fire Drill book located in the Admin Office.
9. In the case of disabled students the trainer should make special arrangements to ensure the safety of the disabled person.
10. Fire drills should be held once per term

IN THE CASE OF ACCIDENTS OR ILLNESS- EG. HEART ATTACK

- Assist the victim and determine the extent of the injury or illness
- Call for an ambulance if necessary by dialling 000
- Ask for assistance from anyone who has a first aid certificate
- Get the first aid kit and use as required
- Maintain calm and assure the victim as much as possible
- When the victim is safe and in good hands fill in the incident record report
- Notify the Director of the accident

IN THE CASE OF NATURAL DISASTER

- Determine the risk and make a decision about where best to move the class or to have them remain in the classroom
- Assist any victims and determine the extent of their injuries
- Seek the assistance of anyone with first aid qualifications
- Call for an ambulance if necessary by dialling 000

6.5.

The Director of Studies (International) at Quest College is the official contact for international students. Contact details:

Quest College
Eliani Boton
Director of Studies (International)

Suite 11 Plaza Home Centre
27 Evans St
Maroochydore QLD 4558
Phone: +61 7 5443 6345
Fax: +61 7 5443 6959
Email: enquiries@questcollege.com.au

6.6.

Quest College guarantees sufficient student support personnel to meet the needs of the students enrolled with Quest College.

6.7.

Quest College ensures that all staff interacting with international students is aware of Quest College's obligations under the ESOS framework and potential implications for students arising from the exercise of these obligations.

Standard 7 Transfer between registered providers

Quest College will accept students from other providers if they have completed at least six months of the principal course. Quest College will also release students to another provider if they wish to do so. Quest College will grant a letter of release at no cost and ensures that student records and requests are maintained. The implemented and documented student transfer policy and procedure are available to staff and students.

Standard 8 Complaints and appeals

Quest College's complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.

Standard 9 Completion within the expected duration of study

The student visa condition 8202 requires that all students progress satisfactorily at a normal rate (full-time) to ensure completion within the specified duration of their student visa.

Quest College defines normal full-time enrolment as 20 hours per week. You are encouraged to enrol in 20 hours per week to ensure standard progression and completion of your program within the duration as stated in your Confirmation of Enrolment (CoE).

If you choose to study less than 20 hours per week full-time load you run the risk of not completing your program within the expected duration as specified on your CoE. If you are in this position you need to catch up by either studying courses during a non-compulsory study period, or by overloading subjects in some compulsory study periods (i.e. enrolling in more than 20 hours per week) to compensate.

9.1

Quest College's director and trainers are monitoring the progress and attendance of each student to ensure that the student is in a position to complete the course within the expected duration as specified on the student's CoE. Quest College also ensures that in each compulsory study period, the student is studying at least one unit that is not by distance or online learning.

9.2

When it is clear that a student will not complete their program within the expected duration, Quest College can only extend the duration of a student's study for one of the following reasons:

- A. Compassionate or compelling circumstance (e.g. illness, where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
- B. Quest College has implemented its intervention strategy for students who were at risk of not meeting satisfactory course progress;
- C. The student has been granted approved program leave.

If the student is not able to satisfy any of the above criteria they will not be permitted to extend their student visa, nor complete their qualification in Australia.

9.3

If there is a variation in the student's enrolment load in accordance to 9.2, Quest College records this variation and the reason for it in the student file. Quest College will report the student via PRISMS and issue a new CoE when the student can only account for the variation by extending his or her expected duration of study.

9.4

Quest College may allow the student to undertake no more than 25% of the student's total course by distance and/or online learning. However, Quest College will not enrol the student exclusively in distance or online learning units in any compulsory study period.

9.5

Except in the circumstances specified in 9.2, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

Standard 10 Monitoring course progress

Quest College systematically monitors students' course progress and is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Quest College will report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

10.1

Quest College will monitor, record and assess the course progress of each student for each unit of the course for which the student is enrolled in accordance with Quest College's documented course progress policies and procedures.

10.2

Quest College has and implements appropriate documented course progress policies and procedures for each course, which is provided to staff and students. It specifies the following:

- a. requirements for achieving satisfactory course progress
- b. process of assessing satisfactory course progress
- c. procedure for intervention for students at risk of failing to achieve satisfactory course progress
- d. process for determining the point at which the student has failed to meet satisfactory course progress, and
- e. procedure for notifying students that they have failed to meet satisfactory course progress requirements.

10.3

Quest College will assess the course progress of every student in accordance with the course progress policies and procedures at the end point of every study period.

10.4

Quest College has a progress and exclusion policy and a documented intervention strategy, which is available for all staff and students. It specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy specifies the following:

- a. Identified students will be contacted and counselled by their teachers/trainers, by other counselling advisors or by the Director of QUEST College.
- b. Strategies to assist identified students to achieve satisfactory course progress and
- c. The process by which the intervention strategy is activated.

10.5

Quest College implements the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy will be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period.

10.6

Where Quest College has assessed the student as not achieving satisfactory course progress, Quest College will notify the student in writing of the intention to report the student for not achieving satisfactory course progress. The written notice will inform the student that he or she is able to access Quest College's

complaints and appeals process as per Standard 8 and that the student has 20 working days in which to do so.

10.7

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Quest College. Quest College will notify the Secretary of DEST through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Standard 11 Monitoring attendance

Quest College systematically monitors students' compliance with student visa conditions relating to attendance and reports students, under section 19 of the ESOS Act, who have breached the attendance requirements.

11.1

Quest College records the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled which is an accredited vocational course.

11.3

Quest College implements an appropriate documented attendance policies and procedures for each course which is provided to staff and students.

- A student must attend at least 80% of the scheduled course contact hours and be present for at least 20 hours per week.
- Teachers/Trainers will record a student's attendance by monitor student's attendance in the beginning of each course lesson.
- Students will be notified about the attendance requirement in the beginning of each course and teacher/trainers ensure that satisfactory attendance is constantly monitored.
- A student must attend at least 80% of the scheduled course contact hours and be present for at least 20 hours per week otherwise the student has failed to meet satisfactory attendance.
- A student failing to meet satisfactory attendance requirements will be notified prior to dropping under the 80% mark by the teacher/trainer. Counselling will be offered to support the student. If the student attendance drops below the 80%, the Director of Quest College will notify the student in writing.

11.4

Students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending 80% of the scheduled course contact hours the teacher/trainer will contact them and offer counselling sessions if necessary.

11.5

Quest College systematically monitors students' compliance with student visa

conditions relating to attendance and reports students, under section 19 of the ESOS Act, who have breached the attendance requirements.

11.6

If the student does not achieve satisfactory attendance, Quest College will notify the student in writing of the intention to report the student for not achieving satisfactory attendance. The written notice will inform the student that he or she is able to access Quest College's complaints and appeal process as per Standard 8 and that the student has 20 working days in which to do so.

11.7

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Quest College. Quest College will notify the Secretary of DEST through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

11.8.

Quest College only decides not to report the student for breaching the 80% attendance requirement where:

- that decision is consistent with its documented attendance policies and procedures, and
- the student records clearly indicate that the student is maintaining satisfactory course progress, and
- Quest College confirms that the student is attending at least 70% of the scheduled course contact hours for the course in which the student is enrolled.

Standard 12 Course credit

Quest College recognises course credit within the ESOS framework and grants students exemptions in recognitions of their prior studies. If this leads to a shortening of the course, Quest College will report any change of course duration via PRISMS under section 19 of the ESOS Act or will indicate the net course duration in the confirmation of enrolment.

Standard 13 Deferring, suspending or cancelling the student's enrolment

Quest College 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.

13.1

Quest College has in place documented procedures 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.

13.2

Quest College can only defer or temporarily suspend the enrolment of the student on the grounds of:

- a. compassionate or compelling circumstances, or
- b. misbehaviour by the student.

13.3

Quest College will:

- a. inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and
- b. notify the Secretary of DEST via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

13.4

Quest College will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access Quest College's internal complaints and appeals process as per Standard 8.1. If the student accesses Quest College's internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard can not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Standard 14 Staff capability, educational resources and premises

The staff at Quest College is suitable qualified or experienced in relation to the functions they perform for students. The educational resources of registered providers support the delivery of courses to students. The QUEST College premises, including floor space available for each student, support students to achieve their course outcomes.

Standard 15 Changes to registered providers' ownership or management

Quest College will inform the designated authority in writing of any prospective changes to the ownership or to the high managerial agents. Quest College will also provide information on the new owner or high managerial agent for the purpose of making an assessment under section 9(6) of the ESOS Act.