



Queensford College is the trading name of Malekhu Investments Pty Ltd  
ABN 17 129 064 437 | RTO 31736 | CRICOS 03010G  
[www.queensford.edu.au](http://www.queensford.edu.au)

# Domestic Student Handbook

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## Handbook Disclaimer

This Domestic Student Handbook contains information that is accurate at the time of printing. Changes to legislation and/or Queensford College policy may impact on the currency of information included. Queensford College reserves the right to vary and update information without notice. Students are advised















The provision for full refunds to students for contribution fees charged and collected in relation to training delivery that has not commenced at the time of the cancellation of enrolment.

The provision of proportionate refunds where the student has withdrawn from a unit of competency or module.

The provision of refunds to employers/industry for additional charges paid beyond the participant and government contributions.







### 7.3. Vocational Placement

Vocational placement is where a student is placed in a workplace to receive practical training and experience that is required under, and is an assessable part of, a student's course, leading to the issuing of a qualification or statement of attainment.

Vocational Placement entry requirements may vary depending on the course you are undertaking. Given below are general entry requirements which have to be met prior to commencing your course or placement with the placement provider:

#### **Early Childhood Education and Care Qualifications:**

- First Aid Certificate (Statement of Attainment – HLTAID012)
- Working with Children Check
- Certificate of COVID 19 Vaccination (2 jabs)
- Other requirements as requested by the Centre providing placement

#### **Individual Support/Aged Care/Disability Qualifications:**

- First Aid Certificate (Statement of Attainment – HLTAID011)
- National Police Check Clearance
- Certificate of COVID 19 Vaccinations (2 jabs)
- Flu Vaccination
- Other requirements as requested by the Centre providing placement
- NDIS Worker Check (For Disability Qualifications only)

### 7.4. Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow







## 10. Privacy and Records

### 10.1. Privacy

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## 11. Equity, Discrimination and Harassment

### 11.1. Access and Equity

Queensford College staff will show no discrimination towards any group or individuals in any form, inclusive



## 13. Student Rights and Responsibilities

When you sign and date your Enrolment Form/Letter of Offer, you agree to abide by the rules and regulations set down by Queensford College.

As a student, you have a right to:

- Learn in a safe, supportive environment without harassment or discrimination.
- Be informed of all assessment procedures as well as results from those assessments.
- Lodge a complaint without being victimised.

As a student you also have a responsibility to:

- Be a genuine/bona fide student.
- Attend class and progress in your course.
- Be honest in assessments.
- Treat other students and Queensford College staff with respect and fairness.
- Obey reasonable directions from t-3(s.)1242 reW\*nBT/F1 11 Tf1 0 0 1 92.8 5n6(t)1q0.00000887 0 595. TJE887 0 5



### 14.3. Dress Code



## 15. Student Services

### 15.1. Student Identification Card

All enrolled students are eligible for a student identification card. Please check that your personal details are correct prior to your card being issued. There is a fee to replace lost or damaged cards. If your card is lost or damaged, please contact us to buy a replacement card.

### 15.2. Travel Concessions

Depending on the state that you live in, you may be able to apply for travel concessions. Each state may have differing criteria, so please check with your state's relevant transport department. Please note that if you are an online student, depending on the criteria for your state, you might not be eligible for travel concession. Queensford College does not set the criteria for travel concessions.

### 15.3. Updating your Details

In order to maintain communication with our students, Queensford College will require you to provide us with your current mobile number and a valid email address. As the vast majority of communication will be via email, please ensure you check your email account on a daily basis so you do not miss any important information or updates regarding your studies. You must also advise us immediately should you change your mobile number or email address.



## 15.6. External Support Services

Queensford College is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

**Lifeline** – Crisis Support and Suicide Prevention  
13 11 14 or [lifeline.org.au](http://lifeline.org.au)

**Kids Helpline** – Counselling Service for Ages 5 – 25  
1800 551 800 or [kidshelpline.com.au](http://kidshelpline.com.au)

**Headspace** – Youth Mental Health  
1800 650 890 or [headspace.org.au](http://headspace.org.au)

**Beyond Blue** – Mental Health and Wellbeing Support  
1300 224 636 or [beyondblue.org.au](http://beyondblue.org.au)

