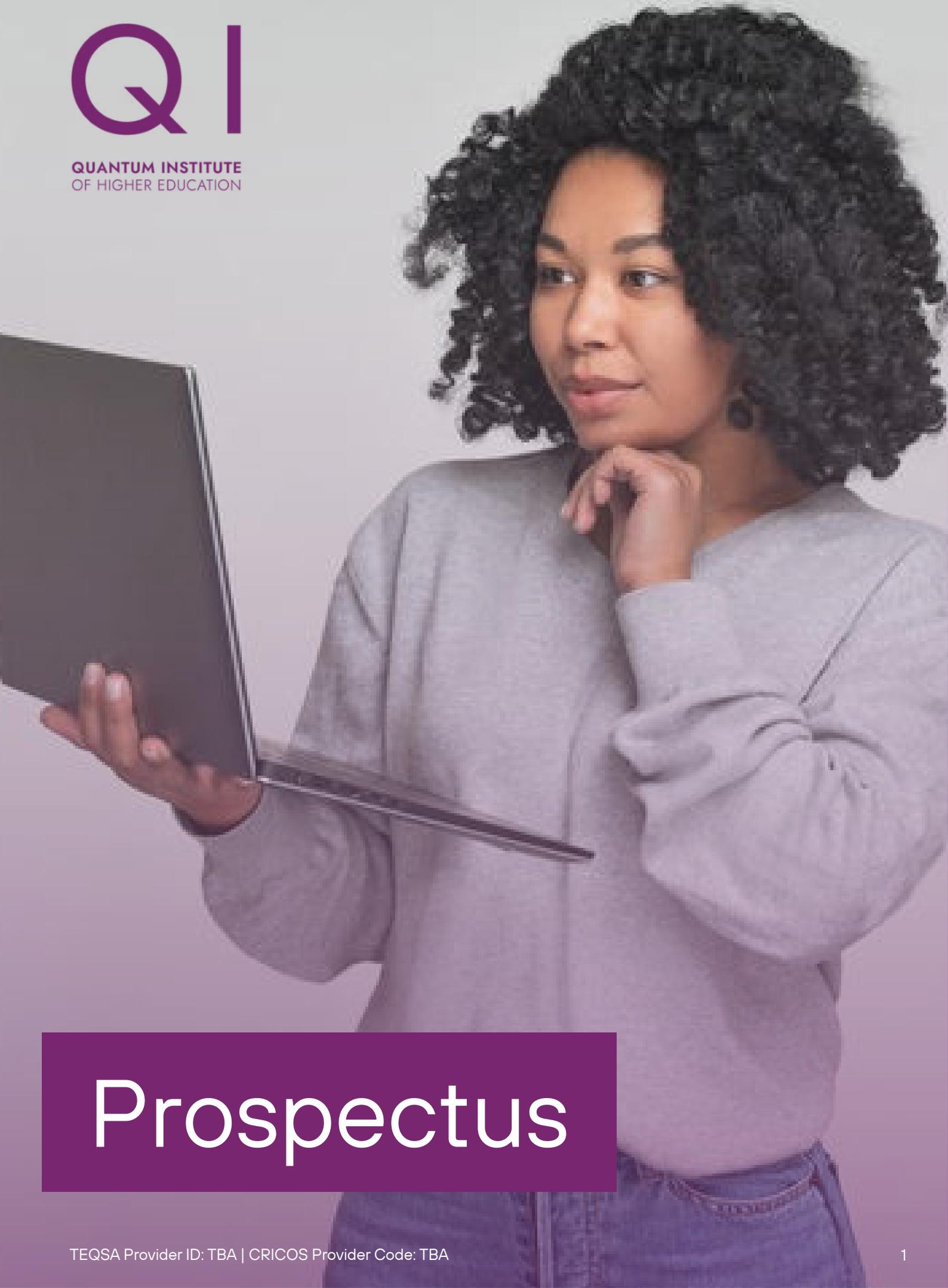




QUANTUM INSTITUTE
OF HIGHER EDUCATION



Prospectus

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Foreword

Welcome to Quantum Institute of Higher Education (QIHE).

At QIHE, we believe that education is not just about acquiring knowledge—it's about unlocking potential, fostering innovation, and shaping future leaders. Our institution is built on a commitment to academic excellence, student success, and real-world impact. Whether you aspire to lead in business, drive technological advancements, or contribute to your community, we are here to guide and support you every step of the way. Located in the vibrant city of Parramatta, our modern campus offers an enriching learning environment where students from diverse backgrounds come together to share ideas, challenge perspectives, and build lasting connections. Our industry-aligned programs, hands-on learning opportunities, and dedicated academic support ensure that you graduate not only with a degree but with the skills and confidence to thrive in an evolving global landscape.

As you explore this *Prospectus*, we invite you to imagine your future with QIHE—a place where your aspirations are nurtured, your potential is realised, and your success is celebrated.

We look forward to welcoming you to our community and being a part of your academic and personal growth.

Warm regards,

Emeritus Professor Jim Psaros

Chair of the Governing Council
Quantum Institute of Higher Education

About QIHE

At Quantum Institute of Higher Education (QIHE), we are dedicated to empowering students with the knowledge, skills, and experience to thrive in an ever-changing global landscape. Our commitment to academic excellence, student success, and industry relevance makes QIHE a place where curiosity meets opportunity, and ambition turns into achievement.



Our Mission, Vision and Values



Mission

To provide quality higher education and learning experiences for students from various backgrounds.



Vision

To enhance students' lives through higher education, providing them with the opportunities to pursue a bright and promising future in both their personal lives and careers.



Core Values

To achieve the Institute's vision and mission, the Institute will stand by these core values, namely:

- 1. Academic Excellence:** QIHE strives for academic excellence in order to provide education that will empower students and prepare them for a global workforce.
- 2. Equity and Inclusivity:** QIHE believes that everyone should have an equal chance at pursuing quality higher education, therefore the Institute is dedicated to upholding equitable and inclusive practices.
- 3. Community Engagement:** QIHE is committed to bringing positive contributions to the community in which the Institute is based and beyond.
- 4. Integrity:** Abiding by the established standards for Australian higher education, QIHE will always ensure the highest level of academic integrity in its operations. QIHE will always ensure that transparency, compliance, and consistency are key principles in its operations.
- 5. Accountability:** QIHE will uphold its responsibilities to its students, stakeholders, and the community. The Institute will hold itself accountable for its operations, contributions, and impact to ensure that it is safeguarding the trust given by stakeholders and community.
- 6. Sustainability:** Sustainability refers to an essential value of QIHE to ensure financial as well as environmental responsibility to safeguard its long-term presence. The Institute commits to integrating sustainable practices in its operations, curriculum, and governance.
- 7. Adaptability:** In response to the ever-changing environment and circumstances, QIHE is committed to remaining flexible, open to new approaches, and embracing innovation. This includes keeping up with changes in digital technology innovations and the evolving landscape of education.
- 8. Global Outlook:** QIHE takes into account the interconnected world and is implementing an international perspective in its programs and operational plan development. The Institute is open to pursuing international opportunities for collaboration and cooperation.

QIHE's programs are thoughtfully designed to uphold the Institute's overarching vision, mission, and core values.

Accreditation and Recognition

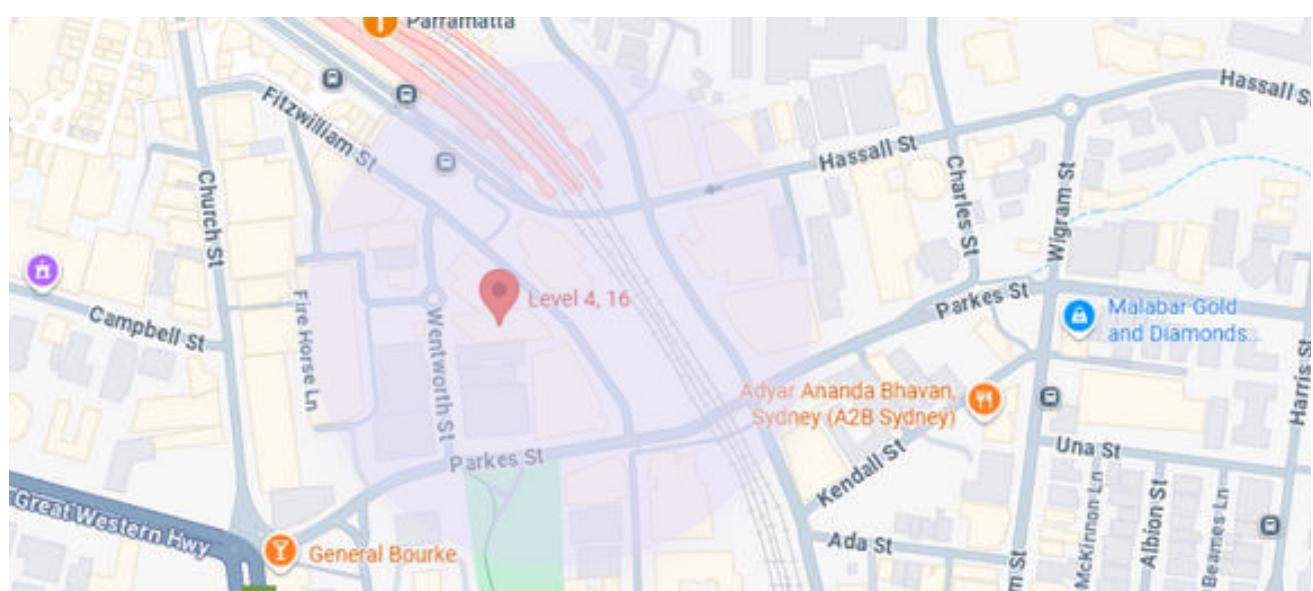
Our programs meet the rigorous standards of the [Australian Qualifications Framework \(AQF\)](#) and [Tertiary Education Quality and Standards Agency \(TEQSA\)](#), ensuring that your degree is recognised and respected both nationally and internationally. Our programs are also aligned with the standards from professional accreditation bodies for the field, such as [CPA Australia](#) for *Bachelor of Business – Accounting* and [Australian Computing Society \(ACS\)](#) for *Bachelor of Information Technology*.

We are committed to continuous quality improvement and align our teaching practices with the latest academic research, industry developments, and global best practices. Our accreditation demonstrates our dedication to providing students with a high-quality, future-focused education that prepares them for lifelong success.

Campus Location

Our campus is located in the heart of Parramatta, New South Wales – one of Sydney's fastest-growing business and innovation hubs. Just a 5-minute walk from Parramatta Train Station, the campus is easily accessible via public transport, making it convenient for students commuting from across the region.

The surrounding area is rich in culture, history, and green spaces, with plenty of cafes, restaurants, and shops to explore. Studying in Parramatta offers the perfect balance of academic focus and urban vibrancy, providing students with opportunities to connect with local businesses, community organisations, and cultural events.



Academic Programs

QIHE offers industry-aligned programs designed to equip students with the knowledge, skills, and confidence to excel in today's dynamic professional landscape. Our programs blend academic theory with practical experience, preparing graduates for rewarding careers and lifelong learning.

Bachelor of Business – Accounting

Duration: 3 years Full-Time

AQF Level: 7

Location: Parramatta Campus

CRICOS Provider Code: TBA

Number of Courses: 24 Courses / 10 Credit

Points per Course

Mode of Delivery: Face to Face, On Campus
(*No work-based training involved*)

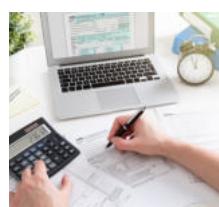


The *Bachelor of Business- Accounting* at QIHE is designed to develop future leaders who can navigate the complexities of the modern business world. The program provides students with the analytical and technical skills needed to navigate complex financial environments.

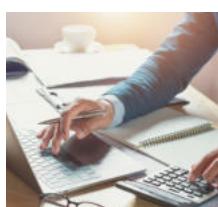
Upon completion of the *Bachelor of Business – Accounting* program, students are expected to:

1. Demonstrate a broad and coherent understanding of business and accounting principles, theories, and practices across diverse industry contexts.
2. Critically analyse and solve complex problems to develop innovative and sustainable solutions in professional business environments.
3. Communicate effectively and professionally with diverse audiences using a range of traditional and digital platforms.
4. Work independently and collaboratively to manage accounting tasks, lead projects, and achieve common business goals while respecting cultural and social diversity.
5. Apply ethical, legal, and socially responsible principles in decision-making to contribute positively to society and professional accounting practice.

Career Pathways



Accountant



Auditor



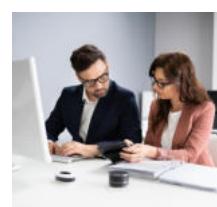
Financial Analyst



Tax Consultant



Management Accountant



Forensic Accountant

Bachelor of Business - Accounting Major

Year 1

Course Code	Course Name
Semester 1	
BUS101	Foundations of Accounting
BUS102	Business Communications
BUS103	Marketing
BIT101	Contemporary Technology and Business
Semester 2	
BUS104	Principles of Management, Organisations and People
BUS105	Business Analytics
BUS106	Governance, Ethics and Corporate Social Responsibility
BUS107	Contemporary Business Issues, Practices and Professional Management

Year 2

Course Code	Course Name
Semester 3	
BUS201	Business Law
FIN201	Principles of Finance
ACF201	Financial Accounting
Elective*	
Semester 4	
ECO201	Business Economics
ACC201	Management Accounting
ACC202	Accounting Information Systems
Elective*	

Year 3

Course Code	Course Name
Semester 5	
ACC301	Corporate Accounting
ACF301	Financial Reporting and Accountability
ACC302	Auditing and Assurance
Elective*	
Semester 6	
ACC303	Taxation
ACC304	Forensic Accounting
ACP301	Accounting Capstone Project
Elective*	



Bachelor of Business – Information Systems

Duration: 3 years Full-Time

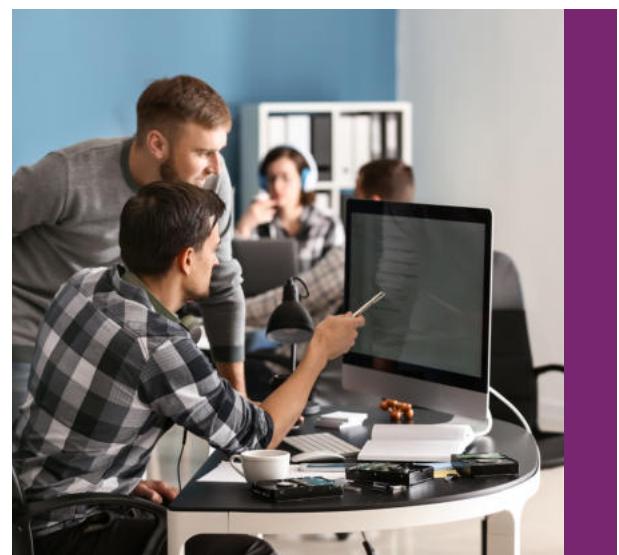
AQF Level: 7

Location: Parramatta Campus

CRICOS Provider Code: TBA

Number of Courses: 24 Courses / 10 Credit Points per Course

Mode of Delivery: Face to Face, On Campus
(No work-based training involved)



The Bachelor of Business – *Information Systems* bridges the gap between business and technology, teaching students how to design and manage IT systems that support business objectives. This Major prepares graduates for careers in digital transformation, data management, and tech-driven business strategy.

Upon completion of the *Bachelor of Business – Information Systems* program, students are expected to:

1. Demonstrate a broad and coherent theoretical and technical knowledge of business and information systems in developing robust business systems.
2. Critically analyse and solve complex problems to develop innovative and sustainable solutions, integrating emerging technologies, information systems applications, and entrepreneurial approaches within diverse global and cultural business environments.
3. Communicate effectively and professionally with diverse audiences using a range of traditional and digital platforms.
4. Work independently and collaboratively to manage information systems tasks, lead projects, and achieve common business goals while respecting cultural and social diversity.
5. Apply ethical, legal, and socially responsible principles in decision-making to contribute positively to society and professional information systems practice.

Career Pathways



Business Analyst



IT Consultant



Systems Analyst



Database Manager



Digital Transformation Specialist

For information about fees, please see [here](#).

Bachelor of Business - Information Systems Major

Year 1

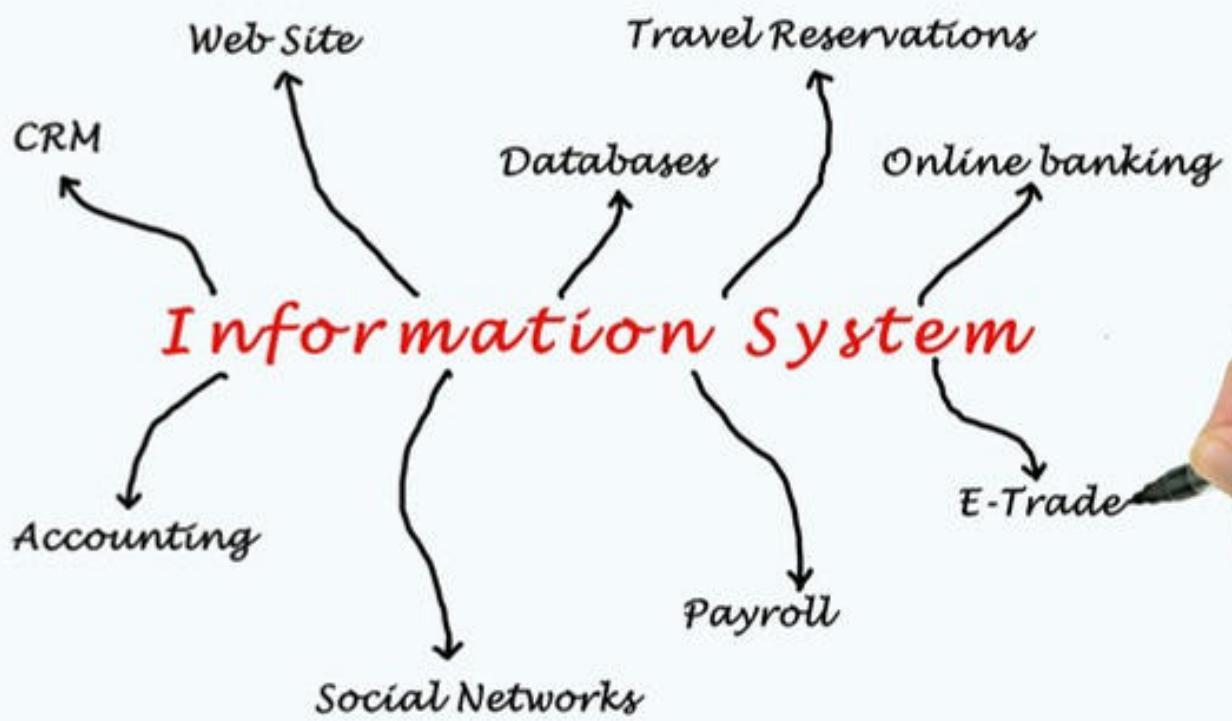
Course Code	Course Name
Semester 1	
BUS101	Foundations of Accounting
BUS102	Business Communications
BUS103	Marketing
BIT101	Contemporary Technology and Business
Semester 2	
BUS104	Principles of Management, Organisations and People
BUS105	Business Analytics
BUS106	Governance, Ethics and Corporate Social Responsibility
BUS107	Contemporary Business Issues, Practices and Professional Management

Year 2

Course Code	Course Name
Semester 3	
BIS201	Foundations of Information Systems
ICT101	Principles of Computing and Programming
ICT102	Database Design and Management
Elective*	
Semester 4	
ICT103	Computer Architecture and Operating Systems
ICT106	Data Analysis and Management
BIS202	Systems Analysis and Design
Elective*	

Year 3

Course Code	Course Name
Semester 5	
ICT201	Web and App Design and Development
BIS301	Advanced Business Information Systems and Intelligence
CYB201	Fundamentals of Cyber Security
Elective*	
Semester 6	
BIS302	Agile Project Management in Information Systems
BIS303	E-Business and E-Commerce
ISP301	Information Systems Capstone Project
Elective*	



Bachelor of Business – Hospitality

Duration: 3 years full-time

AQF Level: 7

Location: Parramatta Campus

CRICOS Provider Code: TBA

Number of Courses: 24 Courses / 10 Credit Points per Course

Mode of Delivery: Face to Face, On Campus
(No work-based training involved)

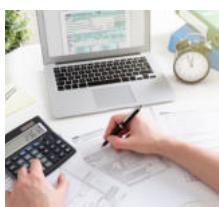


The *Bachelor of Business – Hospitality* bridges the gap between business and technology, teaching students how to design and manage IT systems that support business objectives. This Major prepares graduates for careers in digital transformation, data management, and tech-driven business strategy.

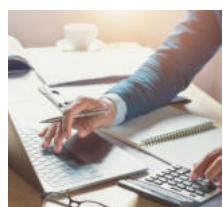
Upon completion of the *Bachelor of Business – Hospitality* program, students are expected to:

1. Demonstrate a broad and coherent understanding of business and hospitality principles, theories, and practices across diverse industry contexts.
2. Critically analyse and solve complex problems to develop innovative and sustainable solutions in professional business environments.
3. Communicate effectively and professionally with diverse audiences using a range of traditional and digital platforms.
4. Work independently and collaboratively to manage hospitality tasks, lead projects, and achieve common business goals while respecting cultural and social diversity.
5. Apply ethical, legal, and socially responsible principles in decision-making to contribute positively to society and professional hospitality practice.

Career Pathways



Hotel
Manager



Event
Coordinator



Tourism
Consultant



Food and
Beverage
Manager



Resort
Operations
Manager

For information about fees, please see [here](#).

Bachelor of Business -Hospitality Major

Year 1

Course Code	Course Name
Semester 1	
BUS101	Foundations of Accounting
BUS102	Business Communications
BUS103	Marketing
BIT101	Contemporary Technology and Business
Semester 2	
BUS104	Principles of Management, Organisations and People
BUS105	Business Analytics
BUS106	Governance, Ethics and Corporate Social Responsibility
BUS107	Contemporary Business Issues, Practices and Professional Management

Year 2

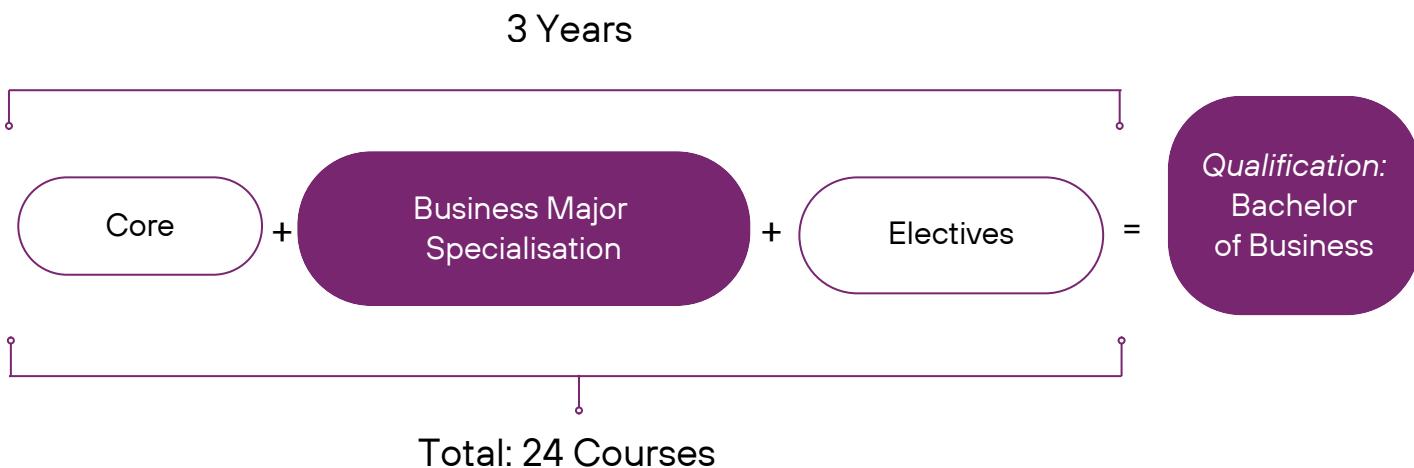
Course Code	Course Name
Semester 3	
HOS201	Introduction to Hospitality
HOS202	Customer Service and Experience Management
HOS203	Food, Beverage and Restaurant Service
Elective*	
Semester 4	
HOS204	Accommodation Operations
HOS205	Event Planning
ECO201	Business Economics
Elective*	

Year 3

Course Code	Course Name
Semester 5	
HOS301	Human Resources Management in Hospitality
BUS303	Digital Marketing and Social Media
HOS302	Global Tourism and Airline Management
Elective*	
Semester 6	
HOS303	Risk and Crisis Management in Hospitality
HOS304	Culture and Leadership for Hospitality
HSP301	Hospitality Capstone Project
Elective*	



Program Structure



*Students are able to take 4 courses as an elective from the other 2 Majors, apart from the Business Major that they are specialising in.

Graduate Attributes of Bachelor of Business

Upon completion of the *Bachelor of Business* program, graduates are expected to possess the following attributes enabling them to contribute positively to a sustainable future:

1. Apply disciplinary knowledge critical thinking and scholarship to problem-solve and adapt to contemporary and changing business environments in creating and sustaining stakeholder value.
2. Work collaboratively and autonomously to create and lead a productive, inclusive and equitable workplace and community.
3. Be digitally literate through a commitment to lifelong learning to enhance business practices through analytical and technical skills.
4. Communicate complex information with insight and clarity to diverse audiences.
5. Contribute to sustainable communities through ethical professional practice and integrity with compassion in decision making.
6. Respect and champion culturally diverse perspectives and rights in a global context.

Exit Pathways for Bachelor of Business

Graduates of *Bachelor of Business* will be able to pursue further studies towards a higher-level degree such as Graduate Certificate, Graduate Diploma (AQF Level 8) or a Master's Program (AQF Level 9) in the related disciplines.

Bachelor of Information Technology

Duration: 3 years Full-Time

AQF Level: 7

Location: Parramatta Campus

CRICOS Provider Code: TBA

Number of Courses: 24 Courses / 10 Credit

Points per Course

Mode of Delivery: Face to Face, On Campus
(No work-based training involved)



The *Bachelor of Information Technology* is a future-focused program that empowers students to become innovative tech professionals. The curriculum balances foundational IT knowledge with hands-on projects and emerging technologies, ensuring graduates are ready to lead in the digital age.

Upon completion of the *Bachelor of Information Technology* program, students are expected to:

1. Demonstrate broad and coherent theoretical and technical knowledge of information technology relevant to diverse business contexts and communities.
2. Perform core professional obligations, ethical principles promoting equity and inclusion, enabling a sustainable future facilitated through information technologies.
3. Integrate current and emerging information technologies to build innovative solutions, enable digital transformations and address information systems challenges.
4. Critically evaluate opportunities and recommend strategic solutions, deploying information technology for business improvements and innovations.
5. Manage information technology projects collaboratively and autonomously communicating outcomes and recommendations to diverse stakeholders.

Career Pathways



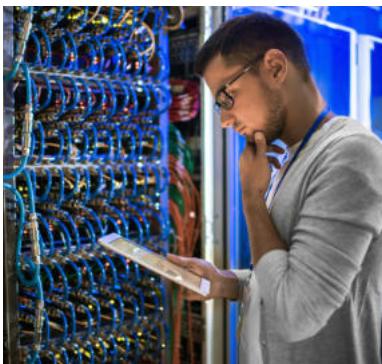
Software Developer



Systems Analyst



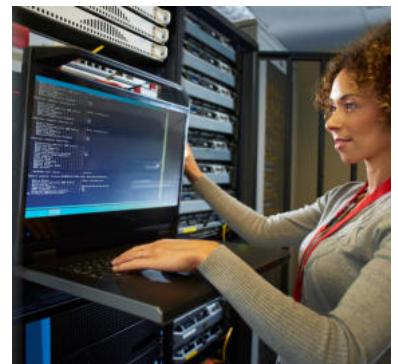
Cybersecurity
Specialist



Network
Administrator



IT Project Manager

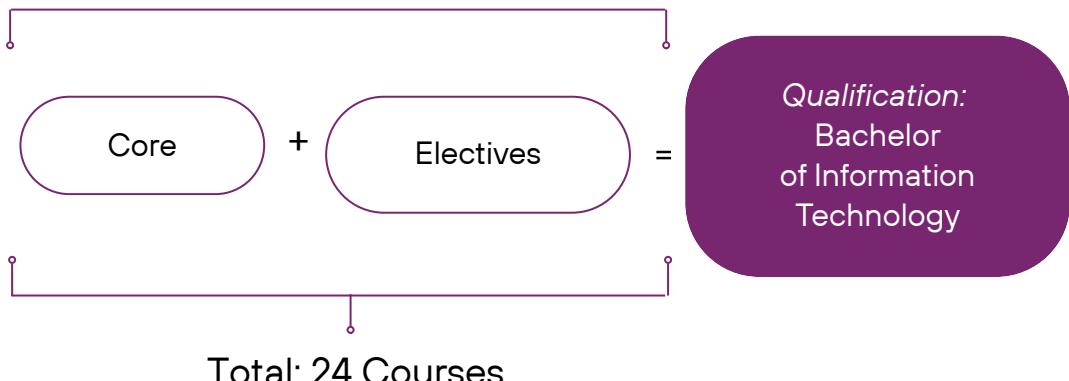


Data Analyst

For information about fees, please see [here](#).

Program Structure

3 years



*Students are able to take electives from the Bachelor or Business Major courses available.

Bachelor of Information Technology

Year 1

Course Code	Course Name
Semester 1	
ICT101	Principles of Computing and Programming
ICT102	Database Design and Management
ICT103	Computer Architecture and Operating Systems
BIT101	Contemporary Technology and Business
Semester 2	
ICT104	Mathematics for Computing
ICT105	Network and Communications Fundamentals
ICT106	Data Analysis and Management
Elective*	

Year 2

Course Code	Course Name
Semester 3	
CYB201	Fundamentals of Cyber Security
BIS202	Systems Analysis and Design
ICT201	Web and App Design and Development
Elective*	
Semester 4	
ICT202	Information Technology Project Management
ICT203	Cloud Computing
Elective*	
Elective*	

Year 3

Course Code	Course Name
Semester 5	
ICT301	User Interface and Experience Design for IT
CYB301	Advanced Cybersecurity
Elective*	
Elective*	
Semester 6	
ICT302	Contemporary IT Trends and Practices
ITP301	Information Technology Capstone Project
Elective*	
Elective*	

*Students of the *Bachelor of Information Technology* can take courses offered for *Bachelor of Business* as their electives.



Graduate Attributes of Bachelor of Information Technology

Upon completion of the *Bachelor of Information Technology* program, graduates are expected to possess attributes that will bring positive impacts to individuals as well as enhance their contribution to the world such as:

- Apply disciplinary knowledge critical thinking and scholarship to problem-solve and adapt to contemporary and changing business environments in creating and sustaining stakeholder value.
- Work collaboratively and autonomously to create and lead a productive, inclusive and equitable workplace and community.
- Be digitally literate through a commitment to lifelong learning to enhance business practices through analytical and technical skills.
- Communicate complex information with insight and clarity to diverse audiences.
- Contribute to sustainable communities through ethical professional practice and integrity with compassion in decision making.
- Respect and champion culturally diverse perspectives and rights in a global context.

Exit Pathways for Bachelor of Information Technology

Graduates of *Bachelor of Information Technology* will be able to pursue further studies towards a higher-level degree such as Graduate Certificate, Graduate Diploma (AQF Level 8) or a Master's Program (AQF Level 9) in the related disciplines.



Tuition Fee Structure

Bachelor of Business <i>(Accounting, Hospitality and Information Systems Major)</i>	Per Course	Per Semester	Per Year	Total Cost
Domestic Students	\$2,000	\$8,000	\$16,000	\$48,000
International Students	\$2,250	\$9,000	\$18,000	\$54,000

Bachelor of Information Technology	Per Course	Per Semester	Per Year	Total Cost
Domestic Students	\$2,200	\$8,800	\$17,600	\$52,800
International Students	\$2,600	\$10,400	\$20,800	\$62,400

The enrolment fee (\$250) and the material fee for the *Bachelor of Business* (\$250) and the *Bachelor of Information Technology* (\$500) are non-refundable in all circumstances.

Note: QIHE reviews tuition fees annually, and they may be subject to change. Fees include both tuition and non-tuition charges. The official fees payable are confirmed in each student's *Letter of Offer (Written Agreement)*, which forms the binding agreement under the *ESOS Act 2000* and the *National Code 2018*.



Supplementary Fees

Fee Item	Current Fee	Notes
Credit Transfer Assessment Fee	\$200.00	Per course.
Re-Issue of Student Card	\$30.00	-
Re-Issue of Academic Transcript and Testamur/Certificate	\$75.00	-
CoE Reissue after Cancellation	\$300.00	Only applies to international students.
Late Fee for Library Items	\$5.00	Late return of items on loan from the Library.
Late Payment Fee	\$150.00	Per Installment - Applies when tuition fees are not paid by due date.
Change of Course Fee	\$500.00	Including change of Major.
Graduation Ceremony	\$250.00	Event related fee and includes gown hire.
Credit Card Surcharge	1% to 2.5%	Depends on the card type and does not exceed the Institute's actual cost.

Refunds and Deferrals

Refunds, withdrawals, and deferrals are governed by the *Fee Refund Policy* and the *Deferment, Withdrawal and Cancellation Policy and Procedure*. For details, students should carefully review these Policies together with their *Letter of Offer (Written Agreement)*.

Deferral, Withdrawal and Cancellation

At QIHE, we understand that sometimes circumstances may affect your ability to continue your studies as planned. The Institute has clear processes for deferring, suspending, or cancelling enrolment to support students while ensuring compliance with Australian regulations.

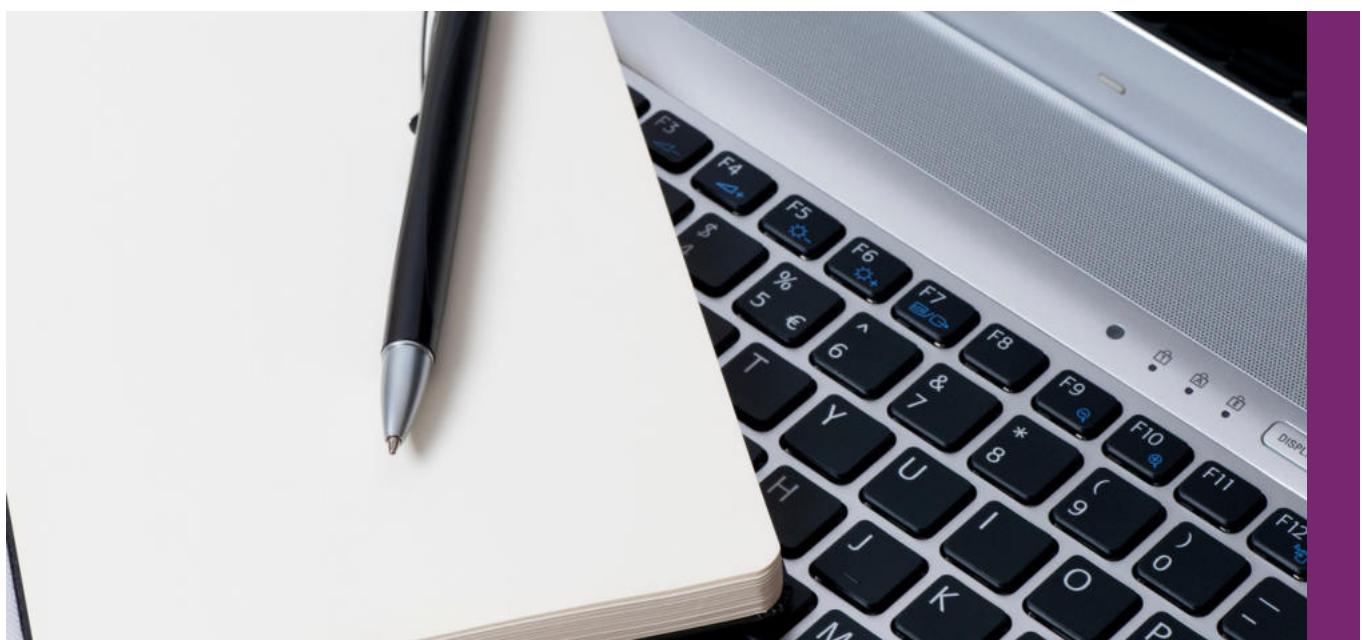
Deferral of Studies

Students may request to defer their studies (postpone commencement or temporarily take a break) due to compassionate or compelling circumstances, such as:

- Serious illness or injury (with medical documentation)
- Family emergencies (e.g., death or serious illness of a family member)
- Financial hardship or unexpected personal difficulties
- Visa delays, legal obligations, or other unforeseen events outside the student's control

Key Points

- Deferral is usually granted for up to one semester.
- International students should be aware that deferral may affect their student visa.
- Formal applications and supporting documents are required.



Withdrawal and Cancellation of Enrolment

Enrolment may be **cancelled** either by the student or by the Institute.

- **Student-Initiated Withdrawal:** Students may request to withdraw from their program due to personal, health, financial, or academic reasons. Supporting documentation must be provided.
- **Institute-Initiated Cancellation:** QIHE may cancel enrolment in cases of serious misconduct, repeated academic failure, non-payment of fees, or other breaches of policy or visa requirements.

The Institute may **cancel a student's enrolment** if necessary. Reasons may include:

- Misconduct or breach of the Student Code of Conduct;
- Academic integrity breaches (e.g., plagiarism, inappropriate use of AI, cheating);
- Failure to meet academic progress requirements;
- Non-payment of fees or breach of financial obligations;
- Breach of visa conditions (for international students).

Cancellation by the Institute is only applied after a fair investigation, and students will always be given the chance to respond before a decision is made.

If cancellation occurs, QIHE is required to report this change to the Department of Home Affairs (DHA) through the PRISM system, which may affect a student's visa.

Appeals and Support

- Students have the right to appeal any decision regarding deferral, suspension, or cancellation within 20 working days.
- The appeal process follows QIHE's *Complaints and Appeal Policy and Procedure*.
- Student Services can provide advice and support throughout the process.

Important Information

- If you disagree with a decision about your enrolment, you can appeal through QIHE's fair and transparent complaints and appeals process.
- Any deferral, suspension, or cancellation will be reported to the DHA and may affect your student visa.
- Students are encouraged to seek advice from Student Services and, if needed, the DHA before making decisions.

Complaints and Appeals

At QIHE, we are committed to creating a fair and supportive learning environment. If you ever feel dissatisfied with a decision, service, or experience, you have the right to raise a complaint or appeal without charge.

How it Works

- Start by speaking informally with your teaching staff, Student Services, or relevant staff.
- If the issue is not resolved, you can lodge a formal complaint or appeal using the *Complaints and Appeal Form*, available from Student Services or the [QIHE website](#).
- You will receive an outcome in writing, normally within 10 working days.

External Support

If you are not satisfied with QIHE's final decision, you may contact the **Commonwealth Ombudsman** (free service for overseas students of private higher education providers):

- Phone: **1300 362 072**
- Website: www.ombudsman.gov.au/overseas-students

This ensures that your concerns are always heard and resolved fairly.

For further details, please refer to the *Complaints and Appeal Policy and Procedure* available on the [QIHE website](#).



Program Progression and Attendance

At QIHE, your success and wellbeing are our priority. To remain enrolled and progress smoothly through your program, you must meet minimum academic and attendance requirements in line with the **Education Services for Overseas Students (ESOS) Act 2000** and the **National Code of Practice for Providers of Education and Training to Overseas Students 2018**.

To maintain satisfactory progression, you are required to:

- Pass **at least 50%** of the courses you enrol in each term;
- Avoid failing the **same course** more than once;
- **Remain enrolled** following any approved study break;
- Progress at a pace that allows you to complete your program within the **maximum timeframe** (and, for international students, within your *Confirmation of Enrolment (CoE)* period).

International students must also maintain a **minimum attendance rate of 80%**. Attendance is monitored closely, and the Institute will contact you if your attendance falls below this level to provide support and remind you of your responsibilities.

If you are at risk of not meeting these requirements, the Institute will provide early intervention and tailored support to help you stay on track. Full details are available in the *Academic Progression and Graduation Policy*.



Student Life and Support

At QIHE, we believe that studies are about more than just academics — it's about personal growth, building lifelong connections, and feeling supported every step of the way. Our vibrant student community, combined with a range of support services, ensures that you'll thrive both inside and outside the classroom.



A Vibrant Student Community

At QIHE, you'll be part of a diverse and welcoming community where students from all backgrounds come together to learn, collaborate and create lasting memories of their study journey.



Comprehensive Student Services

QIHE offers a range of support services to help you navigate every aspect of your student journey. Academic support and even non-academic support are available to ensure that you are well equipped and comfortable during your studies.



Safe and Inclusive Environment

QIHE's campus is where you can feel safe, supported and valued. We are nurturing and committing to a campus culture where everyone is included, diversity is celebrated, and safety is upheld by everyone.

Critical Incident Management

Your safety and wellbeing are our highest priority. QIHE has clear procedures to respond to emergencies and critical incidents such as medical emergencies, serious accidents, natural disasters, or any event that may affect your safety or study.

What Happens in an Emergency:

- **Immediate Safety First:** Staff will ensure everyone is safe and contact emergency services (Police, Fire, Ambulance – call **000**).
- **Clear Instructions:** Students must follow directions from staff during evacuations or emergency situations.
- **Support Provided:** QIHE will keep you informed, contact family if required, and provide counselling or other support after the incident.
- **Continuity of Study:** If your studies are disrupted, QIHE will help you resume your program as quickly as possible.

Important Numbers:

- Emergency (Police/Fire/Ambulance): **000**
- NSW State Emergency Service (Flood/Storm Help): **132 500**
- Healthdirect (Medical Advice): **1800 022 222**

For further details, please refer to the *Emergency and Critical Incident Management Policy*.



Tuition Protection Service (TPS)

QIHE is committed to protecting your tuition fees through the Tuition Protection Service (TPS), an Australian Government initiative that assists students in the event of provider default.

What is the Tuition Protection Service?

The **Tuition Protection Service (TPS)** ensures continuity of study if QIHE is ever unable to deliver your program.

How TPS protects you:

- You will be offered a place in a suitable alternative course at no extra cost, or
- You will receive a refund of unused tuition fees (or, for FEE-HELP students, a re-credit of your HELP loan balance).

If QIHE cannot arrange either option, the Australian Government's TPS will contact you directly to assist. Students normally have **six (6) months** to accept an alternative program, with extensions possible in some cases.

For provider default outcomes, see the *Refunds* section in this *Prospectus* and your *Letter of Offer (Written Agreement)* for full details.

For information about refunds when you withdraw, defer, or cancel your enrolment, please see the *Refunds* section of this *Prospectus*.

TPS Contact (for provider default protection):

Email: support@tps.gov.au

Phone: 1300 131 798 (Within Australia) | +61 1300 131 798 (Outside Australia)

Website: www.tps.gov.au



Refunds

We understand that circumstances may change, and you may need to apply for a refund of your tuition fees. QIHE follows a clear and fair refund process in line with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

How to Apply for a Refund:

1. Submit a *Refund Application Form* (available from Student Services or the [QIHE website](#)) with supporting documents (e.g., medical certificate, visa refusal letter).
2. You will receive confirmation of receipt **within 5 business days**.
3. QIHE will assess your application **within 14 business days**.
4. You will be notified in writing of the outcome.
5. If approved, refunds will be processed **within 14 business days** to your original payment account.
6. If you are not satisfied, you may appeal the decision under QIHE's complaints and appeals process.

Refunds are also covered by the Tuition Protection Service (TPS), which safeguards student fees in the unlikely event that QIHE is unable to deliver your program (see *Tuition Protection Service section*).

For full details, please refer to QIHE's *Fee Refund Policy*. Refunds are administered in accordance with this Policy. Where an enrolment is deferred, withdrawn, or cancelled, outcomes are determined with reference to the *Deferment, Withdrawal and Cancellation Policy and Procedure* and the conditions outlined in your *Letter of Offer (Written Agreement)*.



Refund Eligibility at a Glance

Students may receive a refund of tuition fees according to the table below:

- The enrolment fee (\$250) and material fees for the *Bachelor of Business* (\$250) and the *Bachelor of Information Technology* (\$500) are non-refundable in all circumstances.

Situation	Refund Outcome
Cancel enrolment 4+ weeks before semester starts	100% refund of tuition fees
International student visa refused (before course starts)	100% refund of tuition fees
Cancel enrolment less than 4 weeks before semester starts	90% refund of tuition fees
Cancel enrolment after semester starts but before census date	No refund of first semester tuition fees
Cancel enrolment after census date	No refund
Enrolment cancelled by Institute for fraudulent documentation	No refund
Student visa cancelled after census date	No refund (except as required by law)

Note: The census date is the official cut-off date published each semester and included in your *Letter of Offer (Written Agreement)*.



Living in Australia

Australia is a welcoming, multicultural country with a high standard of living and excellent student support services. As an international student, you will have the opportunity to experience a safe, diverse, and vibrant environment while pursuing your studies.

Cost of Living

The Australian Government requires international students to demonstrate they have sufficient funds to cover living expenses while studying in Australia. The indicative cost of living (excluding tuition fees) is:

- **Rent (Shared):** AUD \$180 – \$300 per week
- **Utilities (Electricity, Gas, Internet):** AUD \$30 – \$60 per week
- **Food and Groceries:** AUD \$80 – \$150 per week
- **Public Transport:** AUD \$30 – \$60 per week
- **Personal Expenses (Clothing, Entertainment, Phone, etc.):** AUD \$50 – \$100 per week

Figures based on the *Department of Home Affairs Guidelines, 2023–24*. Actual costs vary depending on lifestyle, location, and accommodation type.

- **Individual Student:** approximately AUD \$29,710 per year
- **Student with a Partner:** approximately AUD \$41,040 per year
- **Student with a Partner and Child:** approximately AUD \$50,720 per year



Accommodation Options

Finding safe and suitable accommodation is an important part of your student experience. QIHE can provide guidance and referrals, but you are responsible for arranging your own housing.

- **Homestay:** Living with an Australian family, meals often included. (AUD \$250 – \$350 per week)
- **Shared Rental/House:** Renting with other students or individuals. (AUD \$180 – \$300 per week)
- **Private Rental:** Renting a studio or apartment independently. (AUD \$300 – \$600 per week, depending on location)
- **Student Accommodation:** Purpose-built student apartments with shared facilities. (AUD \$250 – \$500 per week)



Your Rights as a Tenant

As a student renting in New South Wales, you are protected by the Residential Tenancies Act 2010 (NSW). This means you are entitled to:

- Safe, secure, and well-maintained housing.
- A written rental agreement that clearly explains your obligations.
- Receipts or records for rent and bond payments.
- Fair processes for resolving disputes with landlords or property managers.

Tips for Students

- Always inspect a property in person before paying rent or signing an agreement.
- Be cautious of offers that seem too good to be true.
- Never pay large deposits in cash without proper receipts.
- Understand the terms of your rental contract before you sign.



Accredited Student Accommodation

For peace of mind, consider housing accredited by the **Student Accommodation Association (SAA)** under the **National Property Accreditation Scheme (NPAS)**. These properties are designed for students and provide safe, inclusive environments.

Useful Resources

- **Property Search:** domain.com.au, rent.com.au, realestate.com.au, flatmates.com.au, gumtree.com.au
- **Tenant Advice:** [Fair Trading NSW](#), [Tenants NSW](#), [Share Housing Survival Guide](#)
- **Student Support:** [Study NSW – Safe Renting](#)

Transport

Australia has safe and reliable public transport systems including trains, buses, and trams. Student concession cards may be available depending on the state. Cycling and walking are also popular, especially in urban areas close to campus.

Health and Safety

Australia is one of the safest countries in the world, with low crime rates and strong health and legal systems. However, students are reminded to take the same safety precautions as they would in any country. All international students are required to hold Overseas Student Health Cover (OSHC) for the duration of their studies.

Work While You Study

International students holding a valid student visa are permitted to work **up to 48 hours per fortnight during study periods, and full-time (unlimited hours) during official semester breaks.**

Engaging in part-time work can provide valuable experience and assist in meeting living expenses. These work conditions are determined by the Australian Government and may be subject to change. Students are advised to check the [Department of Home Affairs](#) website for the most up-to-date information.



Cultural Life

Living in Australia offers opportunities to experience:

- Multicultural festivals and food.
- Outdoor activities such as beaches, parks, and sports.
- Arts, music, and entertainment.
- Local and international communities.

Australia is known for its friendly and inclusive culture, giving students a chance to feel at home while pursuing their education.



Why QIHE?

Choosing where to study is one of the most important decisions you'll make — and at QIHE, we're committed to giving you every reason to choose us as your academic home.

Here's why QIHE is the right place to start your future:

- **Excellence:** Our degrees are prepared rigorously to meet the national standards and ensuring that your qualification is recognised globally.
- **Global Student Community:** Join students from various backgrounds in a supportive and inclusive campus. The vibrant student community will enrich your outlook and experience.
- **Prime Location:** Study in a thriving business and innovation hub, at the second Sydney CBD, Parramatta. An exciting environment is just around the campus.
- **Supporting and Nurturing:** Don't worry about going through it alone, you'll have the Student Services Team ready to help you.
- **Getting you Future-Ready:** QIHE's program has been developed to ensure its students are job-ready for their future endeavours.



At QIHE, we don't just prepare you for a job — we prepare you for a lifelong career of learning, growth, and impact. If you're ready to unlock your potential and shape your future, we're ready to help you get there.

Join QIHE — where your future begins!

Important Dates - TBA

Bachelor of Business Intakes

Bachelor of Information Technology Intakes

Admissions

Ready to take the next step toward your future? At QIHE, we've made the admission process simple and supportive. Whether you're a domestic or international student, our team is here to guide you every step of the way — from your initial application to your first day on campus.

How to Apply:

Applying to QIHE is easy!

- **Choose Your Program:** Choose between the *Bachelor of Business* or the *Bachelor of Information Technology* program.
- **Check Entry Requirements:** Review the admission requirements, including academic qualifications and English language proficiency (for international students).
- **Submit Your Application:** Complete the *Admission Application Form* that could be found in the [QIHE website](#) and upload the necessary documents. You can also contact your agent for it.
- **Receive Your Offer:** If your application is successful, you'll receive a *Letter of Offer* — accept your offer to secure your place.
- **Prepare for Enrolment:** Once you've accepted your Offer, we'll guide you through the enrolment process, orientation, and getting ready for your studies.

When you sign and accept your *Letter of Offer*, it becomes your *Written Agreement* under the *ESOS Act* and *National Code*. It sets out your fees, refund rules and key conditions.

Key Documents You Might Need:

- Academic transcripts and certificates.
- Proof of English language proficiency (e.g., IELTS, TOEFL, PTE, CAE).
- Passport or ID.

Application Deadlines:

Be sure to check the [QIHE website](#) or contact QIHE's Admission Officer for the latest intake dates and deadlines.

Entry Requirements

- Completion of an Australian Year 12 certificate or equivalent.
- An approved English language test score for international students with the following results or equivalent:
 - IELTS (Academic) overall score of 6.0 with no band less than 5.5;
 - TOEFL (IBT) overall score of minimum 60;
 - PTE Academic overall score of minimum 55;
 - Cambridge English Advanced (CAE) score of minimum 169.
- You must be at least 18 years of age.

Alternative Admission Pathways

In line with QIHE's commitment to inclusion, the Institute provides alternative admission arrangements that could be provided to:

- Aboriginal and Torres Islander applicants;
- Mature Age applicants;
- People with disadvantaged backgrounds, whether socially or educationally;
- Under-represented designated subgroups.

For further details, please refer to the *Admission Policy and Procedure* in [QIHE's website](#).

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) and **Credit Transfer** decisions will align with AQF level descriptors to ensure equivalency in knowledge, skills, and application. QIHE's *Advanced Standing, Credit Transfer and Articulation Policy* provides guidance on how prior formal, informal and non-formal learning is assessed and mapped against AQF criteria. You can find the Policy in QIHE's website.

Unsure about your circumstances?

Our Admissions team is happy to assess your individual circumstances — if you're unsure whether you meet the entry requirements, get in touch!



QIHE Emergency Contacts

If you require support, please contact the relevant staff member or service below:

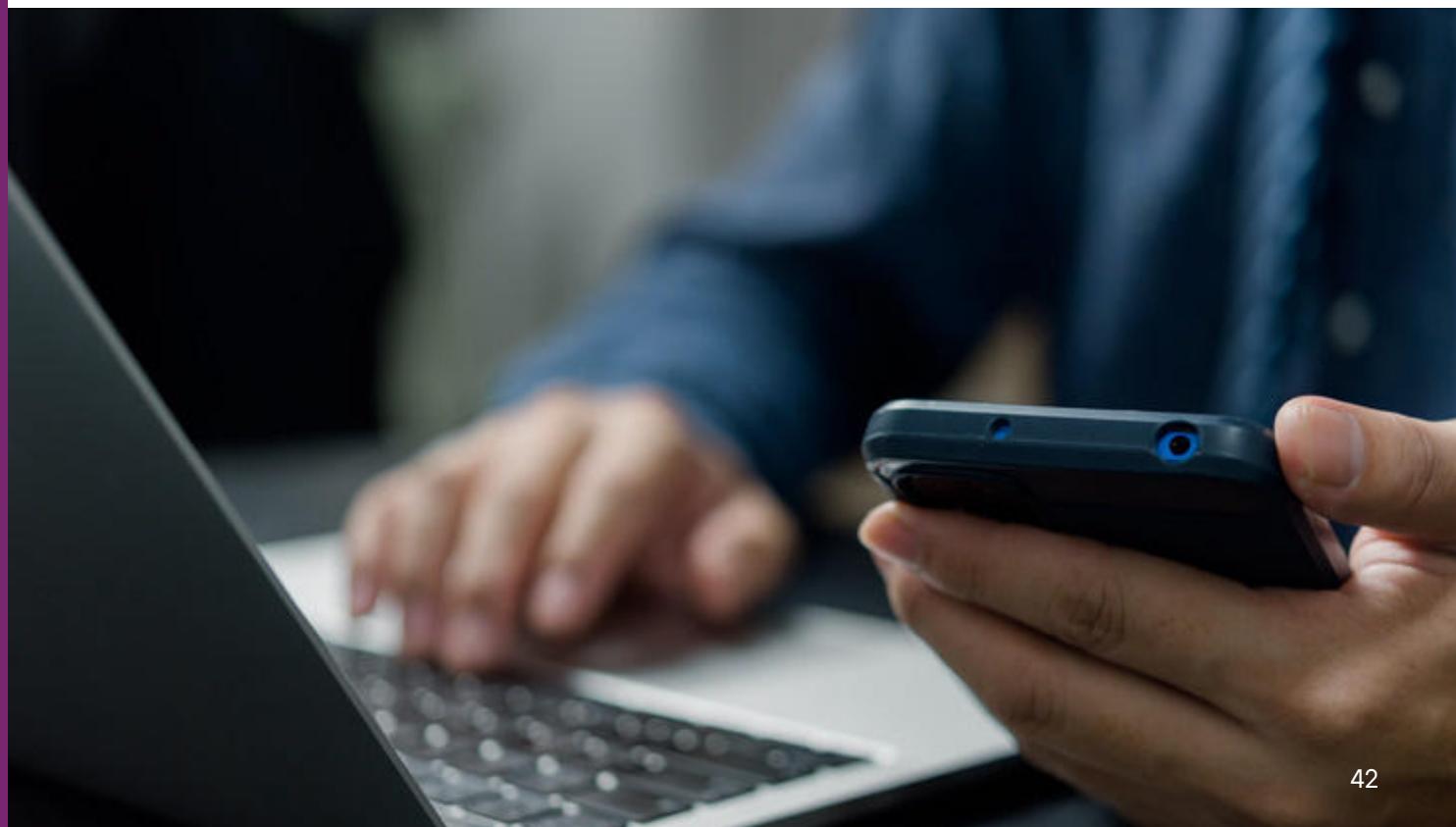
QIHE Staff Contacts

- **Dean:** m.seamer@qinstitute.com.au
- **Learning Support and Academic Integrity Manager:** TBA
- **Student Counsellor:** TBA
- **Student Services Manager:** TBA
- **Finance Manager:** TBA
- **ICT Manager:** TBA

External Support and Escalation

For issues that cannot be resolved internally, staff and students may contact:

- **Resolution Institute:** infoaus@resolution.institute | www.resolution.institute
- **Commonwealth Ombudsman:** **1300 362 072** | www.ombudsman.gov.au
- **Fair Work Ombudsman:** **13 13 94** | www.fairwork.gov.au
- **Australian Human Rights Commission (AHRC):** **1300 656 419** | www.humanrights.gov.au
- **Lifeline (24/7):** **13 11 14** | www.lifeline.org.au
- **1800RESPECT (24/7):** **1800 737 732** | www.1800respect.org.au





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