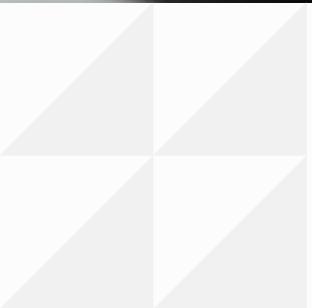




QUANTUM INSTITUTE  
OF HIGHER EDUCATION



# Student Handbook

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# Welcome to Quantum Institute of Higher Education

Welcome to a place where education goes beyond knowledge. It is about unlocking potential, fostering innovation, and shaping future leaders. At our vibrant Parramatta campus, students from diverse backgrounds learn, collaborate, and grow together. With industry-aligned programs, practical learning opportunities, and dedicated support, **Quantum Institute of Higher Education (QIHE)** prepares you to graduate with the skills, confidence, and knowledge to thrive in a global world.

We look forward to supporting your journey and celebrating your achievements.

Warm regards,

**Emeritus Professor Jim Psaros**  
Chair of the Governing Council  
Quantum Institute of Higher Education



# About QIHE

Welcome to **Quantum Institute of Higher Education** (the ‘*Institute*’), make sure you know all about the Institute to ensure that you get the best out of your study journey!



## Mission, Vision and Values of QIHE

### 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.

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

# Acknowledgment of Country

We acknowledge the Darug people as the Traditional Custodians of the land on which our institution stands in Parramatta. We pay our respects to Elders past, present, and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples.

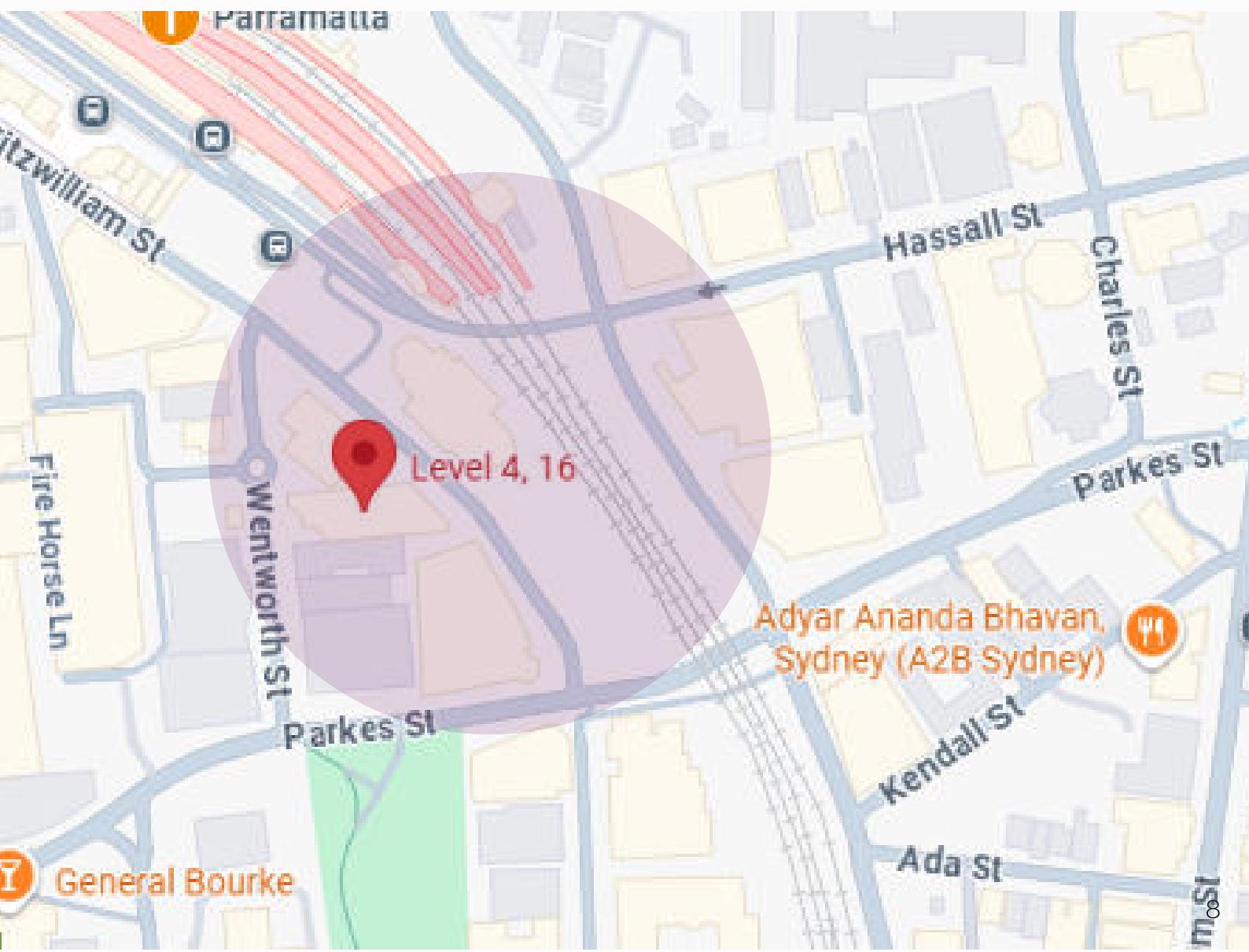
We recognise the enduring connection of the Darug people to this land, its waterways, and the sky, and we honour their ongoing cultural heritage and contributions to the community.



# QIHE Campus

QIHE's Campus is located in the vibrant and growing city of Parramatta, New South Wales.

- 📍 Address: Level 4 16-18 Wentworth Street, PARRAMATTA, NSW 2150
- 📞 Phone: (+61) 2 8359 5220
- ✉️ Email: admin@qinstitute.com.au



# Important QIHE Contacts

Position	Contact Details
Student Services Manager	TBA
Student Services Officer	TBA
Admissions Officer	TBA
Student Counsellor	TBA
Learning Support and Academic Integrity Manager	TBA
Finance Manager	TBA
ICT Manager	TBA
Receptionist	TBA

Overseas students who require support or advice are encouraged to contact the Student Services Manager by email at <TBA> or by calling +61 2 8359 5220.

# QIHE Programs

QIHE offers dynamic, industry-aligned programs that are designed to equip students with the knowledge, skills and experience needed to excel in today's evolving professional landscape. Our curriculum is developed in line with [Australian Qualifications Framework \(AQF\)](#) and the standards from the respective accrediting bodies for the Program as well as accredited by Tertiary Education Quality and Standards Agency (TEQSA), ensuring quality education and career-ready graduates.

## Bachelor of Business

**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)*

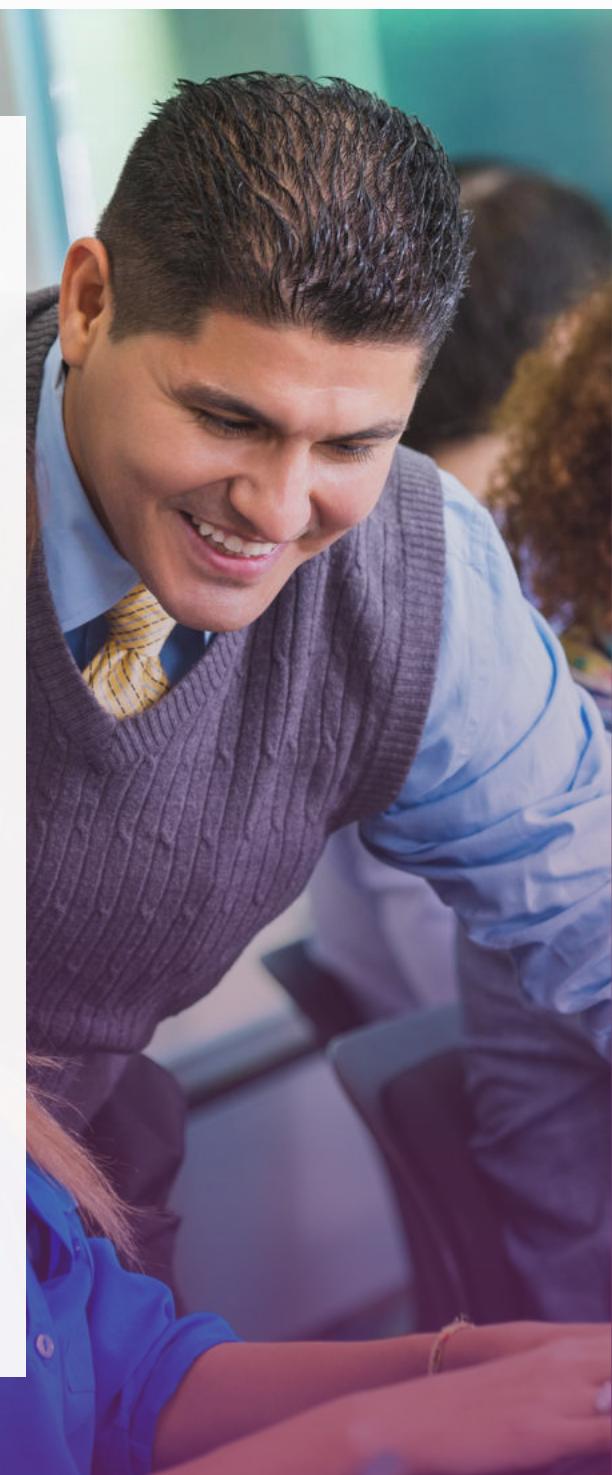
The *Bachelor of Business* program provides students with a comprehensive understanding of core business functions and the strategic decision-making processes that drive successful organisations. With a blend of theoretical knowledge and practical applications, this program prepares students to navigate complex business environments, lead teams, and contribute to organisational growth.

### **Majors:**

Accounting

Information Systems

Hospitality



## **Graduate Attributes:**

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:

- 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.



## 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*)

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The *Bachelor of Information Technology* program equips students with the technical expertise and problem-solving abilities needed to thrive in the fast-paced IT sector. The curriculum balances foundational knowledge with emerging technologies, allowing students to develop software solutions, manage IT infrastructure, and analyse complex data systems.



### Graduate Attributes:

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.

# QIHE Campus Hours of Operation

## Campus Operating Hours

**Monday To Friday**

9:00-5:30

## Computer Labs

Computer Lab operating hours are:

9:00-5:30



# Academic Calendar 2026

January 2026						
S	M	T	W	T	F	S
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February 2026						
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March 2026						
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April 2026						
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May 2026						
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June 2026						
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28	29	30				

July 2026						
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August 2026						
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September 2026						
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October 2026						
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November 2026						
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29	30					

December 2026						
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**Intake Dates TBD**

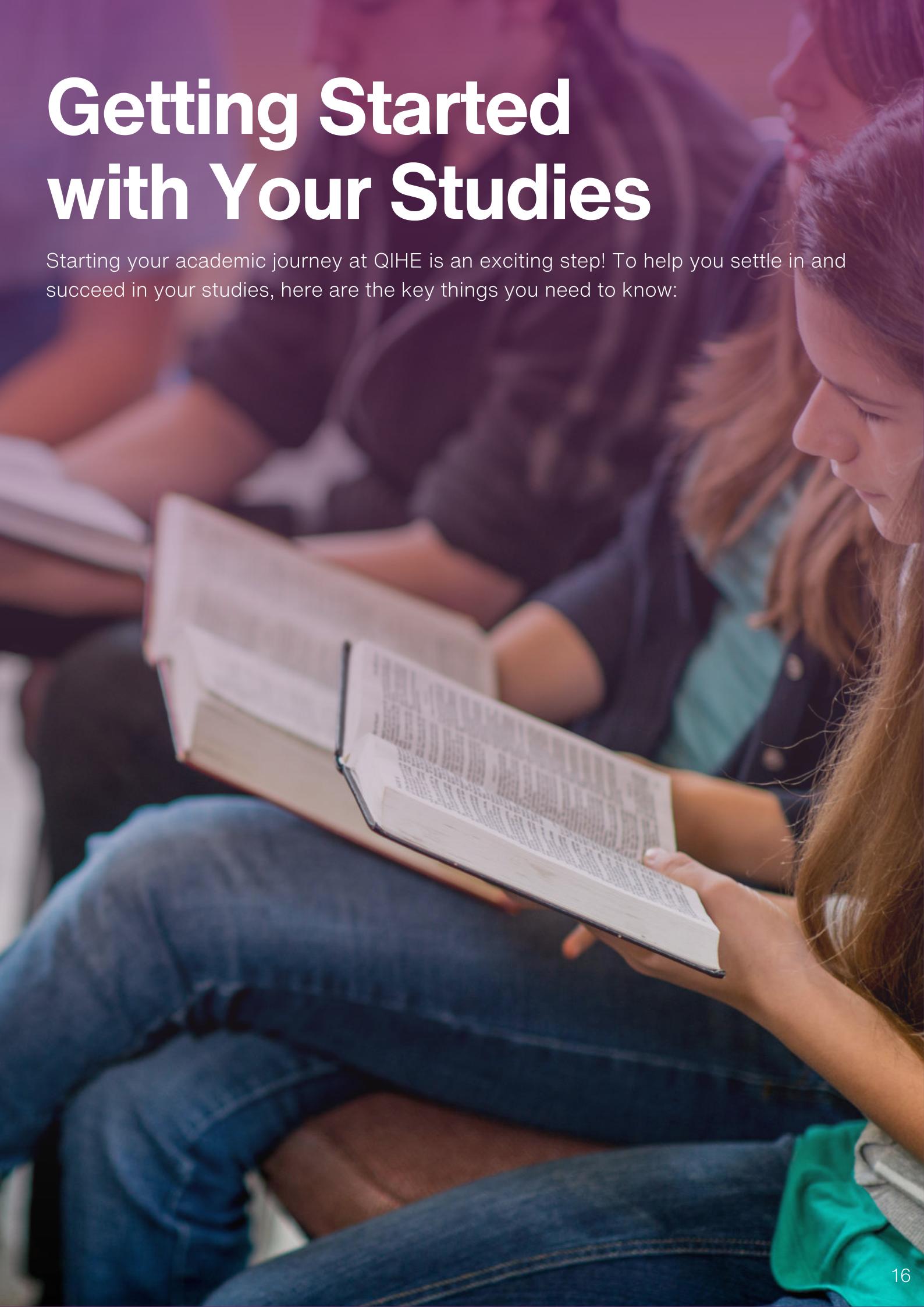
## NSW Public Holidays 2026

New Year's Day	Jan 1, 2026
Australian Day	Jan 26, 2026
Good Friday	Mar 29, 2026
Easter Monday	Apr 1, 2026
Anzac Day	Apr 25, 2026
King's Birthday	Jun 10, 2026
Labour Day	Oct 7, 2026
Christmas Day	Dec 25, 2026
Boxing Day	Dec 26, 2026



# Getting Started with Your Studies

Starting your academic journey at QIHE is an exciting step! To help you settle in and succeed in your studies, here are the key things you need to know:



# Pre-Arrival Information

Preparing for your studies is an exciting time, and we want to make your transition as smooth as possible. Before arriving on campus, there are a few important things to consider. These are important in ensuring that you're ready for student life.

To help with that, QIHE has prepared a comprehensive *Pre-Arrival Guide* for students to equip students with the important information and preparations guide before they embark on their studies in Australia.

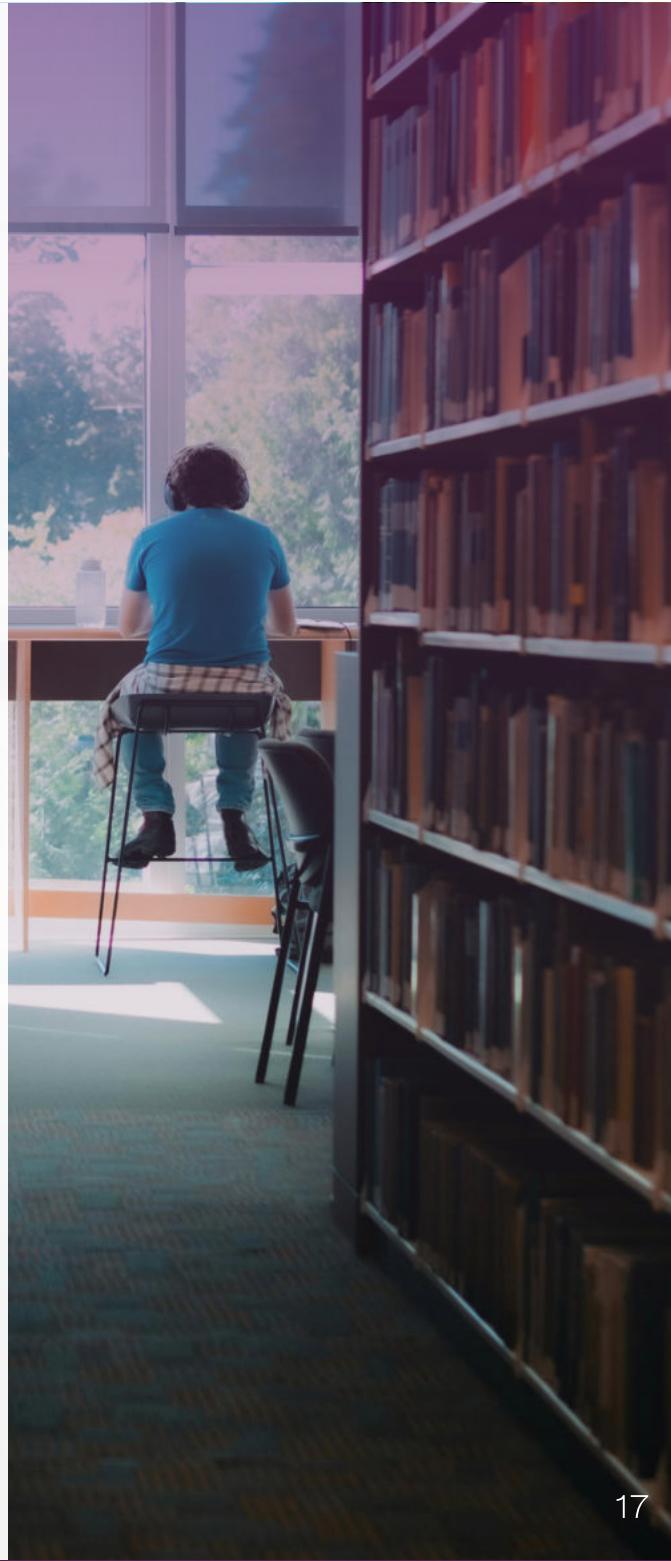
## Orientation

Starting your studies is an exciting new chapter, and our *Orientation Program* is designed to help you settle in, make connections, and feel confident as you begin your studies. *Orientation* is a great opportunity to learn more about your program, campus services, and student life.

Students must attend *Orientation*, to ensure that they:

- Familiarise themselves with the campus layout, including classrooms, student areas, and administrative offices;
- Receive information regarding institutional policies such as attendance requirements, refund procedures, and emergency protocols;
- Receive this *Handbook* and all the details and information necessary for them to settle themselves in Australia for their studies;
- Gain insights into utilising various support services offered by QIHE;
- Are able to meet and connect other students and QIHE's staff.

 Check your email for the details of your orientation. Make sure you sign up for the Orientation!



# Student Life and Support

We're committed to making your learning experience enriching, supportive, and memorable. From academic resources to events, QIHE is determined to providing a vibrant community where you can thrive both personally and professionally.

- Societies
- Events
- Student Services



# QIHE Student Association

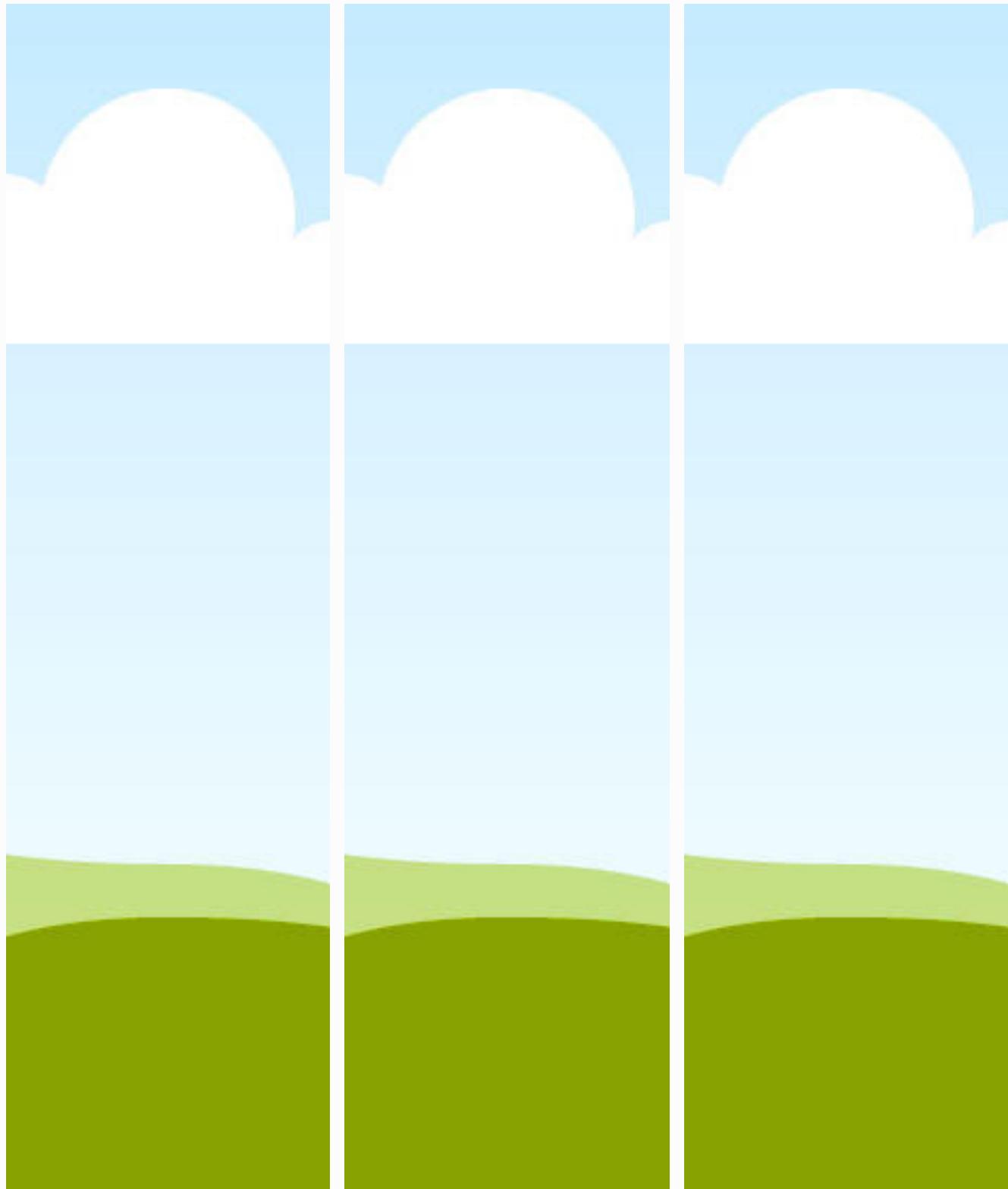
The **QIHE Student Association** is your representative body, giving all students a voice in shaping the Institute's academic, social, and cultural life. Every enrolled student is automatically a member and can participate in events, elections, and activities that promote wellbeing, inclusion, and community. The Association represents student interests to QIHE's leadership and governing bodies, ensuring your views are heard in decision-making. It also builds leadership and teamwork skills through opportunities such as peer mentoring, advocacy, and volunteering.

For more information on its role and activities, please refer to the *QIHE Student Association Plan and Terms of Reference*.

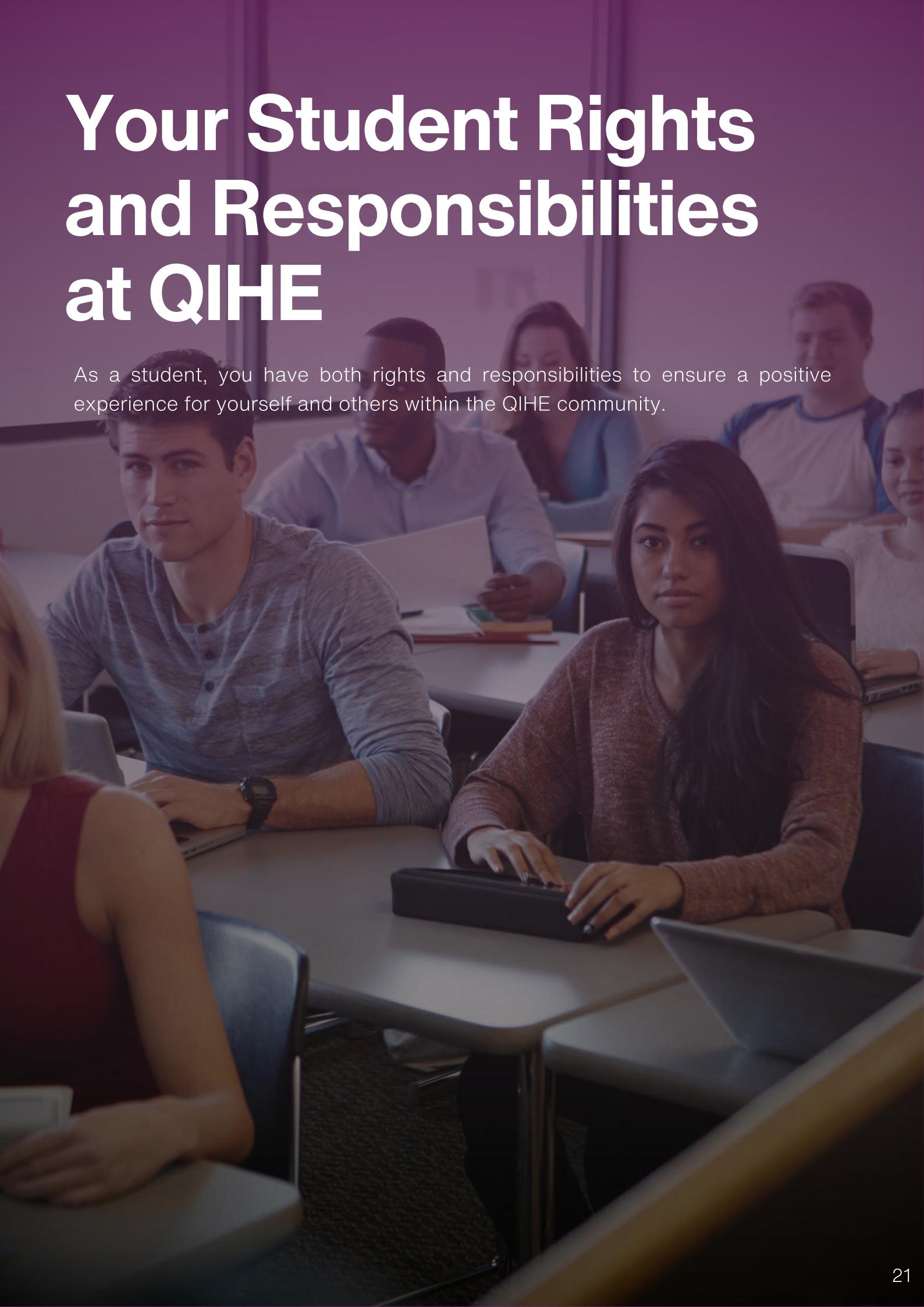


# QIHE Staff

Here's a list of **QIHE's Academic and Support staff** that are ready to help you as you go through your educational journey:



# Your Student Rights and Responsibilities at QIHE

A photograph showing a group of diverse students sitting in rows at desks in a classroom. They are looking towards the front of the room, likely at a teacher or presentation. The students are dressed casually, and the classroom has a modern feel with wooden desks and chairs.

As a student, you have both rights and responsibilities to ensure a positive experience for yourself and others within the QIHE community.

# General Expectations

To ensure that everyone in QIHE has a meaningful educational journey, all students are expected to uphold these general conducts as follow:

- Treat others with respect and courtesy, respecting diversity and upholding equity regardless of gender, race, background, religion, disability, sexuality and other attributes;
- Maintain a safe environment conducive to collaboration and cooperation for all individuals;
- Uphold ethical standards, with honesty and integrity;
- Ensure responsible, equitable, and sustainable use of the Institute's resources and facilities, with consideration for others' needs and respect;
- Avoid intentionally damaging or stealing any resources, facilities or properties belonging to the Institute or others;
- Maintain a professional and ethical relationship with staff, in which students are discouraged from engaging in any personal relationships with staff;
- Refrain from participating in actions that are harmful to others and the Institute, including but not limited to breaking the law, committing crimes, engaging in intimidation, bullying, and other behaviours constituting misconduct;
- Maintain orderly and respectful conduct, and avoiding any actions that willingly disturb the Institute or its surrounding environment;
- Resolve any conflict in a respectful and professional manner;
- Respect privacy and diversity of opinions, remain professional whilst engaging with others when expressing their opinions;
- Students should familiarise with the Institute's policies and procedures to ensure proper conduct in their activities.

## **Academically, all students are expected to:**

- Commit themselves to high academic standards, ensuring that they are maintaining a satisfactory academic progression in accordance with the *Academic Progression and Graduation Policy*;
- Be proactive in their studies, by attending their classes, and submitting their assessments;
- Maintain academic integrity by refraining from academic misconduct in accordance with the *Academic Integrity Policy and Procedure*;
- Contribute equitably and cooperatively amongst peers in group projects and other work that requires collaboration;
- Respect academic freedom, freedom of speech and expression as well as diverse opinions whilst engaging in academic discussion in accordance with the *Academic Freedom and Intellectual Property Policy*.

Any breaches and misconducts will be subject to disciplinary actions, in accordance with the *Student Code of Conduct*. Students are encouraged to make themselves informed of the *Student Code of Conduct*.

## **Academic Freedom and Free Speech**

At QIHE, we are committed to fostering an environment where intellectual exploration and the free exchange of ideas are encouraged and respected. Academic freedom and free speech are fundamental to the pursuit of knowledge, personal growth, and societal progress therefore are respected if they are consistent with the applicable scholarly standards. Please refer to the *Academic Freedom and Intellectual Property Policy* for more information.

## **Anti-Discrimination and Equal Opportunity**

With a commitment to foster a safe, inclusive and respectful learning environment where every individual is treated with dignity and fairness, diversity and equal opportunity are embraced and upheld in the Institute.

All students and staff have the right to study and work in an environment free from discrimination and harassment. At the same time, everyone is expected to:

- Treat others with respect and fairness;
- Speak up against discrimination or unfair treatment;
- Respect different perspectives and cultural backgrounds.

If you experience or witness discrimination, harassment, or any breach of equal opportunity, we encourage you to report it. Support is available through:

- **Student Services:** For confidential advice and assistance;
- **Counselling Services:** For mental health support and personal guidance;
- **Formal Complaints Process:** For lodging formal complaints, with procedures ensuring a fair and impartial investigation. Please refer to the *Complaints and Appeal Policy and Procedure*.

## Respecting Aboriginal and Torres Strait Islander People

QIHE acknowledges and honours the First Nations peoples of Australia and their enduring contributions to society, education, and culture. We are committed to:

- **Recognising and valuing** Aboriginal and Torres Strait Islander cultures, histories, and knowledge systems;
- Providing a **culturally safe and supportive environment** for Aboriginal and Torres Strait Islander students;
- **Encouraging access** to support services, including academic assistance, cultural programs, and community engagement initiatives;
- **Addressing barriers** to higher education participation for Indigenous students.

For QIHE's First Nations students, we are determined to make you feel welcomed and supported! Our staff are trained to be culturally responsive and supporting. Any information will be provided, and we will support you to access community networks or any other networks.

By promoting equity and respect, QIHE ensures that all students—regardless of their background— have the opportunity to thrive in their studies and future careers.



## Complaints and Appeals Procedures

QIHE are committed to providing a **fair, transparent, and supportive environment** where students can raise concerns and seek resolutions. We understand that issues may arise during your studies, and we encourage you to voice your concerns through our formal complaints and appeals process.

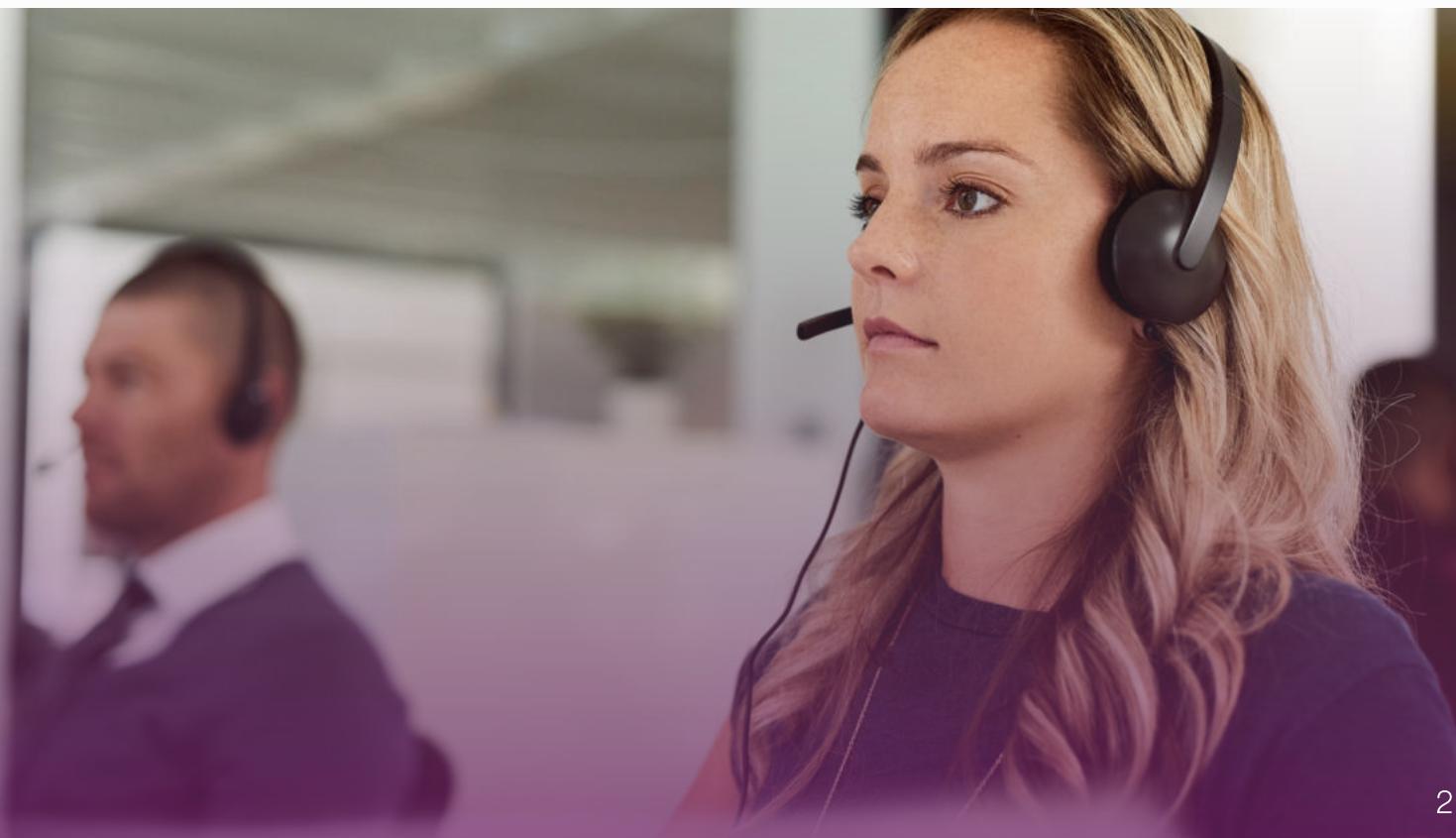
A **complaint** is an expression of dissatisfaction about any aspect of your experience at the institution, including:

- Academic matters (e.g., assessment outcomes, course delivery);
- Student services or facilities;
- Conduct of staff or students;
- Discrimination, harassment, or bullying.

An **appeal** is a request for a decision to be reviewed, typically regarding:

- Assessment or academic results;
- Disciplinary decisions;
- Special consideration or reasonable adjustment outcomes.

For detailed information regarding complaints and appeals, please refer to the *Complaints and Appeal Policy and Procedure*. Student who wishes to make a complaint or appeal a decision made by the Institute and have made themselves aware of the provisions in the *Complaints and Appeal Policy and Procedure*, they may submit a *Complaint and Appeal Form* that could be found in the Institute's website or through enquiry with the Student Services.



## External Escalation Pathways

If you are not satisfied with the outcome of QIHE's internal complaints and appeals process, you may escalate the matter to an external body for independent review. The following services are available:

- **Commonwealth Ombudsman (Overseas Student Ombudsman):** For current or former overseas students of private higher education providers. Provides free, impartial support if you are dissatisfied with QIHE's internal resolution process.  
📞 **1300 362 072** | 🌐 [www.ombudsman.gov.au/making-a-complaint/overseas-students](http://www.ombudsman.gov.au/making-a-complaint/overseas-students)
- **Resolution Institute:** For domestic students or matters not covered by the Commonwealth Ombudsman. Offers specialised mediation and dispute resolution services.  
📞 **+61 2 9251 3366** | 📩 [infoaus@resolution.institute](mailto:infoaus@resolution.institute) | 🌐 [www.resolution.institute](http://www.resolution.institute)
- **Administrative Review Tribunal (ART):** For reviewable decisions as defined under legislation. The Tribunal may charge fees.  
📞 **1800 228 333** | 🌐 [www.art.gov.au](http://www.art.gov.au)
- **Australian Human Rights Commission (AHRC):** Provides a free complaint process for discrimination and human rights matters.  
📞 **1300 656 419** | 🌐 [www.humanrights.gov.au/complaints](http://www.humanrights.gov.au/complaints)
- **Australian Competition and Consumer Commission (ACCC):** For matters relating to breaches of the Competition and Consumer Act 2010.  
🌐 [www.accc.gov.au](http://www.accc.gov.au)

For further information, please refer to the *Complaints and Appeal Policy and Procedure*.

 Students are encouraged to use QIHE's internal procedures first, but these external pathways remain available.



# Exams, Grading, and Penalties

## Exams

- Exams are scheduled in the **final exam week of each semester** and communicated **at least one week in advance**.
- Each exam runs for **2 hours**, including **10 minutes of reading time**.
- Exams are **invigilated** to ensure fairness and integrity.
- **No unauthorised** materials, devices, or AI tools may be used.
- Any breach of exam rules is treated as **academic misconduct** and **subject to penalties**.

## Grading

- QIHE uses the standard Australian higher education grading scale:
  - HD (85–100%): High Distinction – Outstanding achievement
  - D (75–84%): Distinction – Excellent performance
  - C (65–74%): Credit – Good performance
  - P (50–64%): Pass – Meets minimum standards
  - N (0–49%): Fail – Unsatisfactory performance
- Other grades include: Satisfactory/Unsatisfactory, Withdrawn, Withdrawn Fail, Deferred, Supplementary, Exempt.
- Final results are released on the LMS **within 2 weeks** of the semester ending.

## Penalties for Late Submission

- Assessments submitted late without approval are penalised **5% per day**.
- Work more than **7 days late** will not be accepted and will receive a **mark of zero**.
- Extensions may be granted for **valid reasons** (e.g., illness, critical incident) with supporting evidence.

## Academic Misconduct

- Misconduct includes **plagiarism, collusion, cheating in exams, contract cheating, and unauthorised use of AI tools.**
- Penalties range from a **written warning** to **zero marks**, and in severe or repeated cases, **suspension** or **exclusion** from QIHE.

## Appeals

- Students who believe an exam or assessment was unfairly marked may request a **review of grade**.
- Appeals must be submitted within **20 working days**, following the *Complaints and Appeal Policy and Procedure*.
- Students **remain enrolled** while their appeal is under review.

For further information, please refer to the *Assessment Policy and Procedure*, *Academic Integrity Policy and Procedure*, *Academic Progression and Graduation Policy*, and the *Complaints and Appeal Policy and Procedure*.



# Your Support Services

## Disability Support

Students with disabilities are entitled to equal access to learning, assessment, and campus facilities. Reasonable adjustments may be made to support individual needs — for example, extra time in assessments, alternative learning formats, or access to assistive technologies — without compromising academic integrity. Students are encouraged to contact Student Services early so support plans can be put in place.

For further details, please refer to the *Equity and Diversity Policy*, the *Assessment Policy and Procedure*, and the *Student Support and Consultation Policy*.

## At-Risk Monitoring and Support

QIHE actively monitors academic progress and engagement to identify students who may be “at risk” of not meeting program requirements. At-risk students will be contacted and offered tailored support such as learning support sessions, extra tutorials, academic counselling, or referral to wellbeing services. These interventions aim to help students succeed and remain on track with their studies.

For further details, please refer to the *Academic Progression and Graduation Policy* and the *Student Support and Consultation Policy*.



# **QIHE Policies and Procedures**

To support your academic journey and campus experience, our institution has established comprehensive policies and procedures that outline your rights, responsibilities, and the standards we uphold. These Policies ensure fairness, transparency, and the safety and wellbeing of all students. All student-related policies and procedures are available on the [QIHE website](#).

We encourage all students to familiarise themselves with these Policies to understand their rights and responsibilities within the learning environment. Policies and procedures may be updated to reflect evolving regulations and best practices. It's important to regularly check the website to ensure you are aware of any changes that may affect you.

For assistance or clarification on any Policy, please contact the Student Services Team where they will be happy to guide you through the relevant documents.



**POLICIES  
AND  
PROCEDURES**

# Deferment, Withdrawal and Cancellation of Enrolment

At QIHE, we recognise that students may face personal, academic, or unforeseen circumstances that require changes to their enrolment. The following options are available under QIHE's *Deferment, Withdrawal, and Cancellation Policy and Procedure*.

## 1. Deferment of Enrolment

Deferment allows students to delay the start or continuation of their studies due to compassionate or compelling circumstances, such as:

- Serious medical conditions (verified by medical certificate);
- Family or personal emergencies;
- Unforeseen financial hardship;
- Visa, military, or legal obligations.

### Key Points:

- Normally, deferment is **limited to one semester**. Extensions may be considered in exceptional cases, subject to Dean approval.
- International students can defer for **no more than one semester** (visa conditions apply).
- Students must complete the *Deferment, Withdrawal, and Cancellation Form* with supporting documentation.
- Requests are reviewed by the Dean and outcomes are communicated **within 10 working days**.



## 2. Withdrawal from Enrolment

Withdrawal means formally discontinuing your course at QIHE.

- Students may withdraw for **personal, academic, financial, or health-related reasons**.
- International students should be aware that withdrawal **may affect their student visa status**.
- Applications must be made through the *Deferment, Withdrawal, and Cancellation Form with relevant evidence* (e.g., medical certificates, transfer to another provider, or visa-related documentation).
- Approved withdrawals result in the **cancellation of enrolment**, and for international students, **PRISMS will be updated accordingly**.

## 3. Cancellation of Enrolment

Cancellation may be:

- **Student-Initiated:** When you apply for withdrawal, OR
- **Institute-Initiated:** When QIHE cancels enrolment due to reasons such as:
  - Academic or behavioural misconduct;
  - Breach of visa conditions (international students);
  - Non-payment of fees;
  - Failure to meet academic progression requirements.
- Before cancellation is finalised:
  - Students receive written notice with reasons, the effective date, and information about their right to appeal.
  - Students have 20 working days to lodge an appeal (see *Complaints and Appeal Policy and Procedure*).



## Visa Implications (International Students)

- Deferment, withdrawal, or cancellation will impact your *Confirmation of Enrolment (CoE)* and may affect your student visa.
- QIHE will report enrolment changes to the Department of Home Affairs (DHA) via PRISMS within 7 business days.
- Students are advised to seek guidance from the Student Services Team or the DHA to understand their visa obligations.

## How to Apply

- Complete the *Deferment, Withdrawal, and Cancellation Form*, available from the Student Services Hub or QIHE website.
- Provide supporting documentation in English (or certified translation).
- Submit via the Student Services Team email.
- You will be notified of the outcome in writing.

 Students are strongly encouraged to seek advice from Student Services before making a decision, as changes to enrolment may have academic, financial, and visa-related consequences.



# Advanced Standing and Credit Transfer

- If you have completed prior studies or have relevant work experience, you may be eligible for advanced standing (credit) towards your program at QIHE.
- Credit may be granted for:
  - **Formal learning** (studies at universities, TAFE, or other recognised institutions);
  - **Informal learning** (workplace training with certification);
  - **Non-formal learning** (skills and knowledge demonstrated through professional or personal experience).
- Applications must be submitted with your admissions application or before the start of your first semester.
- You will need to provide supporting documents such as transcripts, certificates, or a portfolio of work.
- Maximum credit is normally limited to **50% of a Bachelor program** (i.e. 120 credit points in a 3-year degree).
- Decisions are made fairly, consistently, and in line with the [AQF](#).
- If you disagree with a decision, you may **appeal under the *Complaints and Appeal Policy and Procedure***.

For further information, please refer to the *Advanced Standing, Credit Transfer and Articulation Policy* and the *Complaints and Appeal Policy and Procedure*.

# National Code of Practice and Student Rights

The **National Code of Practice** ensures that overseas students studying in Australia receive high-quality education and support. At QIHE, we follow these standards to provide a safe, fair, and supportive learning environment.

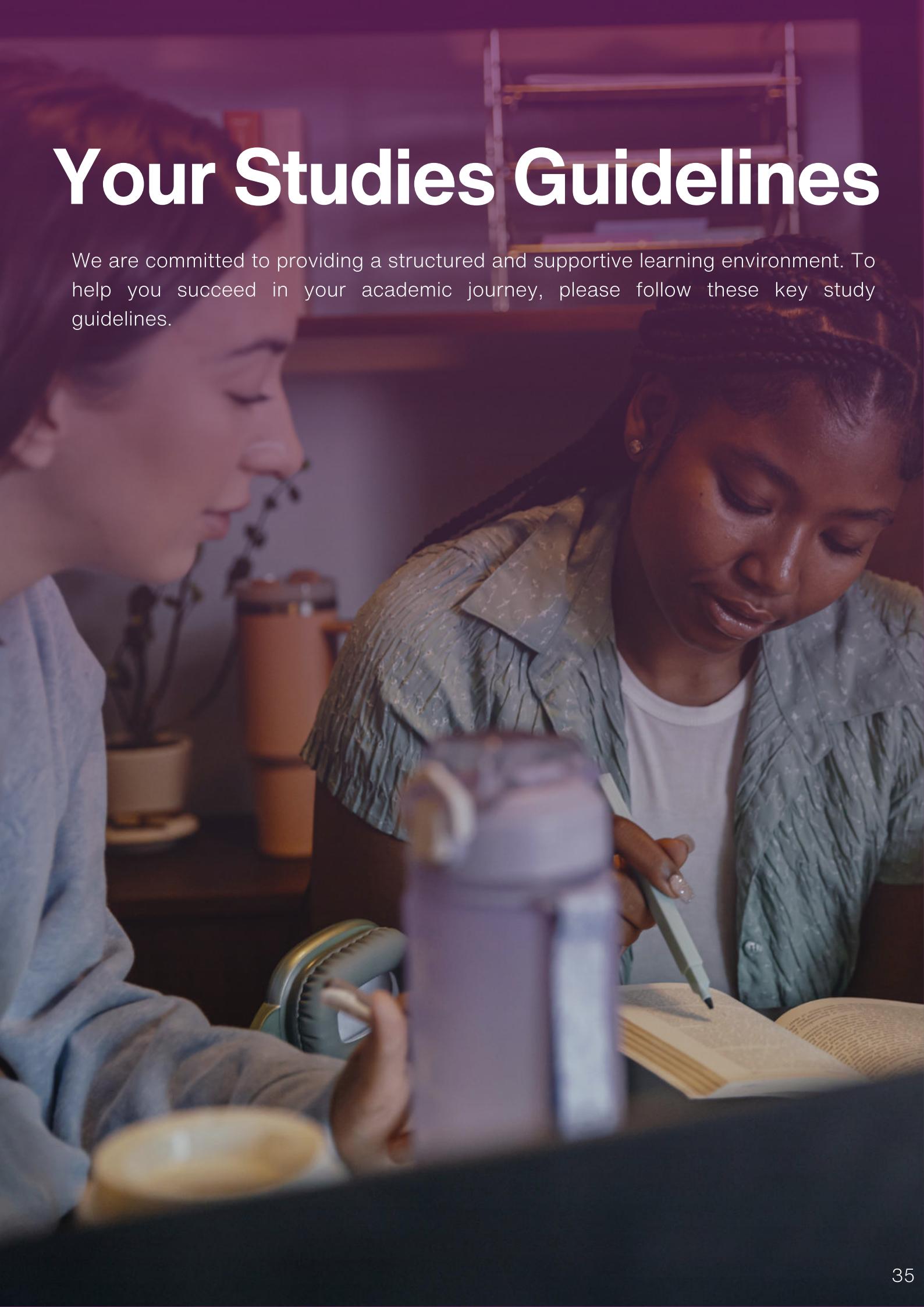
## Key commitments include:

- **Recognition of Prior Learning (RPL):** We assess and record students' previous learning through a formal process;
- **Refunds:** Refunds are provided according to the *QIHE Fee Refund Policy*;
- **Written Agreements:** Students are responsible for keeping copies of their written agreement and receipts for all tuition and non-tuition payments;
- **Admissions:** Students are recruited in accordance with the National Code 2018 and *QIHE Admission Policy and Procedure*;
- **Fairness and Equity:** We are committed to Equal Employment Opportunity and fairness in all practices;
- **Qualified Staff:** All academic staff and assessors are suitably qualified and experienced, with ongoing professional development;
- **Compliance:** We follow guidelines issued by the Department of Home Affairs;
- **Student Support:** Adequate support is provided before arrival, on arrival, and throughout study;
- **Privacy and Safety:** Student personal information is securely maintained, and international students are protected while in Australia;
- **Quality Assurance:** We uphold national standards to protect Australia's reputation and enable government monitoring and regulation;
- **Student Visa Integrity:** Our practices support the integrity of the student visa program.

For more information on the ESOS framework and the National Code, visit: [Education Services for Overseas Students \(ESOS\) Framework](#).

# Your Studies Guidelines

We are committed to providing a structured and supportive learning environment. To help you succeed in your academic journey, please follow these key study guidelines.



# Attendance and Participation

Active participation and consistent attendance are essential to your academic success and to meeting the requirements of your program. Attending classes and engaging with learning activities will help you build the knowledge and skills necessary to achieve your learning outcomes.

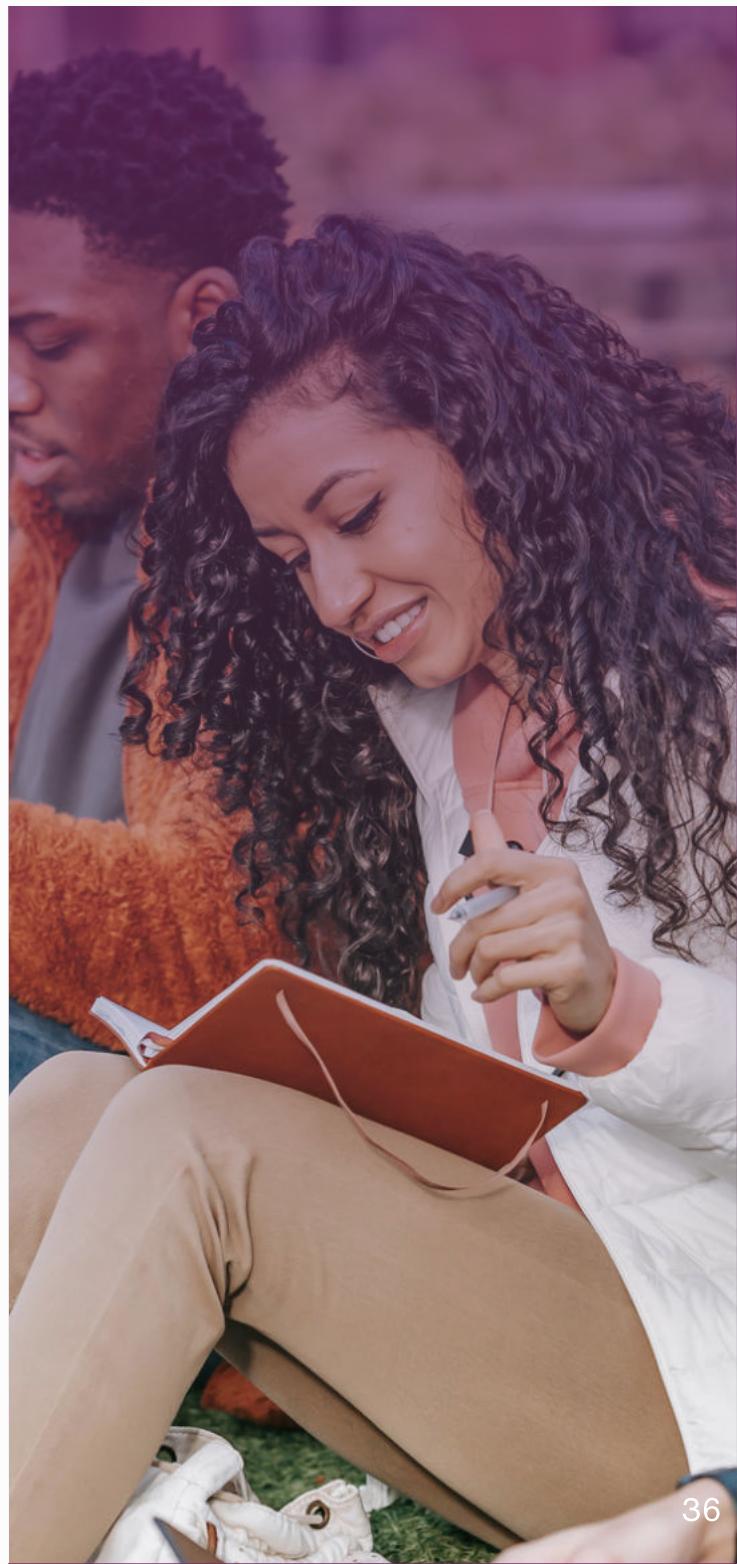
Students are expected to:

- Attend all scheduled lectures and tutorials;
- Arrive on time and stay for the full duration of each class;
- Participate actively in class discussions, group work, and learning activities.
- Notify the lecturer or Student Services in advance if unable to attend a class.

Your attendance will be monitored and missing too many classes without valid reasons may affect your ability to pass the course or meet the program progression requirements.

If you are unable to attend class due to illness, personal circumstances, or unforeseen events, you should:

- Inform the Student Services and/or your lecturer as soon as possible;
- For absences longer than one class or during assessments, you may be asked to provide evidence (e.g., medical certificate).



## Key Points:

- Once your absence has been approved, catch up with your missing class and review the learning materials provided in the *Learning Management System (LMS)*. You may reach out to your lecturer for guidance. Remember to maintain regular communications about your situation to ensure that you remain engaged with your studies.
- For international students on a student visa, maintaining satisfactory attendance is a requirement under your visa conditions. Failure to meet attendance requirements may impact your enrolment status and visa compliance. If you have concerns about your attendance, please seek advice from Student Services.
- Other than attendance, participation goes beyond physical attendance — it involves engaging with course materials, contributing to class discussions, and completing assigned readings and activities. Active participation enhances your learning experience and supports a collaborative academic environment. By staying engaged and attending classes, you maximise your learning experience and set yourself up for academic success.

For more information, please refer to *Academic Progression and Graduation Policy*.



# Awards and Graduation

- To graduate, you must successfully complete all course requirements for your program within the maximum time allowed (standard duration plus 50%).
- Only students who have settled all fees, fines, or outstanding debts are eligible to graduate.
- Eligible students are formally approved for graduation by the Academic Board and conferred their award by the Governing Council.
- You may:
  - **Graduate in person** at a ceremony.
  - **Graduate in absentia** (your award is conferred but you do not attend the ceremony).
  - **Defer graduation** once, up to the next scheduled ceremony.
- All graduates receive official award documents (testamur, transcript, and record of results) issued in line with the AQE.
- Documents include your name, qualification title, date of issue, provider details, and a unique serial number for authenticity.
- Replacement documents may be issued if originals are lost or damaged, upon formal request.
- Students who complete courses but not the full award will receive an official record of results.

## Graduation Clearance Requirement

Before you can graduate, you must meet all program requirements and ensure that your student record is cleared of outstanding obligations. This includes:

- Returning all borrowed library items and settling any overdue fines;
- Paying all outstanding tuition fees and other charges by the published cut-off date.

Students who have not cleared their accounts or returned library resources will not be eligible to graduate or receive official award documents.

If you disagree with a graduation decision, you may appeal within 20 working days under the Complaints and Appeal Policy and Procedure.

For further information, please refer to the *Academic Progression and Graduation Policy*, the *ICT Services and Library Facilities Policy*, and the *Complaints and Appeal Policy and Procedure*.

# **Student Learning and Campus Facilities**

## **Computer Lab and Classrooms**

- Computer labs are equipped with the software and tools you need for your studies.
- Access is for academic purposes only — personal use must not interfere with QIHE operations.
- Always log in with your student ID and take care of equipment.
- Misuse (e.g., downloading illegal content, inappropriate online activity, or installing unauthorised software) is strictly prohibited and may lead to disciplinary action.
- For IT support, contact the Institute's IT Team.

## **Student Common Room**

- A dedicated space for relaxation, informal study, and social connection.
- Please respect shared use by keeping the area tidy and considerate of others.
- Food and drink may be consumed, but waste must be disposed of responsibly.

## **Library Borrowing**

- The Library is open Monday to Friday, 9:00 am – 5:30 pm (closed weekends and public holidays unless otherwise advised).
- To borrow books, you must present your student ID card.
- Students may borrow up to two books at a time for a period of 10 working days.
- Books may be renewed once for a further 10 working days if they are not reserved by another student.
- All borrowed items must be returned on or before the due date.
- Failure to return books on time may result in penalties and may affect your borrowing privileges.
- All library materials must be returned and outstanding fines cleared before you can graduate or request transcripts.
- The Library also provides access to a wide range of electronic books, journals, and databases through the e-library, available 24/7 with your QIHE login.

# Academic Support



QIHE is dedicated to helping you succeed in your academic studies and prepare for your future career. Whether you need assistance with coursework, want to improve your study skills, or are planning your career path, we offer a range of support services to help you achieve your goals.

Our Learning Support and Academic Integrity Manager are ready to support you in your learning experience. QIHE will arrange:

- **Study Skills Workshops:** Sessions on time management, research techniques, academic writing, referencing, and exam preparation;
- **English Language Support:** Through tailored support, students will receive guidance with academic tasks including referencing and continuing development of both their verbal and written communication abilities in English;
- **Numeracy Support:** Mentoring or dedicated sessions will be provided for students that require numeracy support;
- **Academic Counselling:** QIHE's academic staff are available to provide additional support and counselling for students on matters regarding courses and assessments;
- **Peer Support Mentoring:** Opportunities to collaborate and engage in peer-to-peer learning to help you understand course material and develop effective study strategies better.

 If you're feeling overwhelmed or falling behind, don't hesitate to reach out early — we're here to support you every step of the way.

# ICT and Library Services

QIHE provides a range of IT and library services to support your learning, research, and academic success. These resources are designed to help you access course materials, develop your digital skills, and explore academic literature on campus or beyond.

Our ICT team is here to ensure you have the tools and support you need to stay connected and make the most of your learning experience.

- **Wi-Fi and Internet Access:** Free, high-speed Wi-Fi is available across campus. Instructions for connecting your devices are provided during orientation and can be found on the announcement board in campus.
- **Student Email and Accounts:** All students are issued a QIHE email account and login credentials to access campus systems and the Learning Management System (LMS).
- **Learning Management System (LMS):** Your central hub for accessing course materials, submitting assignments, viewing grades, and engaging with online discussions.
- **Software and Tools:** Access to essential software, including word processing, spreadsheet, and presentation tools. Some courses may provide additional specialised software.
- **Technical Support:** ICT staff are available to assist with technical issues, such as account access, software troubleshooting, and device connectivity.

## Contact IT Support:

- Email: TBA

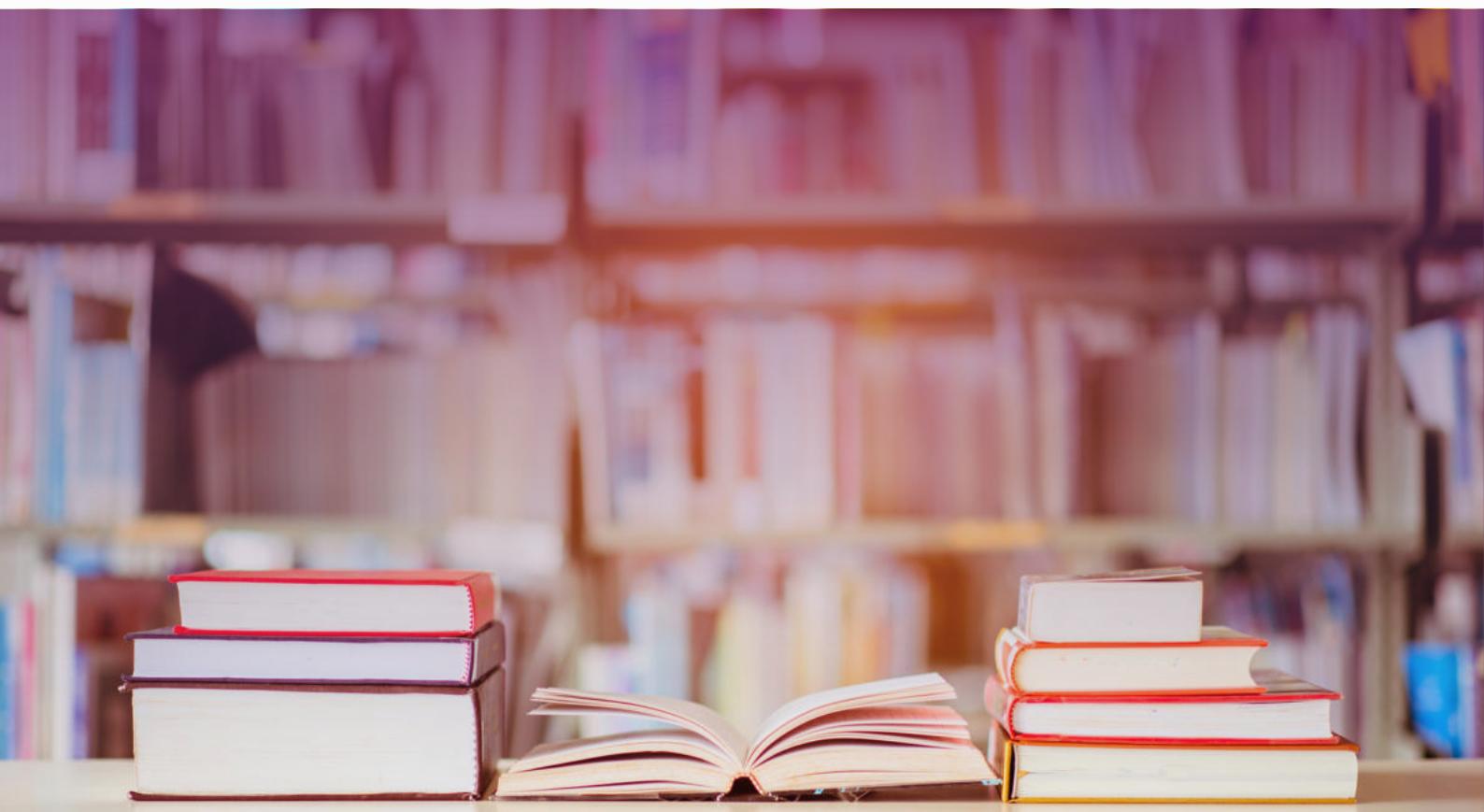
Our Library Services offer access to a wealth of academic resources, study spaces, and research support to enhance your learning. Whether you need scholarly articles, textbooks, or research assistance, the library is your gateway to academic knowledge.

- **Library Resources and Facilities:**

- Print and Digital Collections: Access to books, journals, research databases, e-books, and multimedia resources.
- Study Spaces: Study areas, collaborative group study rooms, and computer workstations.
- Research Databases: Explore academic literature through our comprehensive database subscriptions, accessible on-campus or remotely when you are outside campus.
- Library Workshops and Tutorials: Keep an eye on workshops or tutorials that might be held around the campus' library.

**Library Location:** Level 4, 16-18 Wentworth Street, Parramatta NSW 2150

**Library Hours:** Mon-Fri | 09:00 – 17:30



# Your Learning Management Systems (LMS)

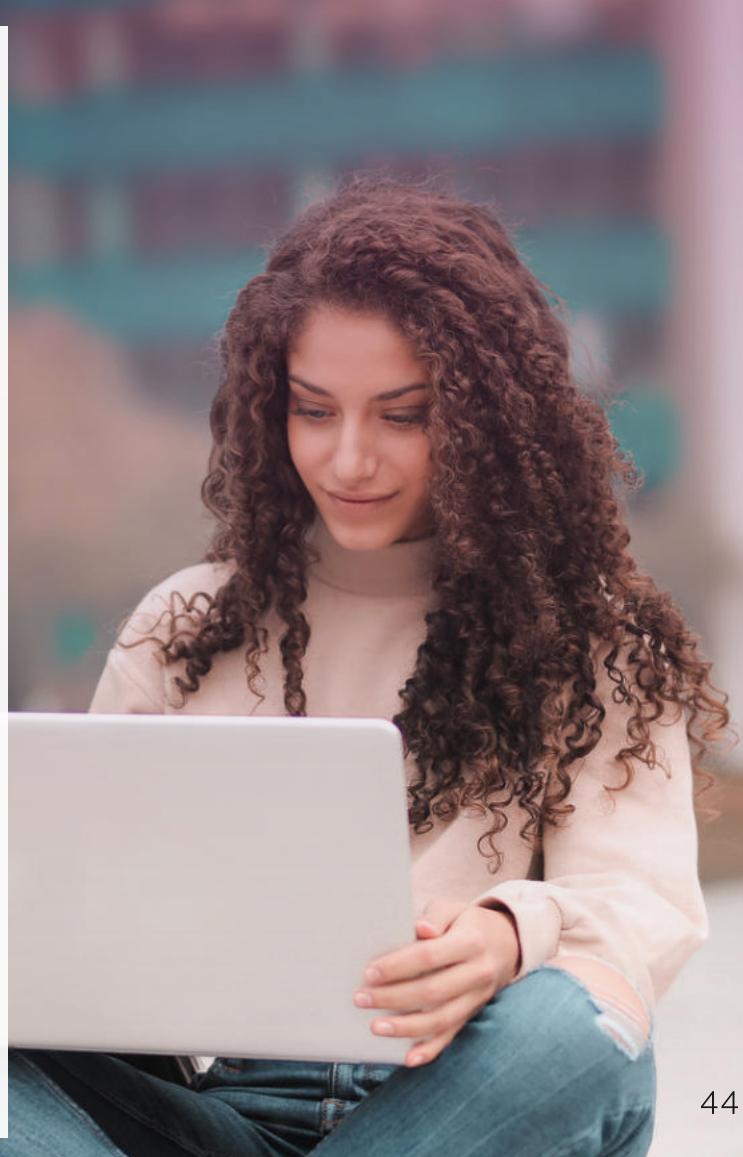
The **Learning Management System (LMS)** is your central online platform for managing your studies at QIHE. It provides access to course materials, announcements, assessments, and communication tools, supporting both on-campus and approved distance learning.

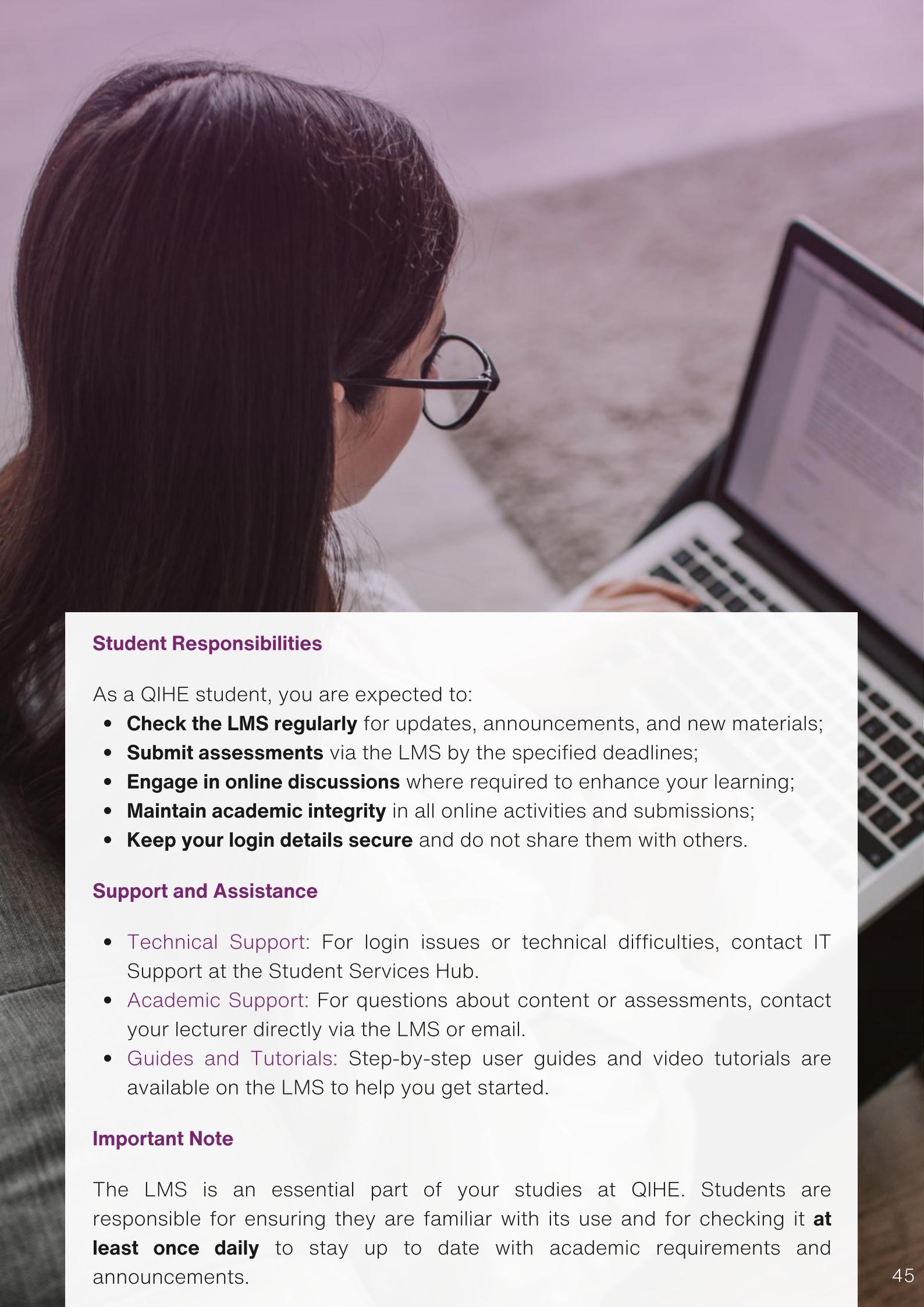
- You will receive your **login details** upon enrolment.
- The LMS can be accessed from any internet-enabled device.
- If you experience difficulties logging in, contact the IT team through the Student Services Hub.

## Features of the LMS

The LMS is designed to support your learning journey. Key features include:

- **Course Materials:** Access lecture notes, readings, recorded lectures, and other resources;
- **Announcements:** Stay updated with important information from lecturers and QIHE staff;
- **Assessments:** Submit assignments online and check due dates;
- **Grades and Feedback:** View results and lecturer feedback securely.
- **Discussion Forums:** Participate in online discussions, group work, and peer collaboration;
- **Timetables and Calendars:** Keep track of class schedules and assessment deadlines.



A close-up photograph of a person with long dark hair and glasses, wearing a white shirt, looking down at a laptop computer. The laptop screen is visible on the right side of the frame, showing some text. The background is blurred.

## Student Responsibilities

As a QIHE student, you are expected to:

- **Check the LMS regularly** for updates, announcements, and new materials;
- **Submit assessments** via the LMS by the specified deadlines;
- **Engage in online discussions** where required to enhance your learning;
- **Maintain academic integrity** in all online activities and submissions;
- **Keep your login details secure** and do not share them with others.

## Support and Assistance

- **Technical Support:** For login issues or technical difficulties, contact IT Support at the Student Services Hub.
- **Academic Support:** For questions about content or assessments, contact your lecturer directly via the LMS or email.
- **Guides and Tutorials:** Step-by-step user guides and video tutorials are available on the LMS to help you get started.

## Important Note

The LMS is an essential part of your studies at QIHE. Students are responsible for ensuring they are familiar with its use and for checking it **at least once daily** to stay up to date with academic requirements and announcements.

# Health, Safety and Wellbeing at QIHE

Your safety and wellbeing are our top priorities. We are committed to providing a secure, supportive, and inclusive campus environment where you feel safe and can thrive both personally and academically. This section outlines the services, resources, and measures in place to protect your safety and promote your overall wellbeing.

# Health, Safety and Critical Incidents

- QIHE is committed to maintaining a safe and healthy environment for all students, staff, and visitors in line with the Work Health and Safety Act 2011 (NSW) and related regulations.
- The Institute has a *Critical Incident Management Plan* to respond quickly and effectively to emergencies such as serious accidents, natural disasters, medical emergencies, or security threats.
- In the event of a critical incident, QIHE prioritises student safety and will provide ongoing support, including access to counselling and wellbeing services.
- Students are encouraged to familiarise themselves with health and safety information provided during Orientation, on campus, and in this *Handbook*.

For further information, please refer to the *Health and Safety Policy* and the *Emergency and Emergency and Critical Incident Management Policy*.



# Emergency and Crisis Response Procedures

The Institute has established comprehensive procedures to manage and respond to emergencies and critical incidents, ensuring swift and effective action to protect students, staff, and visitors.

## Incident Levels

- **Level 1 (Minor Incident):** Low-risk events (e.g., minor injury, small electrical fire) handled by staff or external services as needed.
- **Level 2 (Moderate Incident):** Medium-risk incidents (e.g., building damage, data breach) requiring coordinated staff efforts and possible external support.
- **Level 3 (Critical Incident):** High-risk situations (e.g., natural disasters, major injury, active threats) triggering full activation of the Critical Incident Management Team (CIMT) and external emergency services.

## What to Do in an Emergency

- **Stay Safe:** Prioritise your safety and follow staff instructions.
- **Report the Incident:** Inform staff immediately or contact campus security.
- **Follow Emergency Procedures:** Evacuate if necessary, following pre-established evacuation routes.



## Support After an Incident

- **Counselling and Wellbeing Services:** Available for emotional and psychological support.
- **Medical Assistance:** Immediate first aid and referrals to medical providers.
- **Operational Continuity:** The Institute will restore services and provide ongoing support to affected students and staff.

## Staying Prepared

- Emergency procedures are covered in the *Student Orientation* and during *Staff Inductions* and information will be displayed around campus.
- Regular training and evacuation drills are conducted to ensure readiness.

For more detailed information, please refer to the *Emergency and Critical Incident Management Policy* available on the Institute's website or contact the Student Services.



# Relevant Services in NSW

## Emergency Contacts

- QIHE Student Services Manager: **TBA**
- Police, Fire, Ambulance: Dial **000** (life-threatening emergencies)
- NSW State Emergency Service (SES): **132 500** (floods, storms, natural disasters)
- Poisons Information Centre: **13 11 26**
- Health direct Australia: **1800 022 222** (24/7 health advice and medical assistance)
- National Security Hotline: **1800 123 400** (to report suspicious activity or threats)

## Local Parramatta Services

- Hospitals (24/7 Emergency Departments):
  - Westmead Hospital – Hawkesbury Road, Westmead NSW 2145 | Phone: **(02) 8890 5555**
  - Westmead Children’s Hospital – Hawkesbury Road, Westmead NSW 2145 | Phone: **(02) 9845 0000**
- Medical Centres (General Practice):
  - Parramatta Medical Centre – 451 Church Street, Parramatta NSW 2150 | Phone: **(02) 9635 8282**
  - Myhealth Medical Centre – Level 2, Westfield Parramatta NSW 2150 | Phone: **(02) 7809 8800**
- Police:
  - Parramatta Police Station – 12 Charles Street, Parramatta NSW 2150 | Phone: **(02) 9633 0799**

## State and National Support Services

- Lifeline: **13 11 14** (24/7 crisis support and suicide prevention)
- NSW Mental Health Line: **1800 011 511** (24/7 mental health support and triage)
- Sexual Assault and Domestic Violence Helpline (1800RESPECT): **1800 737 732** (24/7 confidential support)
- NSW Rape Crisis Centre: **1800 424 017** (support for sexual violence survivors)
- Red Cross Emergency Services: **1800 733 276** (disaster relief and recovery support)
- SafeWork NSW: **13 10 50** (workplace health and safety concerns)
- Translating and Interpreting Service (TIS National): **131 450** (for non-English speakers requiring interpreter services)

# Policies on Sexual Harassment and Assault

We are committed to fostering a safe and respectful learning environment, with a **zero-tolerance** policy towards sexual assault and sexual harassment. Our Policies outline preventive measures, support services, and clear procedures for responding to incidents, ensuring the safety and wellbeing of all students and staff.

## Prevention and Awareness

We actively work to prevent sexual misconduct through:

- **Policy Integration:** Embedding safety and respect in related Policies (e.g., *Equity and Diversity, Student Code of Conduct*).
- **Awareness Training:** Educating staff and students on respectful relationships, consent, and reporting procedures.
- **Safe Reporting Culture:** Encouraging reporting and disclosures without fear of victimisation.

## Reporting and Response

If you experience or witness sexual harassment or assault, you have the right to report the incident at any time. Reports can be made:

- **Directly to Student Services:** In person, by phone, or via email.
- **Anonymously:** While anonymous reports are accepted, providing details helps us respond more effectively.
- **To External Authorities:** You have the right to report incidents to the police or external bodies like the [NSW Anti-Discrimination Board](#).

QIHE will:

- **Prioritise Safety:** Immediate support, medical care, and campus security measures will be offered.
- **Respect Your Choices:** You decide whether to involve the police or proceed with a formal complaint.
- **Maintain Confidentiality:** All reports will be handled sensitively, with records stored securely and shared only with relevant personnel or authorities as required by law.

# Support Services

We offer comprehensive support, including:

- **Counselling and Mental Health Services:** Free, confidential support for those affected.
- **Academic Adjustments:** Special considerations for assessments or classes.
- **Emergency Contacts:**
  - QIHE Student Counsellor: **TBA**
  - NSW Rape Crisis Service: **1800 424 017** (24/7)
  - **1800RESPECT:** **1800 737 732** (24/7)

## Consequences and Accountability

Any staff or student found to have breached this Policy may face disciplinary action, including suspension or exclusion, depending on the severity of the behaviour.

For more details, please refer to the *Sexual Assault and Sexual Harassment Policy* available on the Institute's website or contact Student Services.

Your safety matters — if you need help, please reach out. We are here to support you.



# Fees and Financial Support

Understanding your tuition fees and payment obligations is essential for managing your studies smoothly.



# Tuition Fees

Your tuition fees cover the cost of your program, including access to teaching resources, library services, student support, and campus facilities. Fees may vary based on your course, enrolment status, and whether you are a domestic or international student.

The full breakdown of tuition fees for each course is available on the [QIHE website](#) and detailed in your *Letter of Offer*.

# Supplementary Fees

QIHE is committed to being transparent about all student costs. In addition to tuition fees, some services may attract supplementary fees. A full *Schedule of Supplementary Fees* is published on the [Institute's website](#) and included in the *Prospectus*.

Students are also informed about any applicable supplementary fees during the *New Student Orientation Program*. QIHE reviews its fees annually, and fees are subject to change. Students are encouraged to regularly check the [Institute's website](#) to ensure they have the most up-to-date information.



# Tuition Protection Service (TPS)

The **Tuition Protection Service (TPS)** is an Australian Government initiative that supports international students in the unlikely event that QIHE is unable to deliver their course. TPS ensures that affected students can either continue their studies with an alternative provider or receive a refund for any uncompleted portion of their course.

This protection applies to international students holding a valid student visa and studying at an Australian higher education institution.

If QIHE is unable to deliver your program, you will be:

- Offered an alternative program at another provider (with minimal disruption).
- Given a refund for any unspent tuition fees if an alternative program is not available.
- Guided through the process by the TPS to ensure a smooth transition.

## Key points to remember!

- You have choices and support in case of unexpected disruptions to your studies.
- The TPS website provides step-by-step guidance on the process.
- Always ensure your contact details are up to date with QIHE to receive important TPS-related notifications.

 **More Information:** Visit the *Tuition Protection Service (TPS)* website for details: [www.tps.gov.au](http://www.tps.gov.au)

# Payment Schedules

Tuition fees are payable by the due dates specified in your *Letter of Offer*. Fees are typically charged per semester, with payment due before the commencement of each study period.

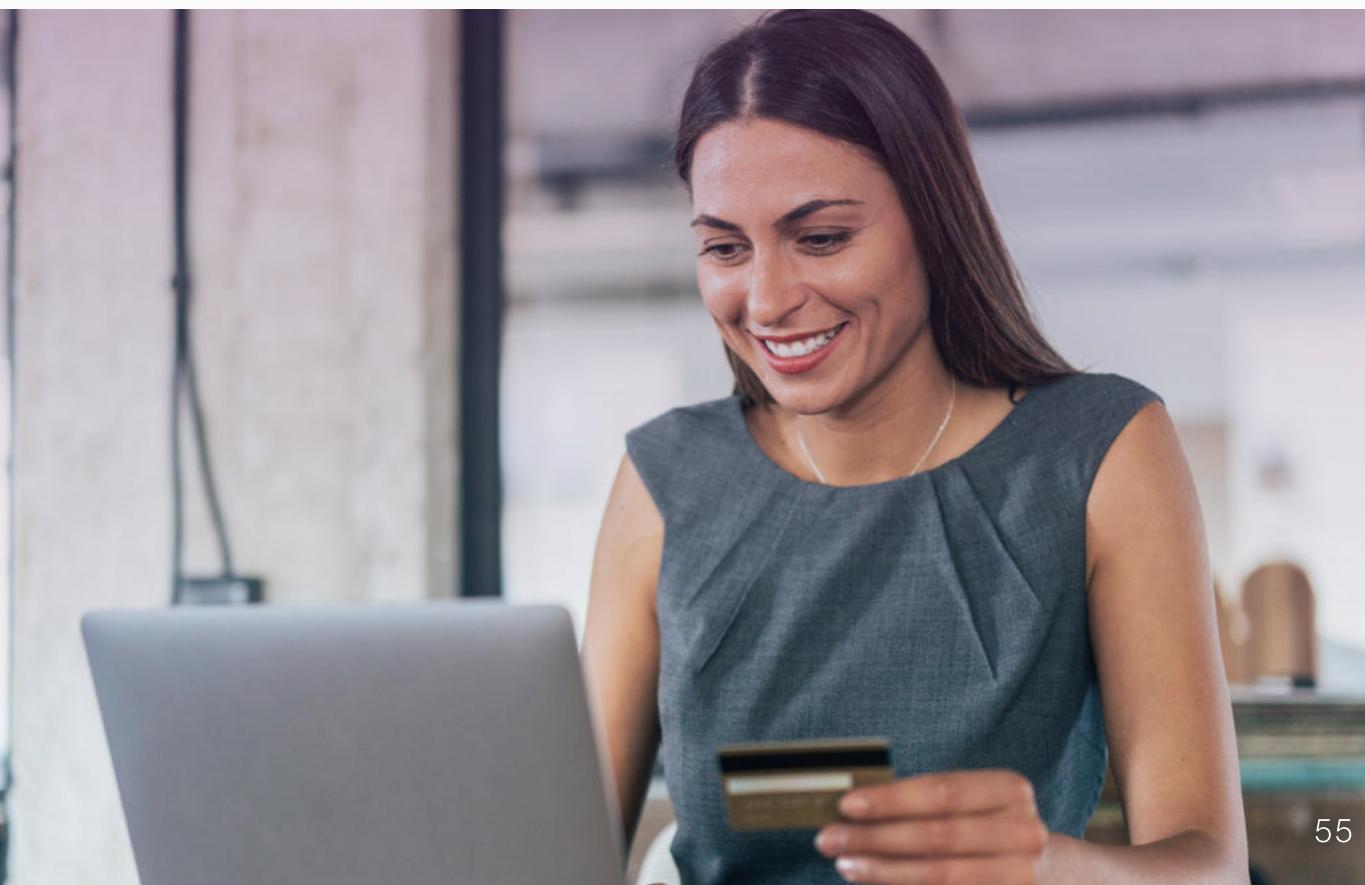
Please see [QIHE website](#) for more detailed and updated information on your payment schedules.

# Payment Methods

You can pay your fees via:

- **Bank Transfer:** Direct deposit to the Institute's nominated bank account (details provided on your invoice).
- **Online Payment Portal:** Secure online payments through the student portal.
- **Credit or Debit Card:** Payments can be made in person or online.

**Important:** Always include your **Student ID** when making payments to ensure your fees are correctly allocated.



# Refunds and Fee Adjustments

Refunds, fee adjustments, and special considerations are handled according to the *Fee Refund Policy*. If you withdraw from a course or program, your eligibility for a refund will depend on the date of withdrawal and the circumstances outlined in the Institute's Policies.

## 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 <b>4+ weeks before semester starts</b>	100% refund of tuition fees
International student visa <b>refused (before course starts)</b>	100% refund of tuition fees
Cancel enrolment <b>less than 4 weeks before semester starts</b>	90% refund of tuition fees
Cancel enrolment <b>after semester starts but before census date</b>	No refund of first semester tuition fees
Cancel enrolment <b>after census date</b>	No refund
Enrolment cancelled by Institute for <b>fraudulent documentation</b>	No refund
Student visa <b>cancelled after census date</b>	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)*.

# Financial Support and Assistance

If you're experiencing financial hardship or have difficulty meeting payment deadlines, support is available. You may be eligible for:

- **Payment Plans:** Structured instalments to spread your fee payments over time.
- **Scholarships and Grants:** To be considered in the future, subject to Governing Council approval and regulatory requirements. Updates will be published on the [QIHE website](#) once available.

For more information, please contact the Student Services or refer to [QIHE website](#).



Staying informed about your tuition fees and payment schedule ensures you can focus on your studies without unnecessary stress. If you have any questions or concerns, we encourage you to reach out — we're here to help!



# Life in Australia

Studying in Australia is an exciting opportunity to immerse yourself in a diverse and vibrant culture while receiving a world-class education. This section provides helpful information to support your transition and make your experience enjoyable, safe, and fulfilling.



# Integrating to Life in Australia

Moving to a new country can be both exciting and challenging. Australia is known for its multicultural communities, friendly people, and laid-back lifestyle. To help you settle in:

**Culture and Diversity:** Australia is home to people from all over the world, so you'll experience a rich blend of cultures, cuisines, and traditions. Respect for others and inclusivity are core Australian values.

**Getting Around:** Public transport is widely available, including buses, trains, and ferries. Consider getting an Opal card (in NSW) for easy access to public transport.

**Local Essentials:** Learn where to find supermarkets, banks, pharmacies, and shopping centres. Parramatta, for example, is a thriving city with plenty of amenities and green spaces to explore.

**Staying Connected:** Set up an Australian mobile number and explore local internet providers to stay in touch with friends and family.

 Attend student orientation, join student clubs, and participate in local events to build connections and feel part of the community.



# Accommodation

Finding a comfortable and safe place to live is an important step in settling into your studies. Accommodation options include:

- **Student Housing:** Purpose-built accommodation close to campus with facilities like study rooms, communal kitchens, and social events.
- **Private Rentals:** Apartments or shared houses can offer more independence. Be sure to understand your lease agreement and rights as a tenant.
- **Homestay:** Live with a local host family for a more immersive cultural experience, including meals and support.
- **Temporary Accommodation:** Hotels, hostels, or short-term rentals are great options while you search for long-term housing.

You can also try to find roommates or housemates via Flatmates. But remember to be careful while finding a place to stay or who you are staying with. For advice on finding accommodation or understanding rental agreements, contact the Student Services.

**Useful Links:** Study NSW: <https://www.study.nsw.gov.au/current-students/living-in-nsw/accommodation/>



# Health Services

Your health and wellbeing are essential to your success as a student. Australia's healthcare system is world-class, and you'll have access to a range of services.

## Overseas Student Health Cover (OSHC):

International students are required to have OSHC, which covers basic medical expenses, doctor visits, and hospital care. Make sure that you have your OSHC details and card at hand any time.



When there are any emergencies, or you are feeling unwell:

- **General Practitioners (GPs):** Your first point of contact for non-emergency medical issues.
  - You can try to use apps such as [HotDoc](#), [Healthengine](#), [Healthdirect](#) or search in Google to look up the nearest GP around you.
- **Hospitals:** For emergency care, call **000** or visit the nearest hospital emergency department.
  - The nearest hospital around Parramatta area is the Westmead Hospital - **+61 2 8890 5555**.

If you are feeling low on your mental health:

- **Mental Health and Counselling:** You can consult QIHE's Student Service for support. External resources like [Lifeline \(13 11 14\)](#) and [Headspace](#) are also available.



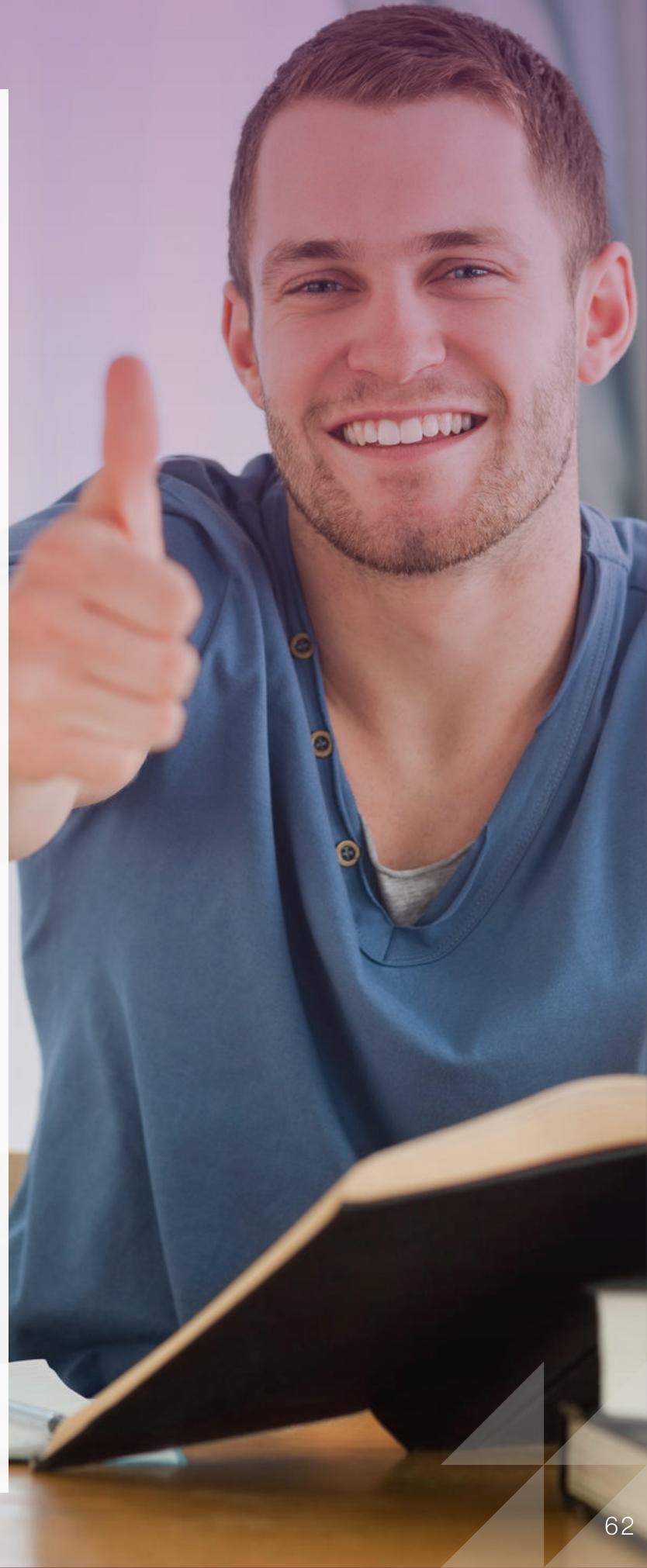
Know where the nearest medical centre and pharmacy are located and keep your insurance details handy.

## Legal Advice and Advocacy

Understanding your rights and responsibilities while studying in Australia is important. Support is available to help you navigate legal or advocacy matters:

- **Tenancy and Housing Rights:** Get advice on rental agreements, bond refunds, and tenant rights through services like Tenants' Union of NSW.
- **Workplace Rights:** If you choose to work while studying, know your rights around pay, hours, and workplace safety. The Fair Work Ombudsman provides free resources and advice.
- **Visa and Immigration Support:** For visa-related questions, seek help from registered migration agents or [Study NSW](#).
- **Legal Aid:** Free or low-cost legal services are available for issues like discrimination, consumer rights, or contracts through [Legal Aid NSW](#) or [Community Legal Centres NSW](#).

 If you need help finding the right service, the Student Services can guide you to the appropriate resource.



# Welfare Services

Living and studying in a new country can bring unexpected challenges, but you don't have to face them alone. A range of welfare services is available across New South Wales to support your wellbeing and help you navigate difficult situations.

## Community and Welfare Support

- Services Australia: Assistance with government services, including Centrelink, Medicare, and crisis payments.
- Red Cross Australia: Support for vulnerable individuals, including help with housing, food relief, and emergency assistance.
- City of Parramatta Community Services: Local resources, community centres, and programs for students living in Parramatta.

## Mental Health and Crisis Support

- Lifeline: **13 11 14** (24/7 crisis support and suicide prevention).
- Beyond Blue: **1300 22 4636** (Support for depression, anxiety, and mental health issues).
- Headspace: Mental health services for young people (12–25 years old).

## Housing and Food Assistance

- Link2Home: **1800 152 152** (24/7 support for homelessness or housing insecurity).
- OzHarvest: Provides free meals and food relief through various community hubs.
- Tenants' Union of NSW: Offers advice and advocacy for tenants' rights and rental disputes.

## Multicultural and Migrant Support

- **Multicultural NSW:** Support for international students, including language services and cultural events.
- **NSW Refugee Service:** Assistance for refugees and asylum seekers adjusting to life in Australia.

## Student-Specific Support

- **Study NSW:** Resources for international students, including legal support, career advice, and wellbeing services.
- **NSW International Student Legal Service:** Free, confidential legal advice for international students on issues like employment, tenancy, and consumer rights.

## How QIHE Can Help

If you're unsure which service to contact, or need help accessing welfare support, reach out to the Student Services. Our team can:

- Guide you to the right community or government service;
- Help you understand your rights and options;
- Provide referrals for local welfare organisations.

Your health, safety, and wellbeing are essential to your success, and there's always help available when you need it. Don't hesitate to seek support — whether you're facing personal, financial, or accommodation challenges, there's a network of services ready to assist you.



# Religious Worship and Community Services in Parramatta and NSW

Parramatta and Greater Sydney are home to many **places of worship** including:

- **Christian Church** – Parramatta Baptist Church, 84–94 Sorrell Street, Parramatta NSW 2150 | (02) 9683 2555
- **Mosque** – Parramatta Mosque, 150 Marsden Street, Parramatta NSW 2150 | (02) 9635 9539
- **Hindu Temple** – Sri Mandir Temple, 286 Cumberland Road, Auburn NSW 2144 | (02) 9646 1331
- **Buddhist Temple** – Lingyen Mountain Temple, 405–419 Elizabeth Drive, Bonnyrigg NSW 2177 | (02) 9610 8148
- **Sikh Gurdwara** – Glenwood Gurdwara Sahib, 8 Meurants Lane, Glenwood NSW 2768 | (02) 9629 1155

Community services nearby include:

- **Multicultural Community Centre** – Parramatta Mission, 119 Macquarie Street, Parramatta NSW 2150 | (02) 9891 2277
- **Study NSW International Student Hub** – City of Sydney, Level 1, 169 Macquarie Street, Sydney NSW 2000 | 02 9934 0700
- **Red Cross NSW** – 18 O’Connell Street, Sydney NSW 2000 | 1800 733 276 (volunteering, emergency services)
- **City of Parramatta Council Services** – 126 Church Street, Parramatta NSW 2150 | (02) 9806 5050

For further information, please visit [Study NSW](#) and the [City of Parramatta Council](#) websites.



Students are encouraged to connect with these services for wellbeing, social connection, and cultural support while studying.

We hope this *Handbook* has provided you with the essential information to navigate your academic journey and life at **Quantum Institute of Higher Education**. As you embark on this exciting chapter, remember that you are part of a supportive, diverse, and dynamic community where your growth and wellbeing are our top priorities.

Your time with us is not just about earning a program — it's about exploring new ideas, building lifelong connections, and discovering your potential. Take advantage of the resources, services, and opportunities available to you, and don't hesitate to seek help or guidance whenever you need it.

Stay curious, stay engaged, and embrace every challenge and success along the way. We are here to support you in achieving your goals and shaping a bright future.

**ONCE AGAIN, WELCOME TO QIHE — WE'RE EXCITED TO BE PART OF YOUR JOURNEY!**





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