



STUDENT SUPPLEMENTARY HANDBOOK QUEENSLAND

More than a qualification.

1300 887 991 | info@australiscollege.edu.au
australiscollege.edu.au



This document is uncontrolled when printed – always refer to the online version for the most up to date Student Handbook.

Supplementary Handbook:

Queensland

The Australis College Student Handbook applies to all students and needs to be read in full.

This Supplementary Handbook outlines enrolment terms and conditions specific to the Queensland Certificate 3 Guarantee and Higher-Level Skills programs subsidised by the Queensland Government.

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1. Overview

To deliver courses under Queensland state-funded programs, Registered Training Organisations must be a Skills Assure Supplier with Queensland's Department of Employment, Small Business and Training (DESBT).

Please refer to <https://www.australiscollege.edu.au/qld-government-subsidies/> for the qualifications and skill sets offered by Australis under these programs.

Certificate 3 Guarantee provides eligible students with access to subsidised training for approved Certificate III qualifications.

Higher Level Skills provides eligible students with access to subsidised training for approved Certificate IV qualifications or priority skill sets. Some approved qualifications/skill sets under this program require you to be an existing worker or meet other eligibility criteria. Any restrictions are discussed at pre-enrolment and published on the course pages on our website.

User Choice programs are delivered by Australis as QLD Traineeships for approved courses. Refer to the Traineeship Agreement and Handbook.

Enrolment Information

To aid your enrolment decision please note the following information on our website:

- [Faculty and course information](#)
- [Queensland Funding Subsidy and Co-Contribution Fee Information](#)
- [Australis College Handbooks](#)
- [Policies and procedures](#) including:
 - Access and Equity.
 - Privacy.
 - Withdrawal, Cancellation and Variation.
 - Complaints, Grievances and Appeals.
 - Core Skills Assessment.
 - Enrolment.
 - Fees and Refunds.
 - Student Information Handling Procedure.
 - Student Code of Conduct.
 - Certification and Issuance.

2. Eligibility and Entry Criteria

To apply for these programs, you must meet the following criteria:

- Be an Australian Citizen, New Zealand Citizen or Permanent Resident (includes humanitarian entrant), or temporary resident with the required visa and work permits on the pathway to permanent residency.
- Permanently reside in Queensland.
- Be aged 15 years of age and above.
- No longer attending school.
- For the Certificate 3 Guarantee, you must **NOT** hold or be enrolled in a Certificate 3 or higher-level level qualification. This does not apply to certificate III level courses attained while at school.
- For the Higher-Level Skills program, you must **NOT** hold or be enrolled in a Certificate IV or higher-level qualification. This does not include qualifications completed at school or foundation skills training.

IMPORTANT: Once you access funding under either of these models, you no longer qualify for any further subsidies under the same program. Please carefully consider your career and course options carefully before enrolling.

Our Course Advisors will guide you through the enrolment process and detail the evidence we are required to collect to confirm eligibility. For more details please refer to <https://www.australiscollege.edu.au/qld-government-subsidies/>.

Academic Suitability

During application your Course Advisor may request that you complete a government approved Literacy, Language and Numeracy (LLN) assessment named the 'Core Skills Profile for Adults' (CSPA).

These results from this will assist us in determining if the course you are interested in is suitable for your current learning needs. Where appropriate they may suggest modifications to your training and assessment or other courses or pathways for you to consider.

Co-contribution Fees

The funding does NOT necessarily fully cover the course tuition fees. You may be required to pay a co-contribution fee to the College, noting a third party or your employer may offer to pay these fees on your behalf.

The Co-contribution fee for each course Australis College offer under these programs is published on the applicable course page of the [Australis College website](#) and a breakdown of these fees per unit and payment options on the [Schedules of Tuition Fees page](#).

Concessions to these co-contribution fees are available to students whom:

- Hold a Health Care or Pensioner Concession card or partner or dependant of a person who holds the card and is named on the card (alternatively a Commonwealth official form confirming this information),
- Have a disability.
- Are Aboriginal or Torres Strait Islander.
- Are an Adult prisoner.
- Have completed Year 12 and enrol into a high priority course within 12 months of graduation within a calendar Year. *Note Australis does not presently offer courses associated with Fee-free training for Year 12 graduates.*

Should you wish to apply for a concession, you will need to provide evidence to support your concession status prior to enrolment. If evidence is unable to be supplied, the concession will be waived and co-contribution fees are payable.

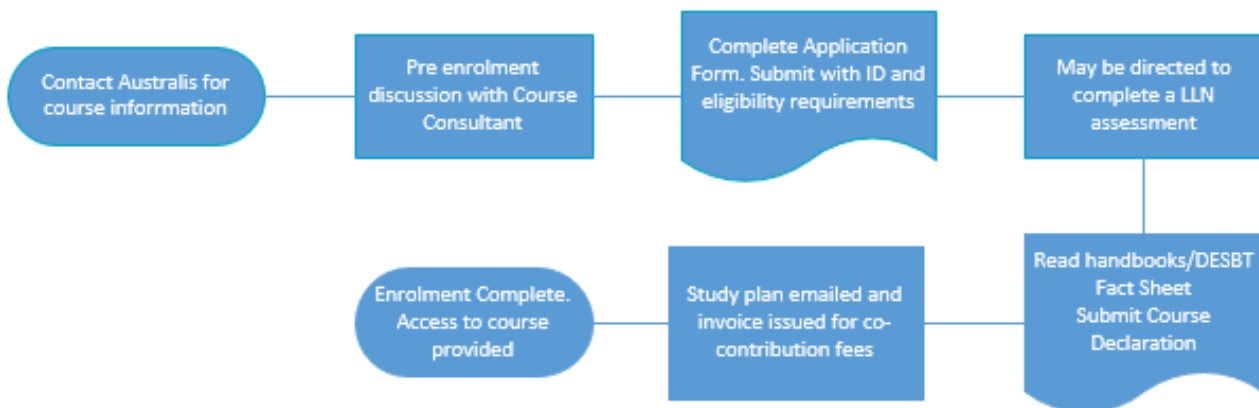
Other fees related your enrolment such as re-submissions or re-issue of certificates are referred to in the Student Handbook.

3. Making Application

Course and application enquiries are handled by our Course Advisors. They will provide you with detailed information on the overall course as well as funding eligibility and academic suitability.

Application process:

1. Complete an Application Form.
2. Submit identification and any academic evidence specific to your circumstances. This includes evidence for any Credit Transfer or Recognition of Prior Learning. You may be asked to complete the LLN Assessment as well.
3. Read the relevant funding program information and Student Handbooks.
4. Read, acknowledge and submit the electronic Course Declaration you will be emailed.
5. Pay any applicable co-contribution fees if you are not eligible for the concession.
6. Once your enrolment has been processed, you will be emailed your training/study plan outlining units of competency with training timelines, methods of assessment and a tuition fee invoice. On payment you will receive access to your course.



4. Enrolment

Your Obligations

In addition to usual enrolment obligations detailed in the full Student Handbook, you will be required to:

- Pay co-contribution fees by the invoice due date.
- Engage in the Faculty orientation.
- Commit to your training/study plan by scheduling the minimum study hours required each week to progress through the course.
- Agree to participate in training and assessment activities outlined in your plan and as directed by the Faculty in your orientation. This includes Trainer contact, reading learning material, research, watching videos, engaging in online chats or forums, completing formative assessments and where required for the course, demonstration of practical tasks such as case studies, projects, role plays and placement.
- Contact your Faculty if you are unable to progress through units of competency within the timeframes specified in your plan.
- Complete a training and employment outcome survey within three months of completing or withdrawing from the course. This will be issued from Student Services.

Australis College Obligations

Australis will inform Certificate 3 Guarantee and Higher-Level Skills students of:

- Course and funding eligibility and entry criteria.
- Your rights and responsibilities, terms and conditions, co-contribution fees and course details.
- The study commitment and progression required to complete the course.

Australis is obligated to retain evidence of your training and assessment. This includes:

- A training/study plan detailing the structure of the course, training and assessment methods.
- Recording login access to eLearning systems, documenting assessment feedback and outcomes.
- Placement agreements and logbooks (where this is a requirement of the Training Package).

5. Course Progression

As you will receive Government support via these programs you are required to demonstrate genuine intent to progress through your course by:

- Accessing and completing the learning and assessment material.
- Participating in live chats and webinars.
- Being available to training contact from the Faculty within a timely manner.
- Fulfilling placement obligations (where this is a requirement of your course).

6. Withdrawals, Cancellations and Refunds

Full details are provided in the Student Handbook.

In relation to a Queensland funding enrolment, you may withdraw from your course at any stage and for any reason, however refunds will not be processed for Certificate 3 Guarantee or Higher-Level Skills enrolments where:

- Training and assessment for units of competency has commenced.
- Learning and assessment resources for units of competency have been accessed.
- Training and assessment has been provided but the student has not met the standard to be awarded competency in the unit(s).
- A breach of enrolment terms and conditions has occurred.
- An enrolment has expired.

Refund requests not associated with the lodgement of a complaint are emailed to student.services@australiscollege.edu.au.

Refunds associated with a complaint are referred to the Quality department. Refer to the Grievances, Complaints Appeals Policy and Procedure.

If you experience difficulties with any aspect of your course or face any issues that may impact your progression, please contact the Faculty straight away so options can be considered before you fall behind in your studies.

Should you choose to withdraw, a Withdrawal Form is available on our policy section of the website which you can complete and submit to student.services@australiscollege.edu.au. There is no fee to submit a withdrawal.

Refer to the Withdrawal, Cancellation and Variation Policy and Procedure for scenarios where Australis may cancel an enrolment.