



Queensland University of Technology
Brisbane Australia

Your next step

Your guide to accepting
your offer to study at QUT



a university for the **real world**[®]

CRICOS No. 00213J

Welcome

Congratulations on receiving your offer and considering QUT as your chosen university for your tertiary study.

QUT has much to offer you, being one of the leading universities in Australia with a wide variety of industry-focused courses. We have a thriving student population of around 40 000 students, of whom around 6800 are international students from over 90 countries. Our staff come from multicultural backgrounds, and our university encourages a culturally diverse environment.

QUT is committed to ensuring that the marketing and provision of its educational programs and services are carried out with integrity and accuracy. Furthermore, the University endeavours to meet or exceed the compliance requirements of all relevant legislation and obligations.

QUT will provide and maintain a fair and rewarding learning environment within a framework that encourages, supports and values scholarship, learning and inquiry as well as the professional and personal development of our students.

QUT is acknowledged by the professions, government and business as a leading Australian university. Its reputation is founded upon the excellence of its educational programs and level of scholarship, the application of its research and professional expertise to the benefit of the community, and its capacity to contribute internationally.

Your decision to further your studies overseas is a major investment in your future.

We have prepared this booklet to provide all the necessary information you require to accept your offer to study at QUT and to outline some policies and procedures related to your proposed studies as an international student. We have also provided you with some information about the services we offer and details about living in Brisbane.

We hope this booklet will provide all the relevant information to guide you and your family in your decision to accept a place at QUT. Please contact us should you require further information.

I look forward to you joining us in Brisbane soon.



A handwritten signature in blue ink, appearing to read 'Peter Coaldrake'.

PROFESSOR PETER COALDRAKE
Vice-Chancellor
Queensland University of Technology

Queensland University of Technology (QUT) is a Registered Provider of Education Services and Training and operates in compliance with the Commonwealth Education Services for Overseas Students (ESOS) Act 2000 and the Australian Vice-Chancellors' Committee (AVCC) Code of Practice in the Provision of Education to International Students. QUT and all courses offered by QUT to international students are registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS Number 00213J). Information contained in this publication was compiled in October 2010 and was correct at the time of printing.

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Steps to enrolment

1	Check your offer letter	<ul style="list-style-type: none"> Make sure all details are correct
2	Activate QUT access and email account	<p>Further details about your access and email account can be obtained from www.itservices.qut.edu.au/email/student</p>
3	Accept your offer	<p>Send the following to the QUT address listed on your Acceptance of Offer letter:</p> <ul style="list-style-type: none"> Acceptance of Offer form – fully completed and signed by you Your first fee payment (the amount on your offer letter) Any outstanding documentation required to meet the conditions of your offer <p>If you have used an official QUT representative, ask them to assist you if necessary.</p>
4	QUT will confirm your acceptance	<p>We will send you:</p> <ul style="list-style-type: none"> Electronic Confirmation of Enrolment form (eCOE) for your student visa application. Information on accommodation, airport reception and orientation.
5	Apply for your student visa	<ul style="list-style-type: none"> Refer to the Australian Government website www.diac.gov.au (Your agent can assist you.)
6	Book travel and temporary accommodation	<ul style="list-style-type: none"> Find out more about our designated temporary accommodation providers. www.arrivals.qut.edu.au/reception/temporaryacc.jsp Book flights as early as possible as flights to Australia are heavily booked during January, February and July.
7	Arrive and obtain permanent accommodation	<ul style="list-style-type: none"> Send us your completed Airport Reception form www.issupport.qut.edu.au/orientation/predeparture/airportrecep.jsp QUT can assist with finding permanent accommodation www.issupport.qut.edu.au/student/accommod/index.jsp Attend 'New to Brisbane' session at QUT for information about orientation and accommodation.
7	Attend orientation	<ul style="list-style-type: none"> See www.issupport.qut.edu.au/orientation
9	Start your course	<ul style="list-style-type: none"> Log on to your profile in QUT Virtual and follow the guide to do your online enrolment in lectures and tutorial/labs.

Why choose QUT

QUT is a highly successful Australian university with an excellent graduate employment rate, global industry connections and a world-class record in applied research. QUT is renowned for its applied emphasis in courses and research, earning us a reputation as a university for the world.

Some of the evidence for QUT's real-world reputation includes:

- QUT is the only university in Queensland to be awarded five stars for 'Getting a job' in the 2011 Good Universities Guide.
- QUT's research performance is ranked in the top 10 of all Australian universities (2009 Sci-mago rankings).
- QUT has long-standing links with a number of leading international public and private sector organisations including Boeing, Microsoft, Oracle, the World Bank and the World Health Organisation.
- Many of our staff have received international awards and recognition for their teaching initiatives, research collaborations and publications. These include Nobel Peace Prize-winning scientist Dr Richard Conant who joined QUT in 2010.

- QUT is a member of the Australian Technology Network (ATN) of universities, an influential alliance of prominent Australian universities focused on building strategic partnerships and undertaking solutions-based research.

Flexible study options

With more than 650 undergraduate and postgraduate options, QUT courses can be tailored to your specific personal or professional development needs. Choose from a large range of programs in Built Environment and Engineering, Business, Creative Industries, Education, Health, Law and Justice, and Science and Technology.

QUT International College, an integral part of QUT, also provides a range of English language and academic pathway programs to assist international students to meet the entry requirements for QUT degree programs.

Excellence in research

Our high-impact research and development in selected areas enhances the University's international standing and secures significant commercial and practical outcomes. With more than 100 current collaborative research projects presently being undertaken in more than 50 countries, QUT has a strong track record in solving problems globally.

Adding to our world-class record of success in applied research, we have around 1800 Doctoral and research Masters students.

International engagement

All QUT faculties are encouraged to build international components into their teaching programs and to participate in international research initiatives and projects. The University has established links with more than 100 institutions worldwide to facilitate academic collaboration, student exchanges and study abroad.

Living in Brisbane

QUT is located in Brisbane, the state capital of Queensland. With nearly 1.8 million people, it's Australia's third largest and fastest growing city, and a hub of education innovation and research excellence.

The city's reputation for high-quality education is reinforced by local industry innovations and connections. Brisbane has the highest per capita investment in university research and development of any capital city in Australia.

Downtown Brisbane is a unique blend of the old and new. At its heart, beautifully restored sandstone buildings provide an historical backdrop to the city's glass towers. The inner city clusters around the loops of the Brisbane River, connected to leafy, suburban communities by riverside bikeways.

From Brisbane you can explore stunning national parks, and the world-famous beaches of the Gold Coast and Sunshine Coast are only an hour away.



Frequently asked questions

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Offer letter

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Studying Public Relations at QUT has helped me gain a deep insight into the current industry and its many demands. This is helped by the teaching staff, who are directly involved with the most reputable firms. In many of our subjects, we work for a real client, with a real issue or opportunity, which we use as the basis of projects and assignments.

Santiago Saavedra
Colombia
**Bachelor Of Business
(Public Relations)**

Offer letter

1 | Why did I receive only one offer when I applied for more than one course?

When we process your application we look at your first preference to see if we can make you an offer. It is only if we can't make you an offer in your first choice that we look at the next preference on your application form, and so on.

2 | Why does my offer letter include a course for which I didn't apply?

If you do not meet the entry requirements for your preferred course, we will ask you to enrol in a preparatory course (e.g. General English, Foundation etc). You will usually have to meet conditions in this preparatory course to proceed to your next course. You may also need to achieve specified results in certain units (subjects) to move to the next course.

3 | If I decide I'd like to study something else, can I be considered for another course?

Yes. You need to tell us in writing (letter/email) that you would like to be considered for a different course and we will reassess your application. Even though you obtained entry in one course, it doesn't mean that you will automatically be admitted to other courses. Each course has different academic entry requirements, and some have other requirements such as portfolio, audition, interview or work experience. QUT course information is available at www.studyfinder.qut.edu.au

4 | Is the start date on my offer the start of my course or the orientation start date?

For all English Language, Foundation, University Certificate in Tertiary Preparation and University Diploma courses, the commencement date listed on your offer is the first date of your course, which includes orientation.

For offers in all other courses your commencement date is the start of classes, not orientation. Orientation for degree, Study Abroad and exchange students is the week before the start of classes. Orientation is

compulsory. You will receive information on the orientation dates when you accept your offer at QUT. Find out more at www.issupport.qut.edu.au/orientation

Please ensure you arrive in Brisbane **at least** two weeks prior to the start of classes so that you can attend orientation, find out more about QUT and your faculty and enrol in your course. This will also give you some time to find accommodation and settle into Brisbane.

5 | How do I know if I have received Advanced Standing for my prior studies?

The course duration on your offer is the number of semesters you need to successfully complete to finish your course. For English Language students, your course duration is expressed in weeks. If the course duration on your offer is shorter than the normal course duration, this usually means that you are eligible for Advanced Standing based on relevant prior studies at an appropriate level.

If you haven't been assessed for Advanced Standing and you feel that you have completed a qualification at a similar level and covering similar topics, you may apply for Advanced Standing, by sending detailed information in English on the course you studied including:

- course overview
- detailed subject descriptions, including if possible, text books used and assessment methods
- course entry requirements
- graduation requirements
- grading system
- information about the institution.

6 | My offer letter says I need to provide certified/notarised documents. How do I do this?

If you have sent photocopies or faxed documents to us with your application we will assess your application based on the documentation you have provided. However, to confirm your acceptance, you must provide us with certified/notarised documents. Documents can be certified by:

- an authorised officer from the institution that issued the documents (must include an official stamp and name, position and signature)
- an authorised officer from an Australian overseas diplomatic mission, for example Australian Embassy
- a notary public
- an official QUT representative, usually through whom you have already applied.

For a list of QUT representatives, go to www.international.qut.edu.au/country/agent-and-representative.jsp

Note on offer validity: New offers issued replace any preceding offers you may have been offered prior to the date of the new offer. If you defer your commencement to a future date, your eligibility will be re-assessed against the entry requirements of the course for the revised commencement intake. New conditions may apply if entry requirements have changed for the revised commencement.

7 | My offer letter says I need to provide a letter of release. What is it, and why do I need to provide it?

If you are already studying at an Australian institution and you have not finished your course, you will be required to provide a letter of release from that institution. This letter is a statement which indicates whether the institution is willing to release you from your study at their institution.

If you are under 18 you must provide written approval of transfer from your parent or Department of Immigration and Citizenship (DIAC) legal guardian, and if under 18 and sponsored by your government, you must also provide written approval for your release from your government sponsor.

8 | Why does my offer letter ask me to provide certain information because I am under 18?

If you will be under 18 years of age at the time you submit your student visa application, and you are not living with a parent or DIAC-approved legal guardian in Brisbane, you will be required to demonstrate to QUT's satisfaction that you have a guardianship/caregiver service that meets QUT standards, and that suitable accommodation and welfare arrangements have been made for you.

An Under 18 Guardianship form which includes details of QUT-approved guardianship providers is at the back of this booklet on page 20. Complete this form, sign it, have it signed by your parents, and forward it to us. If you decide to go into a guardianship agreement, you must also provide a copy of your guardianship agreement.

If you are under 18 years of age and not living with a parent or DIAC-approved legal guardian in Brisbane, you must live in QUT-approved homestay accommodation until you turn 18. Please note that all students who are under 18 years of age are required to have their parent or DIAC legal guardian sign your Acceptance of Offer form.

9 | Will all my subjects be taught at the campus stated on my offer letter?

Your offer letter will tell you the campus where your course is offered. Usually it is also the campus where your faculty is located. Some courses, such as Study Abroad programs and combined degree programs, require you to study at more than one campus. You can find out which campus the subjects in your course are available at by looking up your course on

www.studyfinder.qut.edu.au

Information on QUT campuses, including detailed maps, is available at www.qut.edu.au/about/location

10 | My offer letter contains my QUT access username and password. What services will I get access to with my username and password?

Your QUT access username and password is your master key allowing you to access all the online information services at QUT. However the only QUT online information service that you will get access to between offer and acceptance stage is QUT Email (WebMail). The service allows you to do the following:

- send/receive emails
- create and use folders to organise your emails
- create your own address book for frequently used email addresses
- apply email filters to automatically organise your emails into folders
- control spam (unwanted email)
- add/use signatures in your emails.

Once you accept your offer and meet all conditions you will get additional access to other varied online information services. Further information about accessing online services and resources can be obtained from www.itsg.qut.edu.au/students



One of the main reasons I chose this course was the structure. The course has been designed to ensure that newcomers as well as veterans in the advertising industry would find it interesting and extremely helpful. This practical course, which gives hands-on experience in advertising, gave me the confidence and the skills required by the industry. Most of the assignments involved creating advertisements which would contribute towards building a portfolio. The internship gave me the chance to work with an ad agency in Australia and it was an experience I'll never forget. I ended up completing more than 120 hours with Redsuit Advertising.

Guarav Kashalker

India

Creative Advertising graduate

Fees

1 | How are the tuition fees stated on my offer letter calculated?

The tuition fees stated on your offer letter are calculated based on the standard full-time enrolment of your course. For an offer in any course (except English Language), this tuition fee is one semester of your full course tuition fees for that year. If you need to overload in your first semester (do five instead of four units) then you will be invoiced for all units prior to the start of the teaching period, and will need to pay for the extra unit by the due date on the statement of account.

If you have an offer in an English language course and you are required to achieve a specific score to progress to your next course, you are required to pay the full fee for your English language course(s), plus AUD\$1200 tuition fee deposit for your principal academic course.

Please ensure that you read QUT's international student fee and refund policy on page 18.

2 | Do I have to pay the English language registration, airport reception and homestay placement fees?

If you apply for an English language course (directly with the International College), or receive an offer from QUT to study English and other academic programs (package offer), you are required to pay a non-refundable English language program registration fee.

As an English language student, you will also need to pay an airport reception fee. And if you apply for homestay accommodation at QUT, you need to pay the homestay placement fee.

Homestay is compulsory if you are under 18 years of age and not living with a parent or DIAC-approved legal guardian. If you do not want to apply for homestay accommodation, please deduct the homestay placement fee from the total fees payable.

3 | Why do I have to pay Overseas Student Health Cover?

Your student visa requires that you have Overseas Student Health Cover (OSHC) for the duration of your visa. You won't be able to get your student visa if you have not paid for OSHC. At the time of publication QUT's preferred provider is Medibank Private. The cost of OSHC (single or family) rate for the duration of your study at QUT has been included in your offer letter.

If your family is accompanying you to Australia, you must pay for family cover, and should include the additional amount when you pay your fees to QUT. Please complete your acceptance of offer form, detailing the OSHC you require. For more information on OSHC please visit the Medibank website at www.medibank.com.au

Students applying from Norway and Sweden do not need to obtain OSHC due to agreements with the Australian government. However, OSHC is available if you wish to purchase it. Norwegian students must provide documentation to prove that they are covered through the Norwegian National Insurance Scheme and Swedish students need evidence of coverage by DSM International (the Swedish National Board of Student Aid).

4 | Will my fees ever increase?

After you have enrolled, your tuition fees for subsequent teaching periods are subject to annual review for each year of the course. If you cancel/withdraw from your course for any period and re-enrol in a later session, you must pay the tuition fee rate which applies for the year of your return (including students returning from leave of absence). Please refer to the international student fee and refund policy on page 18.

5 | How do I pay my fees to QUT?

QUT has a “Shopping Cart” facility called QUTPay which new international students may use to make one consolidated payment/purchase for all fees, items and services that QUT provides. You can make payment by credit card, telegraphic transfer or [bank draft](#).

Follow the steps below to either:

- Pay Now using your credit card or
- Print a Payment Advice Slip to Pay Later. Please click and refer to Option 2: Pay later for more information.

Please click to the [QUTPay](#) website to make arrangements to pay the fees stated in your offer letter.

Once your payment has been finalised retain a copy of your receipt or confirmation of payment.

After you have made payment for your selected items, please email a scanned copy of your payment slip and Acceptance of Offer form to qut.intadmin@qut.edu.au for processing.

If you experience any problems making your payment or have any questions, please contact [QUT](#).

6 | I am going to receive a scholarship for my studies. What information do I need to provide?

If you have been granted a scholarship to cover all or part of the costs of your study, you must provide official documentation from the funding organisation. This documentation must provide complete details of your scholarship including the name of the funding organisation, the duration, the value of the scholarship and what it covers (for example, tuition fee only, or tuition fee and Overseas Student Health Cover).

Please note that if your scholarship covers part of the study costs only, you will be required to pay the remaining outstanding costs.





English language proficiency

1 | What are QUT's English language requirements?

QUT's English language requirements are published at www.student.services.qut.edu.au/apply/internat/english.jsp

We accept two types of English language proficiency tests:

- IELTS (International English Language Testing Service). This test must be Academic English, not General English, and
- TOEFL (Test of English as a Foreign Language). QUT's institution code is 9778.

These tests will be acceptable only if:

- they are original (or certified) copies
- QUT is able to verify IELTS results online if we receive your IELTS test report form number or your TOEFL identification number.
- taken no more than two years from the time of your QUT course start date.

To obtain your student visa you are required to meet specified English language proficiency requirements. To check which English language test immigration will accept to process your student visa please go to www.diac.gov.au

2 | What should I do if I can't meet the English language requirement to get into my course?

Your offer letter will tell you what English language requirements you need to meet. If you can't meet these requirements you can study English at QUT before you start your course.

If you have an IELTS or TOEFL result, we can estimate how much English you may need to meet the requirement. We will then give you a new offer which includes English and your other courses (package offer) and you will be able to apply for a student visa to cover all courses.

Some QUT representatives may administer our English language test to determine the duration of the English language program you need to be able to enter the degree program. Check with your agent.

3 | Why is it important that I send you an IELTS or TOEFL test to see how much English I need?

Sending an IELTS or TOEFL test allows us to give you a reasonable estimate of how much English you may need to ensure you finish your English and start your next course without a large gap in time.

4 | If I still don't want to send an IELTS or TOEFL test, what do I need to do to be able to study English at QUT?

Some QUT representatives offshore administer our English language test to determine the duration of the English language program you need to be able to enter the degree program. Check with your agent.

Alternatively, apply directly to our International College (QUTIC) and on the Application for English Language Program form state how much English you want to study. The form is available at www.qutic.qut.edu.au

You will receive an offer and have to meet all conditions before you can apply for a student visa for your English language study. You will not be able to apply for a student visa to cover both your English and academic programs. When you have successfully met the English requirements to progress to your next course and any other conditions, you will be able to apply for another student visa for the other courses. Please keep in mind that there are student visa implications for some students if you apply for a student visa of only a short duration.

For further information, please refer to the DIAC website www.immi.gov.au

5 | If I study English at QUT, do I have to sit another IELTS or TOEFL test?

If you successfully complete QUT's English for Academic Purposes (EAP) at the required level, you will be able to progress to your next course, without having to take another IELTS or TOEFL test.

However, if you study General English at QUT, and then wish to move to your next academic course, you will have to do an IELTS or TOEFL test to meet the English language requirements.

If you have received a package offer which includes EAP and your other courses, this requirement is stated on your offer letter. QUT is unable to accept EAP results from other English language centres to meet our English language proficiency requirements.

6 | Can I study English even if I have met the English language requirement?

Yes, you can. If you already have an offer, you need to let us know how much English you would like to study and, if the time frame is suitable to link with your other courses, we will give you a new package offer.

You can also apply separately to the QUT International College. However, it is only if you obtain a package offer that you will be able to apply for a student visa for the duration of all courses.

If you are commencing an undergraduate or postgraduate coursework degree and have already met the English requirement, another option could be for you to do a University Certificate in Tertiary Preparation. This is a semester-long program in which you study two English subjects and two subjects from your degree course. We would need to make sure that you can still start your degree in the next semester intake, and that by doing two degree subjects you can still complete your degree full-time.

It is very important you remember that even though you won't need to meet a specific level in your English language study to meet the English language proficiency requirements for your academic course, you are still subject to student visa conditions. If you are studying English you must maintain an 80 per cent attendance. If we have to report you to DIAC due to lack of attendance and your student visa is cancelled, you will not be able to start your other courses.

DISCLAIMER:

QUT's English language proficiency requirements are subject to change. For the most up-to-date information, visit www.studyfinder.qut.edu.au





I chose to study my PhD at QUT because the research areas align well with my area of scientific interest and I have the opportunity to apply problem-solving skills to real-life issues. The campus is conveniently located in the city centre and I like the relaxed lifestyle Brisbane has to offer.

Maxim Sheludchenko

Russian Federation

Doctor of Philosophy (PhD) in Microbiology

Visas

1 | Do I need to apply for a pre-visa assessment?

If you are from an Assessment Level 3 or 4 country you may be required to undergo pre-visa assessment (PVA) before accepting your offer at QUT. Please visit the DIAC website www.immi.gov.au to confirm your Visa Assessment level and PVA requirement.

If you require a PVA application, DIAC will notify you of the outcome. If your PVA application has been successful, you should then send the following to QUT:

- your Acceptance of Offer form,
- documentation to satisfy any outstanding conditions of your offer
- a copy of the PVA letter and
- payment of your fees as per your offer letter.

QUT will then be able to issue your electronic Confirmation of Enrolment (eCoE) for the purpose of student visa application.

For more information visit the DIAC website www.immi.gov.au.

2 | Can I get a visa for the full duration of my package offer?

DIAC may issue a student visa for the duration of the packaged eCOEs depending on the duration of the gap between the courses.

QUT will endeavour to provide a package offers with the minimum gap duration between courses.

In the event that the gap between your courses is more than 8 weeks, please seek advice from DIAC www.immi.gov.au to confirm the allowable duration of your student visa.

3 | How do I apply for my student visa?

When we receive your completed and signed Acceptance of Offer form, and you have met all conditions of your offer and paid all fees required to secure your place, we will send you an electronic Confirmation of Enrolment (eCOE) form, which you use to apply for your student visa.

To apply for your student visa you must go to the Australian embassy or consulate stated on your eCOE. For information on how to apply for your student visa, including whether

you are from a country where you can apply online, please refer to the Department of Immigration and Citizenship (DIAC) website www.immi.gov.au

If you have applied through a formal QUT representative, they will be able to assist you with your student visa application. In some countries, visa processing takes a long time, so you must allow yourself plenty of time and apply early.

4 | Can I apply for a student visa at a different Australian embassy than the one stated on my eCOE?

No. Please make sure you put down on your Acceptance of Offer form the right embassy or consulate where you will be applying for your student visa. If you do make a mistake you need to let us know as we will have to cancel your eCOE and give you a new one. This will delay your visa application process.

5 | Can I work in Australia if I have a student visa?

From 1 April 2008, all student visas are granted with permission to work. During semester you are allowed to work up to 20 hours per week on a student visa; however, this is on the condition that your work does not interfere with your studies.

During recognised vacation periods you are allowed to work unlimited hours. Part-time employment can be difficult to find and will not give you enough funds to cover either living expenses or tuition fees.

Work rights for the dependants of students vary between no restrictions for dependants of some students and 20 hours per week for others. Please refer to the DIAC website.

6 | Can I bring my family with me to Australia?

Most students are able to apply to bring their families with them to Australia. An exception is those students from visa assessment level three and four countries with a course of study less than 12 months duration. There are visa requirements to meet to successfully bring your family to Australia, including financial requirements. Please refer to the DIAC website for further information. QUT also has a fact sheet on family support at www.issupport.qut.edu.au/resources/factsheets.jsp

7 | If my children come, do they have to study? Do they pay fees for that study?

If your children are between the ages of six and 15 it is compulsory that they attend school in Australia. You can apply for your children to attend Queensland public (state) schools or private schools. There are tuition fees involved for all schools. You will need to find an appropriate school and they will need a student visa in their own right. They will receive a student visa for the same duration as your student visa only. In certain cases scholarship holders' children are exempt from paying tuition fees to Queensland Government schools. Please check here to see if you are eligible: www.eqj.com.au/pdfs/exemption_criteria.pdf

8 | Can my spouse (wife/husband) study while I am studying?

Your spouse can study for up to three months on a dependent student visa, but must also pay international tuition fees. For longer study programs, they need to apply for their own student visa.

9 | Do I have to study full-time?

As a student visa holder in Australia you are required to complete your course within the timeframe on your eCOE. You will only be able to extend your study in limited circumstances.

It is therefore important that you undertake a full-time enrolment, especially in your first semester. Some subjects are available in summer semester and you are able to study some subjects externally (distance) or online. Please refer to question 10 for more information on external study.

The duration on your offer letter and eCOE you receive for each course is based on a standard full-time program of study i.e. normally 48 credit points (cp) per semester. For some double degrees, a higher than 48cp enrolment in some semesters may be required. Please refer to Studyfinder for course information and structure. Advanced Standing (credit) arrangements are available on QUTs central database at www.advancedstanding.qut.edu.au

10 | Can I study a course externally (by distance/online) and live in Australia?

You can study an entire course externally only if you are living overseas, or you hold an Australian visa other than a student visa which enables you to live and study in Australia.

You can enrol in external (distance) subjects as part of your study at QUT, however as a student visa holder you are only allowed to do a maximum of 25 per cent of your total course by distance/online study mode. In any compulsory teaching period you must undertake at least three subjects that are not by distance/online study mode. The exception is students in receipt of US Financial Aid cannot study any units online.

11 | Can I study on a Working Holiday Visa?

If you are from a country that is approved for Working Holiday Visas, the visa allows you to study for up to four months, however QUT does not recommend students undertake their studies on a Working Holiday Visa as they are not protected by the ESOS Act and the National Code, and are not eligible for the student travel discount or overseas student health cover. If you are accepted for study at QUT and travel on a Working Holiday Visa, you must show evidence of travel medical insurance and critical incident insurance for the duration of your study program before you will be allowed to enrol in a QUT program of study.





I first studied at QUT for my Master of Business and with the strong support from International Student Services (ISS), it was an easy decision to continue my research here. ISS will help you ease into university life, from organising airport pick-up when you first arrive in Brisbane, to assisting you with any language difficulties when completing your assignments.

Sabrina Amir

Malaysia

**Master of Business
(Research)**

Arrival at QUT

1 | What accommodation options are available to me?

Our International Student Services office will personally assist you to find suitable permanent accommodation. Most students will organise temporary accommodation, and then look for more permanent accommodation when they arrive. QUT has a list of preferred temporary accommodation providers on our website:

www.arrivals.qut.edu.au/reception/temporaryacc.jsp

There is limited on-campus accommodation at QUT. On-campus accommodation is available at the Kelvin Grove Urban Village. The six-storey, 450-bed complex caters for a range of student needs and budgets. Visit Campus Living Village's website at www.clv-kelvingrove.com.au/ for more information.

For further information on accommodation options in Brisbane, please refer to page 17.

You are strongly advised to arrive at least two weeks prior to start of classes to find suitable accommodation before you start studying.

2 | Will someone from QUT meet me at the airport when I arrive and take me to my accommodation?

All students undertaking courses at QUT are eligible for free airport reception when they first arrive, except English Language Program students who are required to pay a fee for this service (stated in your offer letter). You will be met at the airport and taken to your designated temporary accommodation.

To use this service you must:

- book yourself into one of the QUT-designated temporary accommodation options in Brisbane where you can stay until you find a permanent place to live
- request airport reception online using the Airport Reception and Temporary Accommodation form which will be provided to you when you accept your offer, or is available online at www.issupport.qut.edu.au/reception/

Please make sure that you send this form in plenty of time for QUT to organise for you to be met, and not on the day you are due to arrive!

3 | What should I do if I can't arrive by the start of classes?

If you are unable to arrive by the start date on your offer letter, please contact us immediately so that we can tell you if you are permitted to start late (and complete a Late Declaration form), or if you must defer your studies to the next intake of the course. We don't want you to arrive late and then find out that your faculty will not accept you to start late in your course and you have to return home.

Students who start late are at a great disadvantage because they are trying to settle in, perhaps still trying to find accommodation, and have missed classes, and sometimes even assessment. Please make sure that you accept your offer and complete all acceptance processes in plenty of time to obtain your visa documentation, apply for your student visa and make travel and accommodation arrangements.

If you have to defer your studies, you will not be able to remain in Australia as you cannot meet student visa conditions. A new offer will be made to you and you must complete the same acceptance processes, including applying for another student visa.



4 | If I have an offer in a PhD course, is it a problem if I can't start on the date in my offer letter?

The date on your offer letter is the standard start of semester date. However, if you are commencing a PhD (Doctor of Philosophy) you are able to start at a different date, subject to approval. If you want to start on a different date, you must let us know as we need to make sure that the faculty and your supervisor(s) are able to accommodate your needs. Sometimes academic staff are absent for periods of time on research, and this might coincide with when you want to start. We need to make sure that your start date fits in with the faculty and your supervisor(s).

5 | How many lectures/classes do I have to attend?

If you are studying a full-time program on campus you should be attending all your lectures, tutorials and any other additional classes such as laboratory sessions. In a number of subjects you can actually receive a portion of your assessment on your attendance. Your primary aim in studying is to be able to successfully complete your course. If you are academically excluded from study at QUT, we are required to report you to DIAC. If you want to do well in your course, you need to put in the effort and make sure you attend your classes and do all the reading and assessment required.

Your student visa requires you to attend at least 80 per cent of all lectures and tutorials and meet course requirements. If you are studying a non-formal, non-degree course (English, Foundation, Diploma or University Certificate in Tertiary Preparation programs at QUT) your attendance is recorded and if you fall below 80 per cent we are required to report you to DIAC. Please ensure that you maintain your attendance, as DIAC can cancel your student visa if you fail to meet this requirement.

If you apply for a student visa and you have been undertaking a non-formal course in Australia, you must have a satisfactory certificate of attendance from your previous course to apply for another student visa.

6 | Who do I have to tell when I change my address?

As soon as you know where you will be living, please make sure that you tell us your new mailing address. You should also let your Overseas Student Health Care (OSHC) provider know your new address. Once you are enrolled at QUT, you can update your address online through QUT's interactive web service.

It is a requirement of your student visa that within seven days of your arrival in Australia you inform QUT of your residential address and any subsequent change of residential address within seven days. Most of QUT's correspondence with you will be electronic (by email). However, any correspondence you need to receive from DIAC will use your OSHC provider's website for the current mailing address you have given QUT.

Definitions

Combined double degree: Two degrees from different faculties undertaken at the same time under a single course code.

DEEWR: Department of Employment, Education and Workplace Relations

DIAC: Department of Immigration and Citizenship

EAP: English for Academic Purposes

eCOE: electronic Confirmation of Enrolment

OSHC: Overseas Student Health Cover

Package offer: An offer in more than one course, which requires completion of one course before being able to commence the next course.

Preparatory course: Course(s) undertaken prior to final (principal) course. For example, English and Foundation are preparatory courses.

QUTIC: QUT International College

QUT student support services

QUT recognises that international students may need extra support to make the transition to university life in Australia

Learning skills and academic support

QUT staff are available to help you with English language, learning and academic needs. Students in their first year can make an appointment to get individual help from a Language and Learning Adviser to discuss any problems you have writing assignments, preparing for an exam or oral presentation. Free seminars for all students, held at the beginning of semester, can help you improve your writing, reading and research skills.

Student counselling

Everyone finds themselves in difficult circumstances at some time in their lives. When you start at university you may find a variety of issues which may cause concern: academic or administrative problems, study difficulties, transition from one culture to another, or other more personal issues. International Student Services provides professional counselling services on each campus. International Student Counsellors can provide you with personal support, act as a mediator when appropriate, and help you in a personal crisis or emergency. They are specially trained counsellors who ensure that confidentiality is maintained and every individual is treated with respect and compassion.

Careers and employment

The QUT Careers and Employment office can help you with career planning and employment needs, including:

- online job listings
- international work placements in your home country
- specific international workshops for employment preparation
- international Graduate Destinations data
- employment preparation resources
- an international student discussion forum
- a searchable, global list of international employment websites
- international career counselling sessions (available by appointment).

For full details on these services go to the Careers and Employment website at www.careers.qut.edu.au

Other student support options

There are a range of other support services in faculties and across the university to assist international students.

There are a diverse group of international student associations on campus, representing the international student population. New students are encouraged to join these associations as a means of meeting and making friends with other students. The East-West Centre is a meeting place for student groups and can link you up with people with similar interests.

Student grievance procedures

To ensure a harmonious, fair and just environment for working and learning, QUT has student grievance procedures. Details of the grievance procedures are available at www.mopp.qut.edu.au/E/

If you are unhappy with these processes, they are referred to the Queensland Ombudsman who can provide an independent assessment for the student. Confidential advice and counselling regarding grievances is offered by professional counsellors at International Student Services on +61 7 3138 2019 or email issadvice@qut.edu.au



Accommodation and cost of living



Cost of living

Brisbane is one of Australia's most affordable capital cities. Excluding tuition fees, you will typically need A\$18000 a year to live comfortably.

It's advisable to budget for an extra A\$1500–\$2500 for your establishment costs. Some of these expenses are matters of personal taste; the amount you spend varies depending on your priorities, the lifestyle you choose, and your available budget.

For more information on living expenses, visit www.issupport.qut.edu.au/student/costofliving

DISCLAIMER:

Cost of living figures are subject to change.

Establishment costs

Establishment costs based on A\$350 two-bedroom unit	A\$ per person
Temporary accommodation – \$55 per night x 5 nights	\$275
Incidental – public transport and food in your first week	\$250
Bond – 4 weeks rent, \$1280 (as above), shared between two	\$700*
Rent – 2 weeks rent in advance, \$700	\$350
Connection fee for electricity, \$28.77 inc. GST	\$14.38*
Telephone bond, \$56	\$30*
Internet (depending on plan), \$0 to \$200	\$0 to \$100
Basic second-hand, preloved furniture, linen and crockery	\$350

* Refundable.

Weekly expenses* per person (based on shared two-bedroom unit)

Weekly expenses	A\$ per person
Rent (in transport Zone 2 area, approx. \$320/week)	\$175
Food (own cooking)	\$120
Transport (weekly bus travel 2 zones)	\$15
Electricity (\$150/quarter)	\$12.50
Internet (depending on plan)	\$5–15
Telephone (local calls only)	\$15
Educational (photocopies, stationery, disk, etc.)	\$10
Total expenses	\$347.50

* All prices quoted here are to be used as a guide only and are accurate as at November 2010.

Accommodation

Staff in the International Student Services office will personally assist you in finding suitable accommodation at the commencement of your course. The office maintains a list of vacancies in rented accommodation such as flats and houses, hostels and homestay. This enables the office to offer you a wide range of possible accommodation types to suit various budgets. On-campus residential accommodation is available at the Kelvin Grove Student Village.

Some students decide to stay in boarding houses or with Australian families but the majority of international students prefer to share the cost of renting a flat or house with other students. This option significantly reduces rental expenses.

When choosing accommodation you should note that some classes commence as early as 8am and may finish at 9pm, Monday to Friday. You will also need to use the University libraries and computer laboratories for your assignments. If you are attending

the Gardens Point (city) campus, you can afford to live further away as all transport routes lead into the city. However, if you are attending Kelvin Grove campus, you will need to check public transport services before deciding on permanent accommodation. We suggest that you do similar checks on distances and public transport options if you are arranging permanent accommodation with relatives or friends already living in Brisbane.

Types of Accommodation

Type	Description
Boarding houses or hostels	These are single or shared rooms where you share bathroom, kitchen and living areas. Bedrooms are usually fully furnished, and some cooking/eating utensils may be provided.
Homestay	Homestay is more than 'full board'. International students are welcomed and treated as a member of the family. It offers students a safe and stable living experience that is both friendly and tolerant of cultural differences. Students not only benefit from the experience of living with Australians in an English-speaking household where their normal daily needs are catered for, but also have the opportunity to establish a very worthwhile ongoing friendship with the Australian family.
Shared houses or flats	Shared accommodation is where you rent a room in somebody's house or flat. The rent and cost of electricity/gas are shared equally. Each person is responsible for cleaning their own room and is expected to help clean and tidy the shared living space (for example kitchen, bathroom, and living room). Shopping and cooking can be done on a group basis, with each person being expected to take turns, or an agreement may be made for each to do their own.
Rented houses and flats	This is the most common type of accommodation chosen by international students. A weekly rental is charged for a furnished or unfurnished apartment (also called a unit) or house. Rental costs do not cover cost of electricity, gas, or telephone charges. Rent is generally paid two to four weeks in advance. A bond or security deposit equal to four weeks' rent is payable at the beginning of your tenancy. Prices range depending on the quality, location and the facilities provided. While some rented flats in Brisbane are furnished, you may need to buy a study desk, chair, and eating and cooking utensils. Budget and second-hand furnishings can be purchased at reasonable costs.

DISCLAIMER:

Accommodation costs are subject to change. For the most up-to-date information, visit www.issupport.qut.edu.au/student/accommod/index.jsp

QUT's international student fee and refund policy

1. Overview

- 1.1 This policy outlines QUT's principles and guidelines for the payment of international student fees and refunds. The policy complies with the requirements of the Education Services for Overseas Students (ESOS) Act 2000¹, the ESOS National Code of Practice¹, and observes the principles of Universities Australia Code of Practice in the Provision of Education to International Students², and the National English Language Teaching Accreditation Scheme (NEAS)³.

All international students commencing and continuing their enrolment in any teaching period are required to pay tuition fees on a full fee paying basis, including those holding Australian bridging and temporary visas. An international student is defined as a student who does not hold citizenship of Australia or New Zealand, or an Australian Permanent visa.

2. Application Fee

- 2.1 There is an application fee payable on all international applications (F/FR forms). Exceptions include study abroad (SE form) and exchange applications, and those applications received by QUT staff or their delegates at promotional events, exhibitions, seminars and current QUT students. Applications from visiting students (V form) which are submitted by the published due date are not liable for an application fee, however a fee is payable for late lodgement.
- 2.2 The application fee paid will be deducted from the first teaching period's tuition fee when accepting an offer of a place at QUT (under review).
- 2.3 There is a non refundable registration fee for English Language Program applications.

3. Fee Calculation

International tuition fees are set in accordance with QUT Student Rule 24(4), reviewed annually, published in QUT international publications, and on line at the following QUT website address: www.studentservices.qut.edu.au/costs/schedule/table_c.jsp.

International tuition fees are determined at a unit level and normally increase each year. The total amount payable for each teaching period is the sum of fees for individual units. The exception is study abroad programs, which are charged on a flat rate semester basis. International course fees are published on line at www.studentservices.qut.edu.au/costs/schedule/table_c.jsp.

- 3.3 Transitional arrangements exist for certain students offered prior to 2008 and are charged on a pro rata basis according to the course fees for a standard course load in the applicable year.
- 3.4 International student tuition fees include course tuition fee, laboratory deposits (if applicable), airport reception upon arrival⁴, accommodation service (excluding homestay)⁴, and English language support⁴.
- 3.5 International student tuition fees do not include textbooks, Student Guild fees, Overseas Student Health Cover (OSHC), additional compulsory course costs⁵, computer costs, stationery, photocopying, food, accommodation, transportation, or leisure activities.

- 3.6 The finalisation of the number of credit points in which a student is enrolled takes place at Census date of each teaching period. The teaching periods are listed on the QUT website at: www.studentservices.qut.edu.au/info/calendar/periods.jsp. The Census dates applicable to each teaching period are listed at: www.studentservices.qut.edu.au/info/dates/index.jsp.

- 3.7 If students withdraw from subjects after the Census date of the teaching period in which they are enrolled, they will still be liable to pay the tuition fee for those subjects.
- 3.8 If students enrol in additional credit points they will be required to pay additional tuition fees at the equivalent rate per credit point or the published unit rate.
- 3.9 If students withdraw from units, they will be required to pay tuition fees for the remaining enrolled units at the equivalent rate per credit point or the aggregate of the published unit rates.
- 3.10 If students undertake subjects during a summer program they will be required to pay tuition fees for those subjects at the same credit point rate that would normally be charged or the published unit rate.
- 3.11 If students fail a subject and are required to repeat that subject, they will be charged the full equivalent rate per credit point or the published unit rate for that subject.
- 3.12 If a student withdraws from a double degree, or exits early (graduates) with one of the single degrees, and continues their enrolment in the remaining single degree, the fee payable will be as described in Section 3.2.
- 3.13 If students cancel/withdraw from their course for any period and re-enrol in a later session, they must pay the fees as described in Section 3.2.

4. Research Higher Degree Students (PhD, Professional Doctorate and Research Masters)

- 4.1 Most research students are able to commence their studies at any time in the year. Tuition fees will be adjusted on a monthly pro-rata basis for the first teaching period and any over-payment will be credited to the student's account for the second teaching period.
- 4.2 If students commence studies in January/February for semester one or July/August for semester two, they will be charged the full semester tuition fee. Teaching periods for research students are January to June and July to December. There is no summer semester for research students.
- 4.3 External research students may enroll on a full-time or part-time basis. Fees are charged in accordance with the published international tuition fee rates. These fees can also be charged on a monthly pro-rata basis.
- 4.4 Students who submit their thesis after the Census date for the teaching period will be required to be enrolled for that teaching period and to pay the pro-rata monthly tuition fee.

5. International Students on US FFEL Financial Aid Program

- 5.1 Students who are participants in the US Federal Family Education Loan Program (FFEL) are required to observe QUT's Fee and Refund policy, and the policies and regulations of the US Government in relation to this Program, including Title IV refunds. In the event of a Title IV refund, QUT will process the student's Title IV refund and then apply the QUT Fee and Refund policy. Once the Title IV refund is complete, students may then apply for a refund if there are additional fees in their account, or be liable for any outstanding fees in accordance with the QUT Fee and Refund policy. Information on US FFEL policies/regulations is available online: <http://www.studentaid.ed.gov/PORTALSWebApp/students/english/index.jsp>.

6. Fee Payment

- 6.1 Fees must be paid in Australian dollars, either in the form of a cheque or bank draft made payable to QUT, and drawn on an Australian branch of a recognised international bank or by telegraphic transfer or credit card (MasterCard, Visa and American Express accepted). Continuing international students can use BPay to pay their fees.
- 6.2 Commencing tuition fees are payable in advance. Fees payable for continuing teaching periods are due by the date stated on the Statement of Account accessed via student's on-line QUT Virtual/Personal Information. Email notification is forwarded to the student email account when the Statement of Account is available on-line. A late fee applies to payments received after the due date.
- 6.3 QUT can only accept payment for tuition fees and other associated course costs. QUT cannot accept payment for living or personal expenses.

7. Non Payment of Fees

- 7.1 Fees must be paid by the due date in order for enrolment in the current teaching period to be confirmed.
- 7.2 Failure to pay the required fees on time will result in an encumbrance against the student's record and suspension of access to all University Services. A late penalty fee will be levied on the outstanding amount. The student may be provided additional time to pay any outstanding fees, after which time the enrolment in the current and any future semesters will be cancelled. International student visa holders whose enrolment is cancelled for non payment of fees will be reported to the Department of Immigration and Citizenship in accordance with the National Code¹.
- 7.3 If a student's enrolment is cancelled for non payment of fees, the fee liability will remain. Re-instatement of enrolment will only be possible after payment of all outstanding debts and approval from the Director, SBS. Readmission in a subsequent teaching period is subject to payment of all outstanding debts and meeting all admission requirements. If a student is readmitted, the tuition fees will be initially charged at the fee rate applicable for the year of their return to the course and thereafter described in Section 3.
- 7.4 If students are experiencing difficulties in making fee payments, special payment arrangements can be made in exceptional circumstances.

1 The ESOS Act and National Code of Practice can be viewed on line at: www.dest.gov.au/esos/

2 The Universities Australia Code of Practice in the Provision of Education to International Students can be viewed online at: www.universitiesaustralia.edu.au/content.asp?page=/policies_programs/international/cofpractice.htm

3 Information on NEAS accreditation can be viewed online at: www.neasaustralia.com

8. Leave of Absence

- 8.1 Leave of Absence will only be approved for international student visa holders under exceptional medical or compassionate (bereavement) grounds (the National Code¹ Standard 13. Leave of absence is not normally available to commencing students. Tuition fees will not be charged if Leave of Absence is requested and approved prior to the start of the teaching period.
- 8.2 When returning from approved Leave of Absence to the same course, international students will be charged the fee rate applicable for the year of their return to the course and thereafter described in Section 3.

9. Refunds

9.1 Course not commenced

Students commencing a new course who withdraw from that course before the commencement date of the teaching period:

9.1.1 English Language Courses:

More than 28 days before the teaching period commences, will receive a full refund of all tuition fees paid for that course.

28 days or less before the teaching period commences, 20% of the total unused tuition fees paid for that course will be retained.

If students have accepted a package program of English language course(s) and non English language courses, 10% of the non English course tuition fee deposit paid is retained.

9.1.2 All other students

All fees refunded, except 10% of the first teaching period's published tuition fee for that year.

9.2 Course not commenced (exceptional circumstances)

- 9.2.1 Exceptional circumstances may be accepted as grounds for a full or partial refund of fees for students who are unable to commence or cancel their course, subject to the provision of acceptable documentary evidence in support of the refund application. Exceptional circumstances may include: illness or disability, death of the student or a close family member (parent, sibling, spouse or child), or political, civil or natural event which prevents full payment of fees.

- 9.2.2 Students who are unable to obtain a visa for studying in Australia, or are unable to meet all of the conditions stated in the letter of offer, will receive a full refund of tuition fees on supply of appropriate documentation (eg. letter of visa rejection from Australian Diplomatic Mission).

9.3 Cancel Course/Leave of Absence after Commencement (including continuing students)

Students who cancel their course, or successfully apply for Leave of Absence on or after commencement in the following teaching periods:

9.3.1 English Language Courses

After commencement of the teaching period, will not receive a refund of tuition fees for that teaching period. Will receive the balance of any unused tuition fees, less 20% paid for other teaching periods in that course.

If students have accepted a package program of English language course(s) and non English language courses, 10% of the non English course tuition fee deposit paid is retained.

9.3.2 Teaching periods of 6 weeks duration or less (except English language courses)

Within first 2 weeks of teaching period commencement date, will be charged 50% of the published tuition fee invoiced for that teaching period. Any remaining fees will be refunded.

After first 2 weeks of the teaching period commencement date, will not receive a refund of fees for that teaching period.

- 4 For all courses other than English language courses. Students undertaking English language courses pay a separate charge for airport reception and accommodation services. Service charges are non-refundable.

9.3.3 Teaching periods of 12 weeks duration or more (except English language courses)

Within first 4 weeks of teaching period commencement date, will be charged 50% of the published tuition fee invoiced for that teaching period. Any remaining fees will be refunded. Continuing research higher degree students⁶ will receive a full refund of fees.

After first 4 weeks of the teaching period, will not receive a refund of fees for that teaching period.

9.4 Cancel Unit(s) after Commencement (excluding English language courses)

Students who withdraw from a unit on or after commencement in one of the following teaching periods:

9.4.1 Teaching periods of 6 weeks duration or less

Within first 2 weeks of teaching period commencement date, will receive a full fee refund for that unit.

After 2 weeks of the teaching period commencement date, will not receive a fee refund for that unit.

9.4.2 Teaching period of 12 weeks duration or more

Within first 4 weeks of teaching period commencement date, will receive a full refund of fees for that unit.

After 4 weeks of the teaching period, will not receive a fee refund for that unit.

9.4.3 Unit withdrawal leading to no unit enrolment

If withdrawal from unit(s) results in no unit enrolment in a course, clause 9.3 applies.

9.5 Offer Withdrawn by QUT

- 9.5.1 If an offer of a place is withdrawn by QUT on the basis of incorrect or incomplete information being supplied by the applicant/student, QUT reserves the right to retain 10% of the first teaching period's published tuition fee for that year.

9.6 Academic Exclusion

- 9.6.1 Students who are not eligible to continue their course of study due to academic exclusion at the end of a teaching period, will be eligible for a full refund of any tuition fees paid for any future teaching periods, subject to any outstanding debts being paid.

9.7 Australian Permanent Residency

- 9.7.1 If Australian Permanent Resident status is obtained before the start of teaching in the offered course, the offer of a place as an international student will be withdrawn. Students will be considered for admission as a domestic (local) student in either a Commonwealth Supported Place, or full-fee paying domestic place in the same course, subject to course quotas, meeting all admission requirements for an Australian applicant, and the requirements stated in clause 9.7.3.

- 9.7.2 If Australian Permanent Resident status is obtained after enrolment and prior to the Census date for the teaching period in which enrolled, students will be considered for a Commonwealth Supported Place (subject to availability) or full fee paying domestic place in the same course subject to course quotas and the requirements stated in clause 9.7.3.

- 9.7.3 Students must provide original/certified documentary evidence of their Australian Permanent Resident status (visa date stamp in passport) and pay fees up front by the census date for the teaching period. Any remaining fees held in their QUT account can be refunded upon application. Students who are offered a Commonwealth Supported Place must complete a Request for Commonwealth Assistance form, by the census date of their first teaching period.

- 5 Information on the additional compulsory course costs is available at: www.studentservices.qut.edu.au/costs/schedule/additional

- 9.7.4 If students fail to successfully complete all necessary requirements detailed in clause 9.7.3 by the census date of the relevant teaching period, they will remain an international student liable for international student fees, until the next teaching period.

9.8 Provider Default

- 9.8.1 Refunds in the circumstance where QUT defaults on providing the course are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

10 Payment of Refunds

- 10.1 Request for tuition fee refunds must be made on an International Refund (IR) Form, with appropriate supporting documentation and submitted to Student Business Services. The IR Form can be downloaded from the web: www.studentservices.qut.edu.au/info/forms/index.jsp.

- 10.2 A refund can only be paid if QUT has received the money and it has been entered into its accounts, and all debts to QUT have been paid.

- 10.3 Refunds are normally paid in Australian dollars, and can be refunded offshore by telegraphic transfer, or transferred to another Australian education institution. Students requesting funds to be transferred to another Australian institution, must include full bank details for that institution.

- 10.4 Refund payments will be made within 28 days of submitting the completed IR Form and all required supporting documentation. If QUT is unable to provide the accepted course of study, or withdraws the offer of a place, a refund will be made within 2 weeks of that notification.

- 10.5 All refunds will be made payable to the student, except formally approved sponsored students. All refunds for sponsored students will be paid to the sponsoring body and not individually to the student.

- 10.6 Students who have paid extra fees may keep the credit balance in their account to offset tuition fees payable for the next teaching period.

- 10.7 English language program students with package offers who meet the English language entry score for their principal course at QUT but who have paid for more ELP classes, can have that extra payment transferred to their principal course.

- 10.8 Requests for refunds of Overseas Student Health Cover (OSHC) must be made directly to the student's OSHC provider.

11 Appeal Process

- 11.1 If a student is dissatisfied with the outcome of a refund request, or Cancellation for Non Payment of Fees, a written appeal can be made to the Director, Student Business Services, or if an English Language student, to the Director of Studies, English Language Programs.

- 11.2 If you are not satisfied with any decision made by QUT, or if you have any complaints about the services provided by staff of QUT, the University has a grievance resolution policy. Details can be accessed through the web based QUT Manual of Policy and Procedures at: www.mopp.qut.edu.au/. If you continue to be unhappy with these processes, you can use an external agency, such as the Queensland Ombudsman, to obtain an independent assessment.

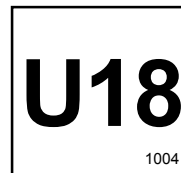
- 11.3 In the event of a disputed refund amount, students have the right to pursue other legal remedies. QUT's student grievance procedure does not remove their right to take further action under Australia's consumer protection laws (ESOS Act 2000-Section 27-32, National Code¹ Standard 8)).

- 6 Research higher degree students – students undertaking a PhD (Doctor of Philosophy), Professional Doctorates or Research Master degrees.



Queensland University of Technology
Student Business Services, International Admissions
 Victoria Park Road
 Kelvin Grove Q 4059
 Fax +61 7 3138 3529
 www.studentservices.qut.edu.au
 CRICOS No. 00213J ABN 83 791 724 622

Office use only	Date received								
	ID No								
	Agent stamp (if applicable)								



Under 18 Guardianship Form

Instructions - read this before proceeding

- Please complete all sections and print neatly in BLOCK LETTERS.
- Your acceptance and enrolment at QUT will not be processed until you have returned this completed and signed guardianship service provider form and met all other conditions specified above.

1. Student visa regulations

If you are under 18 years of age, it is a requirement of Australian Government student visa regulations that you reside in Australia with one of the following options:

- a parent or a person who has legal custody of you;
- a person nominated by either the parent or the person having legal custody of you (must be a relative who is at least 21 years old and has the right to remain in Australia).
- Under welfare and accommodation arrangements approved by QUT. Under this option you must provide evidence that you will be going into a QUT approved homestay and have engaged an approved guardian provider for the period that you are enrolled at QUT and under 18 years of age.

Please refer to the Department of Immigration and Citizenship (www.immi.gov.au/students/students/570-3/eligibility-student-18.htm) for detailed information regarding these requirements.

2. Declarations

You must select one of these options (tick box), sign and return this form and meet all conditions stated below prior to your acceptance and enrolment at QUT. Please note that if you tick the second option, you are required to provide QUT with a signed copy of a guardianship agreement prior to your acceptance and enrolment at QUT.

Option one: I am residing in Australia with my parent(s), the person who has legal custody of me, or the person nominated by my parent(s) or person having custody of me in accordance with Australian student visa regulations.

Option two: Until the age of 18, I will live in QUT approved homestay accommodation and my parent(s) or legal guardian will have a written agreement with a guardianship provider to ensure the provision of appropriate arrangements for my accommodation, support and general welfare, and as a condition of my acceptance and enrolment at QUT, I will provide QUT with a signed copy of the guardianship agreement which must as a minimum:

- | | | | |
|--|---|---|--|
| <p>1. Be in writing</p> <p>2. Require the guardianship service provider to ensure the provision of appropriate arrangements for your accommodation, support and general welfare while you are enrolled at QUT and until such time as you reach 18 years of age, such services would include that the provider would:</p> <ul style="list-style-type: none"> • meet with you within three days of your arrival in Brisbane. • provide you with an orientation to the city and suburbs, including a security and safety briefing, within two days of your arrival in Brisbane. • one week prior to your arrival, visit your confirmed accommodation facility to inspect the premises, meet the responsible adult and confirm the suitability of these | <p><i>arrangements with any special requirements which you may have.</i></p> <ul style="list-style-type: none"> • upon your arrival in Brisbane, provide you with information to allow you to access 24 hour, seven days a week telephone advice and emergency assistance if required. • liaise directly with Head International Students Services (ISS) or his nominee on a monthly basis and ensure your timely referral to appropriate support services should personal problems arise that may have an effect on your academic progress or visa status. • represent you should any grievance in relation to your accommodation facility arise. • notify the Head, ISS of any unresolved grievance you may | <p><i>have regarding homestay or other accommodation facility.</i></p> <ul style="list-style-type: none"> • represent you in liaising with QUT, including assisting you to lodge any grievance with the Registrar through the Head of ISS. • liaise with QUT on behalf of your parent or guardian, including the signing of documents with QUT on behalf of the parent or guardian. • maintain a working knowledge of the (Education Services for Overseas Students) Act 2000 (Department of Education, Science and Training), QUT Grievance Procedures and DIAC requirements for students studying in Australia. • notify QUT immediately should the arrangement between the guardianship (carer) service and your parents or guardian lapse | <p><i>or terminate while you are still under the age of 18 years.</i></p> <p>3. Require the guardianship service provider to warrant that it complies, and will continue to comply, with the employment screening provisions of the Commission of Children and Young People Act 2000 (Qld)</p> <p>4. Require the guardianship service provider to agree that you can provide a copy of the agreement with the guardianship service provider to QUT.</p> <p><i>If, for any reason, the agreement with the guardianship service provider terminates or expires prior to you reaching 18 years of age, you must immediately notify QUT.</i></p> |
|--|---|---|--|

3. Contact details

The following guardianship service providers have advised QUT that they are able to provide suitable guardianship services:

Auscare Guardians
PO Box 759
Sunnybank
Brisbane Queensland 4109
Australia
Phone +61 438 198 778
Fax +61 7 3276 0070
Mobile +61 438 198 778
Email: contact@acguardians.com.au
www.acguardian.com.au

EduGuard International
PO Box 328
Red Hill
Brisbane Queensland 4059
Australia
Phone +61 7 3289 7079
Fax +61 7 3289 7900
Mobile +61 7 418 886 695
Email info@eduguard.com.au
www.eduguard.com.au

International Student Alliance
PO Box 87
Chirnside Park
Melbourne Victoria 3116
Australia
Phone +61 3 9777 0098
Fax +61 3 9777 0453
Mobile +61 3 401 995 900
Email isa@minopher.net.au
www.studentguardians.com

PLEASE NOTE:

- a) This list of guardianship service providers is not intended to be a complete list of all guardianship service providers and therefore, other guardianship service providers may provide suitable guardianship services. Each student should make his/her own enquiries.
- b) QUT does not recommend or endorse or make any representation whatsoever in respect of any of the above listed guardianship service providers.
- c) QUT is not responsible or liable in any way whatsoever for the recommendation of or provision of guardianship services.
- d) It is the responsibility of you and your parent(s) or legal guardian to ensure that an agreement with a guardianship service provider complies with QUT's requirements as stipulated in this guardianship service provider form, and any terms and conditions required by law

Privacy

Details of QUT's practices regarding student information and privacy see www.studentservices.qut.edu.au/info/contacts/QUT_u/privacy.jsp

If you are unable to access the internet, you can contact QUT Student Centre in person, phone 07 3138 2000 or email askqut@qut.edu.au for this information.

4. Signature

Student family name:	Given names:
Signature:	Date:
Parent/guardian family name:	Parent/guardian given names:
Parent/guardian signature:	Date:

Campuses

Gardens Point

George Street, Brisbane

- Built Environment and Engineering
- Business
- Law and Justice
- Science and Technology

Gardens Point is the only university campus in Brisbane's CBD offering full student services.

Situated on the Brisbane River, adjacent to the City Botanic Gardens and Queensland's Parliament House, the location reinforces QUT's links with business and industry while creating a dynamic environment for students.

The campus is linked with South Bank Parklands by the Goodwill Bridge (a pedestrian and bicycle bridge).

Public transport options include regular ferries, trains and buses, as well as a free student bus service between QUT campuses.

Kelvin Grove

Victoria Park Road

Kelvin Grove, Brisbane

- Creative Industries
- Education
- Health
- English Language, Foundation, Diploma and University Certificate in Tertiary Preparation (QUT International College)

The Kelvin Grove campus has become the hub of innovative space and enterprise, housing the QUT Creative Industries Precinct, Institute of Health and Biomedical Innovation, and is adjacent to the Kelvin Grove Urban Village.

Known as QUT's 'hilltop' campus, Kelvin Grove is situated on a leafy rise just two kilometres from the Brisbane city centre and is where the QUT International College is based.

The campus is well serviced by buses, including the free student shuttle bus service, and is a 25-minute walk from the Roma Street Transit Centre.





Queensland University of Technology
Brisbane Australia

Contact us

QUT International
Queensland University of Technology
2 George Street
GPO Box 2434
Brisbane Queensland 4001
Australia

Phone +61 3 9627 4853
Fax +61 3 9627 4863
Australia Freecall 1800 181 848
Online enquiries www.international.qut.edu.au/contact
Email qut.international@qut.edu.au

www.international.qut.edu.au



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