



INTERNATIONAL
COLLEGE OF QUEENSLAND

International Student Handbook

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www.studyingld.com.au

This document is uncontrolled when printed - always refer to the online version for the most up to date International Students Handbook

1. WELCOME

Congratulations and thank you for selecting International College of Queensland for your studies in Australia! You will not be disappointed in your decision to study in Australia with us.

International College of Queensland has been operating for more than 30 years, formally known as Cairns Beauty Academy, and has had much success in graduating numerous domestic and international students during this time. We offer a complete lifestyle experience incorporating the arts and culture, tourism, dining and entertaining as well as gaining an excellent quality education.

2. ABOUT US

Established in 1986, International College of Queensland is an award-winning registered training provider (RTO) delivering high quality vocational training in a well-equipped training academy where students graduate job ready and experienced. Students can work in a busy beauty salon or clinic while learning; ensuring they the skills and knowledge needed to gain employment, advance their career, or build on their current skills.

Our Campuses have the latest up-to-date facilities, equipment, and products that students can enjoy. Our Campuses are located near major shopping centres in each location for convenience and public transport requirements.

International College of Queensland is dedicated to providing industry current training which is engaging, interesting and delivers results. Our Trainers hold a wealth of knowledge and experience in their subject disciplines and come from all over the world. Many have owned and operated businesses and continue to work in their industry to keep up-to-date with industry relevant training. Our entire team is passionate to see our students succeed.

The quality of our training organisation is supported by our industry representatives, employers, past students, current students, and parents. We regularly seek feedback from these stakeholders to ensure a quality education that sets you on the right path to obtaining your dream job.

3. POLICIES

We would recommend all prospective and existing students become familiar with the International College of Queensland’s policies as published on the International College of Queensland website. We recommend that you always refer to the online version of this Handbook to ensure that you are receiving the most up to date information. The Handbook is readily available from our website www.studyinqld.com.au.

4. EDUCATION AGENT AFFILIATIONS

International College of Queensland networks with a range of Education Agents for student recruitment purposes. Some of these Agents receive a commission for referrals. For further information on our Education Agent affiliates, please refer to our website. Each Education Agent that we engage with signs an agreement outlining the responsibilities and obligations of each party to ensure that those representing the College do so in a compliant, professional manner that is aligned with our values and reputation of quality services.

In addition, we provide our Education Agents with a comprehensive induction and ongoing training. International College of Queensland works with Education Agents to ensure that the marketing material you are provided with is current and accurate and that their conduct is always ethical and professional. Should you have any issues with the conduct of any of our Education Agents, we urge you to provide feedback to us directly at International College of Queensland for us to monitor the service level they are providing to our valued customers.

5. DELIVERY AND ASSESSMENT METHODS

Delivery of training and assessment is governed by a VET Partnership Agreement with our delivery partner Demi International Beauty Academy (RTO #32542). This partnership ensures students receive the highest quality training from Demi International Beauty Academy, and access to industry standard equipment and facilities at our shared campuses located in Cairns, the Sunshine Coast, Brisbane, and the Gold Coast. International College of Queensland and Demi International Beauty Academy Trainers and Assessors are experienced industry professionals committed to providing a high standard of training and assessment. Assessments for all courses meet the principles of assessment in that they are fair, flexible, valid, and reliable.

Our accredited training is based upon national units of competency forming competency standards. Competency standards are statements that define the skills and knowledge required to perform a specific piece of work to the standard required in industry. Competency standards are the statements of outcome for nationally endorsed training. They shape the curriculum to which students are taught and set the standards against which students are assessed.

Classroom Based Training

All our international courses are classroom based with possible workplace-based training. For after-hours study and the submission of assignments, access to a computer and the internet is essential.

Workplace-Based Training

It may be a requirement of the course that you attend a workplace to be able to practice and improve your skills and knowledge.

Where this is required, the College will arrange placement with a suitable employer. Students will need to plan to get to and from the workplace on the days and times specified.

Assessment Methods

As you progress through the units, there will be an opportunity for you to test your learning by completing some general questions and activities. At the end of each unit, you will be formally assessed by your Assessor. A portion of your written and recorded evidence requirements are to be uploaded to the International College of Queensland online learning system called CANVAS™. This evidence will form part of your competency assessment. As such, you need to have access to a computer and the internet.

Being competency-based training, our courses require practical aspects to assessment to ensure that students can demonstrate the skills they have been taught, over a period to a level accepted as industry standard. Where this is the case, you may be required to upload recordings of the activities, perform tasks in the presence of an Assessor or use a named supervisor (from within the industry) to act as a verifier of your skills. You are supported throughout the process by a dedicated Trainer/Assessor. The Assessor will make a judgement of competency based on the evidence provided according to the national standards.

Our Assessors will ensure:

- The assessment process is valid, reliable, flexible, and fair.
- All evidence that is submitted and deemed as valid, current, sufficient, and authentic is considered in making their judgement.
- Timely and constructive feedback on NYC (not yet competent) assessment outcomes is given to applicable students.

- Recognition of Prior Learning is offered and recorded.
- Assessment outcomes are recorded appropriately.

International College of Queensland is proud of its high standards and has a strict quality control process before certification being awarded. As you are assessed for the competencies, skills and knowledge required for the qualification, you will also be reviewed for foundation skills. These are the underlying skills that are threaded throughout completion of any qualification. They include the literacy, numeracy, and digital literacy skills, but also more general skills needed in a contemporary business.

6. PROGRESSION & COMPLETION

During your study in Australia, it is your responsibility to dedicate the time and commitment required to progress through your course until completion within the course duration as outlined in your Confirmation of Enrolment (CoE).

You are required to attend the College for twenty (20) scheduled course hours per week for your course and must not let your academic progress drop below 50% within each study period. The College monitors your progression and completion of your course of study at the end of each study period (10-week term).

Should you be deemed to be at risk of not progressing through your course, you will be offered to attend an intervention meeting with a Student Support team member.

If you have any concerns or circumstances impacting on your ability to complete your course within your course duration, please contact your Trainer or our Student Support team on +61 7 5309 6635 or email admin@studyingqld.com.au

They can offer advice options, create an intervention plan and discuss tools and techniques to assist you towards completion.

7. CANCELLATION, DEFERMENT, AND SUSPENSION

A student's enrolment may be cancelled, deferred, or suspended where there are compassionate or compelling circumstances impacting upon the student, in the event of student misbehaviour, extenuating circumstances, or in the event of non-payment of fees.

Compassionate and compelling circumstances

Compassionate or compelling circumstances are those beyond the control of the student and which have an impact on the student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes. Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in your home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which could include:
 - Involvement in or witnessing of a serious accident.
 - Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).
 - Where the registered provider was unable to offer a pre-requisite unit.
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Extenuating Circumstances

Extenuating circumstances relating to the welfare of the student may include but are not limited to the following. The student:

- is missing.
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others.
- is at risk of committing a criminal offence.

Non-payment of fees

Students that fail to pay their fees within the specified time frames will incur late payment fees and may be sent an intention to cancel course letter unless fees are made within strict deadlines.

8. ISSUANCE OF CERTIFICATION

Full completion of all course requirements will result in the issuance of a qualification. Successful completion of one (1) or more units within a course; but not the full completion of the course requirements will result in the issuance of a Statement of Attainment only. Qualifications/ statements of attainment will not be issued unless all outstanding fees have been paid and upon receipt of your Unique Student Identifier (USI).

of Queensland. Note that certificates and statements of attainment cannot be issued until you provide International College of Queensland with a copy of your Unique Student Identifier (USI).

Replacement Certification

If you require a replacement qualification or replacement statement of attainment, please contact our Student Services team via admin@studyingld.com.au for an Application for a Replacement Qualification Form. The completed form, along with payment is to be sent to admin@studyingld.com.au. A replacement fee applies (refer to ICQ website for the schedule of fees).

9. FEES, REFUNDS, AND CHARGES

Information on course fees and charges are available on our website.

Indicative Fees

Students enrolling in the College will be provided with an itemised list of indicative course fees, including which fees are non-refundable.

Payment of Fees

All fees must be paid in Australian dollars; please view the CRICOS Fees, Charges and Refund Policy on our website. One of our partners CohortPay provides a service that may reduce the cost of banking fees and transfers for tuition fees and is a preferred supplier of the College. For details and more information visit <https://cohortpay.com/en>.

Outstanding Fees

Students who do not complete a payment plan are required to pay fees either monthly or quarterly in advance by the 1st of each month or at the commencement of a term.

Payments received by the college 15 or more days late will incur an additional late payment fee for each late week on their next invoice (refer to ICQ website for the schedule of fees).

Studies will be suspended for non-payment if a student falls more than 30 days in arrears without an approved compelling and compassionate reason.

The CoE will be cancelled if a student falls 60 days in arrears without an approved compelling and compassionate reason, providing a complaint has not been filed or the complaints process has been finalised.

Refunds

Refunds will only be given in accordance with the conditions outlined within the Written Agreement. See Refund Policy on the International College of Queensland website.

www.studyinqld.com.au

Refund requests must be accompanied by official documentary evidence. If the student is unable to access the *Refund Application Form* a refund request should be made in writing and emailed, faxed, or posted to the College Administration Office. Refunds will only be made in Australian dollars.

Refunds: Student Cancellation

If a student cancels the course prior to the commencement date due to a refused visa, the college will refund all monies paid to the college except for the enrolment administration fee, within 30 days of receipt of a complete withdrawal/refund application.

If a student cancels the course on or after the commencement date due to a refused visa, the college will refund all monies paid to the college except for the enrolment administration fee, within 30 days of receipt of a complete withdrawal/refund application.

If a student cancels the course prior to the commencement date due to any other reason, the student will receive a refund of the initial deposit less the enrolment administration fee and \$500 tuition deposit.

If the student cancels the course on or after the commencement date due to any other reason, no refund will be given, and any unpaid tuition will become due and need to be paid by the student to finalise the withdrawal. If there is a compelling and compassionate reason for the withdrawal, the CEO may, at his/her discretion, make an exception and grant a refund of tuition fees on unreleased units or waive part of all the remaining tuition due.

If a student wishes to transfer to another institution and meets the transfer requirements, all tuition for the current course must be paid in full before the Transfer Request will be considered. No refunds will be given, and an administrative fee will be charged.

Refunds: Cancellation of Course (Provider Default)

If the college cancels the course or student enrolment for any reason prior to the course commencement date, the student will receive a full refund of all monies paid to the college within 30 days of the cancellation.

Declined and Unpaid Fees Payments

In the event of a declined payment, the student will be contacted to make immediate alternative payment arrangements.

If the subsequent payment has not cleared within two (2) business days of the designated processing date, then:

- The full amount outstanding becomes immediately due and payable.
- A late payment fee is incurred.
- Notice of intent to cancel enrolment will be sent to the student.
- The student will have twenty (20) business days to access the College's complaints and appeals processes before the Department of Home Affairs (DoHA) is notified of the cancellation through PRISMS.
- No certification will be issued until receipt of payment.

Invoices not paid within terms will result in potential default proceedings which can include the use of external collection agencies and defaults being recorded on credit files.

10. UNIQUE STUDENT IDENTIFIER (USI)

What is a USI?

International College of Queensland is required to collect and verify a Unique Student Identifier (USI) for each student at enrolment, or prior to issuing a qualification or statement of attainment.

A USI is an alphanumeric number that all individuals must apply for and hold when undertaking nationally recognised Vocational Education and Training (VET). This number only needs to be applied for once, and it will remain with the individual for life.

Once implemented, a student will be able to access a full list of their academic achievements from a national central system for training undertaken whilst they have a USI.

Additional Information

For further information on the USI or to apply, access the Unique Student Identifier website <https://www.usi.gov.au/>

11. PRIVACY POLICY

International College of Queensland is committed to protecting the privacy of your personal information. Our Privacy Policy can be downloaded from the ICQ website.

12. ACCESS and EQUITY

International College of Queensland is committed to offering opportunities for everyone to access and participate in learning.

International College of Queensland staff carry out their relevant duties and responsibilities in a fair and equitable manner, following organisational policies relating to access and equity, discrimination, and equal opportunity. Harassment, intimidation or discrimination toward any group or individual, including, among other things; age, gender, ethnicity, disability, sexuality, is not tolerated. Your Trainer/Assessor moderates all classroom, webinar and teleconference interactions and is responsible for monitoring and addressing any issues.

Should you feel a fellow student, International College of Queensland staff member or Trainer/ Assessor is in breach of these policies; please notify the Chief Executive Officer in writing to ensure the matter is dealt with promptly. If the matter is not addressed sufficiently or continues, you may wish to lodge a complaint. For more information, please refer to the Complaints and Appeal Policy on the ICQ website www.studyinqld.com.au

Legislation

International College of Queensland adheres to legislation relevant to its operations and services provided, in every state and territory. This legislation includes, but is not limited to:

- Education Services for Overseas Students Act 2000 (otherwise referred to as 'ESOS Act').
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

A description of the ESOS framework is available from the Department of Education on their website <https://www.dese.gov.au/esos-framework>

13. STUDENT CODE OF CONDUCT

Obligations

By enrolling for a course of study at International College of Queensland you are agreeing to:

- Pay the fees as agreed at the time of enrolment and within the time frames agreed upon.
- Complete each part of the course within the time frames as set down in your CoE.
- Attend training sessions as advised by your Trainer.
- Access and use internet services and a computer throughout the course.
- Submit your own work throughout your studies. The use of others' work or group submissions is prohibited by the College, unless otherwise specifically instructed, in writing, from your Trainer/Assessor.
- Meeting the student expectations at all times.

Expectations

You are studying to become 'job ready', as such you are expected to always maintain a professional approach to your studies and other people. This is part of the training journey and is good practice for when you are employed in your dream job!

All students are expected to adhere to the following:

Behaviour. We value ethical behaviour, demonstrated by openness, honesty and integrity in all our dealings.

Responsibility. We take responsibility for our actions and stand by our promises to each other, and to our organisation.

Respect. We respect ourselves, our organisation, and each other. We expect students to show respect, value diversity, and tolerance.

Caring. We value caring for each other, our staff and the wider community in a holistic and sustainable way.

Quality. We value quality, embracing uncompromising standards in service provision.

Flexibility and Innovation. We value flexibility and innovation, encouraging original solutions and flexibility in our approach to studies.

Learning for Life. We value life-long learning. We encourage the ongoing pursuit of knowledge and skills in our students as well as our staff through professional development opportunities.

Disciplinary procedures will be followed where failure to respect and uphold these behaviours occurs.

Personal presentation and hygiene

When attending classes; International College of Queensland requests that you present yourself appropriately. That is that you should ensure that you are well groomed (clean, kept hair) and smartly dressed.

14. DISCIPLINARY PROCEDURES

International College of Queensland does not tolerate inappropriate behaviour that impedes on the rights of others to learn in a safe environment. Such behaviour includes:

- The use of offensive language
- Intoxication
- Attending class under the influence of illegal substances
- Discrimination
- Harassment or vilification of any form (including online/social media)
- Breaches in safety
- Offensive behaviour
- Illegal behaviour
- Dangerous behaviour

Students displaying these types of behaviours will terminate their right to participate and will be immediately excluded from the learning and/or assessment environment. Students may appeal such a decision following the Students as Consumers and Complaints and Appeals Policy. International College of Queensland reserves the right to terminate without refund, the enrolment of any student.

Smoking

All training premises of The International College of Queensland is a smoke-free zone. Under the [Tobacco and Other Smoking Products Act 1998](#), [Tobacco and Other Smoking Products Regulation 2021](#), people cannot use e-cigarettes (vaporisers) in smoke-free areas, or any places where smoking is banned. These include all enclosed public places and some outdoor public places that involve close contact with others and children. Vapes are smoking products and subject to the same laws as tobacco or cigarettes.

The use of e-cigarettes, vaporisers is not permitted on Demi International premises or within 5 metres of the buildings.

The use of cigarettes, e-cigarettes, vapes must only be done outside the building and in accordance with all other legislative requirements in relation to smoking areas.

Smokers are requested to smoke in the designated areas outside of the premises. The Demi International Uniform must NOT be worn whilst smoking off the premises. All scent of smoke must be removed when returning to the premises.

Students caught in breach of this policy may be reported to the Australian Government, which may result in fines or prosecution.

15. COMPLAINTS AND APPEALS

International College of Queensland is committed to dealing with any complaint, or appeal with confidentiality and professionalism. All complaints, or appeals, including those related to any partner organisation, should be directed to International College of Queensland directly and without delay.

For more information, please read through the Complaints and Appeals Policy available on the International College of Queensland website. Should you wish to lodge a complaint or appeal, complete the ICQ Complaint and Appeal Form and forward your completed form to the College.

16. STUDENT SERVICES AND SUPPORT

International College of Queensland Trainers and Student Support are available to you for support, by email or phone, during business hours. Office staff will also be available to support with administrative aspects for courses. Should you feel you need advice and/or assistance in any area of your study, please contact the International College of Queensland office on +61 7 5309 6635.

Welfare and Guidance Services

International College of Queensland endeavours to provide welfare and guidance services to you by offering mentoring support and giving you access to our Student Support team. However, at times, you may need support that International College of Queensland is simply not able or qualified to provide. At the end of this International Student Handbook, we have provided a list of support, welfare or guidance agencies and organisations that may be able to meet your needs better. Any cost associated with third party assistance is the student's responsibility.

Changing Your Details

Should you change your details (e.g., name, address, phone number) throughout the duration of your course, please notify International College of Queensland by completing the Change of address form available on the website or by contacting Student Services

Students are required to maintain current contact information with the College. Every six (6) months, the College will contact students to confirm and update their address.

17. PUBLIC TRANSPORT IN QUEENSLAND

Our campuses are each well serviced by public transport with trains and buses with most across the road from major shopping centres and the main bus stops.

Please see the information on our website that relates to the campus you wish to study at for more details on transport.

18. WEATHER IN QUEENSLAND

Queensland enjoys a truly comfortable sub-tropical climate, which is ideal for all year-round outdoor activities. Please see the information on our website that relates to the campus you wish to study at for more details on the weather. But we can assure you it is the best weather in Australia!

19. WORKING IN AUSTRALIA

You can work a maximum of forty (40) hours per fortnight (average of twenty (20) hours per week) when your course is in session (other than work which has been registered as a part of the course). However, there is no work limit during recognised periods of vacation between study terms. Term length and dates of vacation will be provided in your course information or available from Student Services.

NOTE: You cannot undertake work until you have commenced your course in Australia.

Working a casual or part-time job, in sectors such as hospitality or tourism can go a long way to cover the cost of living and maybe even some of the tuition fees. There is no restriction on the type of job you can work but as you cannot exceed forty (40) hours per fortnight (fourteen (14) calendar days). A casual or part-time job provides a good balance between study and work.

For more information on wages and working conditions in Australia visit the Fair Work Ombudsman on <http://www.fairwork.gov.au/>.

The Australian Government provides a list of job placement providers in Australia (remember: you cannot undertake work until you have commenced your course in Australia). Just enter the postcode of your accommodation into the Job Search website <http://jobsearch.gov.au/serviceproviders>.

Other job advertisement websites include:

- <https://jobsearch.gov.au/>.
- <http://www.jobseeker.org.au/>.
- <http://www.seek.com.au/>.
- [jobs in Brisbane Region, QLD | Jobs | Gumtree Australia Free Local Classifieds](#)
- <http://www.employmentplus.com.au/>.

20. COST OF LIVING IN QLD

Please see the information on our website that relates the location you wish to study at for more details on the costs of living. More information can also be found at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Initial Expenses upon Arrival in Brisbane (AUD)

Airport Transfer (Based on transport costs from the airport.)	\$80 - \$150
Food, transport, and associated expenses for the first three (3) weeks	\$250 - \$500
3 weeks Rent advance or rental bond	\$300 - \$720
Weekly Rent for your accommodation in advance.	
Rental bond is the security deposit	\$100 - \$240
Bedding (based on costs if you have not brought it to you, or it is not provided in your accommodation)	\$100 - \$250
Warm clothing - in Winter - June to August	\$50 - \$150
Phone calls home	\$5 - \$25

You can buy inexpensive international calling cards at convenience stores to call overseas

21. YOUR SAFETY

Your safety whilst you undertake your studies is of utmost importance to the College. Whilst accidents can happen, there are certain things that you can do to avoid getting yourself into harmful or compromising situations.

Some situations to be wary and mindful of may include:

Money

- Carrying large sums of money.
- Avoid where possible and be mindful of who may see what you are carrying in your purse/wallet or what you are withdrawing from an automatic teller machine (ATM).

Night-time

- Late night walking.
 - Whilst walking at any time of the day has a certain level of risk; walking alone at night in areas with poor lighting or in public parks is not recommended and should be avoided wherever possible.
- Nightlife.
 - Our Queensland Campus locations have a fantastic array of nearby clubs and pubs. Should you wish to enjoy the nightlife, please exercise caution with your alcohol intake and your movements throughout the city. There is a lockout curfew imposed upon certain suburbs which prohibits patrons from entering or re-entering premises after 3am. Always monitor your drinks and never leave them unattended.

Wildlife

- Whilst in built up areas, you will not encounter too many animals that pose a potential risk to your wellbeing. Australia is home to animals that you will not find native in any other country, and quite a few of them are harmful. As a general guideline, do not attempt to touch or handle any wildlife unless you are visiting a zoo or wildlife centre that allows such actions.
- Magpies (an Australian bird). During July – December, you may find an increase in territorial/defensive behaviour from the magpie as it attempts to scare you away from their breeding site and/or chicks. Avoid areas with magpie activity to the best of your ability as they have a tendency to swoop/dive-bomb those that enter their territory.

Skin protection

- Slip, slop, slap (slip on a shirt, slop on sunscreen and slap on a hat). It is quite easy to get sun burnt whilst enjoying the beautiful weather of Queensland. Please exercise caution when spending long periods of time in the sunshine.
- Biting insects. During the wetter periods of the year, Queensland can experience an increase in mosquitos and midges (sand flies). It is recommended that you apply a tropical repellent and wear appropriate clothing.

Swimming

- The Sunshine State is blessed with beautiful beaches, swimming holes, and rivers. Should choose to swim at any one of our beaches; please always swim between the patrolled flags (<http://www.qldbaches.com/safety.html>).
- It is not recommended that you swim in river systems; particularly those that are close to an ocean inlet/outlet.

Travel

- Driving in Australia. Please ensure that you are aware of the road rules that must be adhered to when driving in Australia (<https://www.qld.gov.au/transport/safety/rules>, <https://www.publications.qld.gov.au/dataset/your-keys-to-driving-in-queensland>).
- When catching public transport, please ensure that you follow safety rules.
- Should you wish to ride a bike, there are road rules that must be adhered to for your safety and for the safety of other road users.

22. CONTACT DETAILS AND SUPPORT SERVICES

Internal Contact Information

Students can contact the College on [insert your country’s dialling code] + 617 5309 6635 when overseas or 07 5309 6635 from Australia should they not wish to send an email.

	Team	Email Address
Course and Enrolment Information	Administration	marketing@studyingld.com.au
Financial Matters	Student Services	admin@studyingld.com.au
Privacy issues, complaints	Quality	admin@studyingld.com.au
All admin, attendance, welfare concerns and student support	Student Services	admin@studyingld.com.au

Authorised Education Agents

Please refer to the International College of Queensland website for a full, up-to-date list of all approved Education Agents.

External support and welfare services contact information

Students should call triple zero (000) in the event of an emergency <https://www.triplezero.gov.au/triple-zero/awareness-campaign>

The support and welfare services provided in this Handbook may or may not apply to your needs. They are provided as a guide only. If you wish to discuss any support needs that you have with our Student Support team; they will work with you to find an organisation that can best assist you.

EMERGENCY SERVICES			
Organisation		Phone Number	Website
Police	Emergencies	000 or 112 from mobiles	https://www.police.qld.gov.au/forms/contact.asp
	Non-urgent matters	131 444	
	Crime Stoppers	1800 333 000	
Fire and Emergencies	Emergencies	000 or 112 from mobiles	https://www.qfes.qld.gov.au/contact-us
	Non-urgent matters Australia	13 74 68	
	Non-urgent matters international	+617 33284811	
Ambulance	Emergencies	000 or 112 from mobiles	http://www.qld.gov.au/health/services/emergency/
	Non-urgent matters	13 432 584	
	To find a local health care service	13 74 68	http://www.qld.gov.au/health/contacts/service-finder/index.html

SUPPORT SERVICES

Organisation		Contact	Website
RUOK?	Suicide and mental health support		https://www.ruok.org.au/findhelp
Lifeline	Personal crisis issues and suicide prevention services	13 11 14	https://www.lifeline.org.au/
The Salvation Army	Alcohol and drug addiction, domestic violence, community and family support	03 8878 4500	http://www.salvationarmy.org.au/en/find-help/
ReachOut.com	Wellbeing, mental illness		http://au.reachout.com/
Beyond Blue	Mental illness	1300 224 636	http://www.beyondblue.org.au/
The Mood Gym	Cognitive Behaviour Therapy for preventing/coping with depression and anxiety		https://moodgym.anu.edu.au/welcome
Gambling Help Online	Gambling counselling, information, and support	1800 858 858	http://www.gamblinghelponline.org.au/
1800 Respect	Sexual Assault, domestic family violence service	1800 737 732	http://www.1800respect.org.au/
Red Cross	Various support services	03 9345 1800	http://www.redcross.org.au/
Endeavour Foundation	Disability Support Services	07 3908 7100	http://www.endeavour.com.au/
Brisbane City Council	South East QLD Community Directories	1300 762 515	http://www.mycommunitydirectory.com.au/Queensland/Brisbane/
Queensland Council for Adult Literacy	Language, literacy and Numeracy providers	07 3878 9944	http://www.qcal.org.au/archive/directory/index.htm
Domestic violence Helpline	Domestic and sexual assault counselling and support	1800 811 811	http://www.dvconnect.org/
Sexual Assault Helpline		1800 010 120	https://www.dvconnect.org/sexual-assault-helpline/sexual-assault-helpline/
Salvation Army Employment Plus	Internet, training, job ready services, links, disability services	136 123	http://www.employmentplus.com.au/
Mission Australia	Disability/indigenous/literacy and numeracy support		https://www.missionaustralia.com.au
Max Employment	Disability/indigenous/community connections	1800 021 560	https://www.maxsolutions.com.au/

Alcohol and Drug Information Service		1800 177 833	https://www.qld.gov.au/health/staying-healthy/atods
Poisons Information Centre		13 11 26	https://www.health.qld.gov.au/poisonsinformationcentre/
Pregnancy Counselling Australia		1300 737 732	http://www.pregnancycounselling.com.au/
Pregnancy Help Line		1300 139 313	http://www.pregnancysupport.com.au/
Abortion Grief Counselling		1800 777 690	https://www.pcl.org.au/services/
Family Drug Support		1300 368 186	http://www.fds.org.au/
Men's Line Australia		1300 789 978	https://www.mensline.org.au/
Quitline	Assist in quitting smoking	13 78 48	http://www.qld.gov.au/health/staying-healthy/atods/smoking/quitline/
Interpreting service		13 14 50	https://www.tisnational.gov.au/
Legal Aid		1300 651 188	https://www.legalaid.qld.gov.au/Home
Department of Immigration and Border Protection	Visa requirements and conditions	13 18 81	https://www.homeaffairs.gov.au/
			https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/overview

OTHER SERVICES/CONTACTS/USEFUL INFORMATION

Organisation		Contact	Website
Library Directories	Library locations, services and facilities including internet		https://www.slq.qld.gov.au/about/partnerships-and-collaborations/local-government-and-public-libraries
Brisbane Council Libraries	Free internet access/ free internet and computer training courses - email/ internet searching/ computer use and terms		http://www.brisbane.qld.gov.au/facilities-recreation/libraries
Labour Market Information			http://lmip.gov.au/
Career Information			https://www.dewr.gov.au/employment https://labourmarketinsights.gov.au/
Queensland Government Blue Card Services	Blue card services – working with children check		https://www.bluecard.qld.gov.au/
Foreign embassies and consulates			http://dfat.gov.au/about-us/pages/foreign-embassies-and-consulates-in-australia.aspx
Dentist	Australian Dental Association Inc. Search function to find a local dentist		http://www.ada.org.au/Find-a-Dentist

Hospital	Cairns Hospital	07 4226 0000	https://www.health.qld.gov.au/services/cairns-hinterland/cairns_cairns_hosp
	Sunshine Coast University Hospital	07 52 02000	https://www.sunshinecoast.health.qld.gov.au/hospitals-and-health-centres/sunshine-coast-university-hospital
	Gold Coast Hospital	1300 744 284	https://www.health.qld.gov.au/services/goldcoast/gcoast_gcoast_hosp
	Royal Brisbane and Women's Hospital	07 3646 8111	https://www.health.qld.gov.au/rbwh
	The Prince Charles Hospital	07 3139 4000	https://www.health.qld.gov.au/tpch
Tuition Protection Service		02 6271 3440	https://tps.gov.au/Home/NotLoggedIn
Overseas Student Ombudsman		1300 362 072	https://www.ombudsman.gov.au/complaints/international-student-complaints
Overseas Student Health Care			https://oshcaustralia.com.au/en
Residential Tenancies Authority			http://www.rta.qld.gov.au/
TRANSLink	Transport information		http://www.translink.com.au/
International Direct Dial (IDD)	Dialling codes for international calls		http://www.idd.com.au/international-dialling-codes.php
Australian Government			https://www.studyinaustralia.gov.au/
Queensland Government	Ideas for recreation, sport, and arts		http://www.qld.gov.au/recreation/
Queensland Government	Public holidays		http://www.qld.gov.au/recreation/travel/holidays/public/
Queensland.com	Ideas for things to see and do		http://www.queensland.com/en-AU/Things-to-See-and-Do

Religious Affiliations

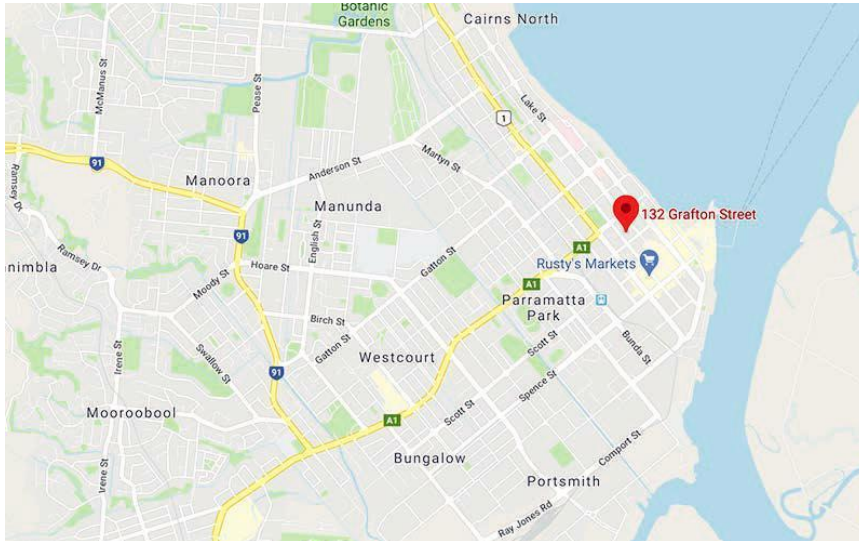
International College of Queensland provides some counselling services for its students to assist with not only their academic challenges but also any personal challenges that may be a barrier to their learning experience. We partner with only QEAC qualified international agents to ensure a quality network of support for all our students.

Religious affiliations within Australia are diverse, reflecting our multicultural heritage, the following table contains links to some of the different Religious Affiliations in Queensland.

Organisation	Website
Catholic	http://brisbanecatholic.org.au/parishes-mass-times/browse-mass-centres/
Anglican	http://www.anglicanchurchsq.org.au/
Uniting Church	http://thriving.ucaqld.com.au/
Presbyterian and Reformed	http://prc.org.au/
Eastern Orthodox	http://orthodoxyinaustralia.com/churches-in-queensland/
Baptist	http://www.qb.org.au/find-a-church/
Lutheran	http://www.lca.org.au/
Pentecostal	https://www.acc.org.au/about-us/
Buddhism	http://www.buddhistcouncilofqueensland.org/node/24
Islam	https://icq.org.au/
Hinduism	http://www.australiancouncilofhinduclergy.com/temples.html
Judaism	http://brisbanehebrewcongregation.com/

23. CAMPUS LOCATIONS and CONTACT DETAILS

CAIRNS CAMPUS



The Cairns campus is conveniently located in the heart of Cairns. Cairns is in far north of Queensland, often referred to as the Sunshine State. The campus is well connected by public transport, with the main city bus stop at the front of the campus.

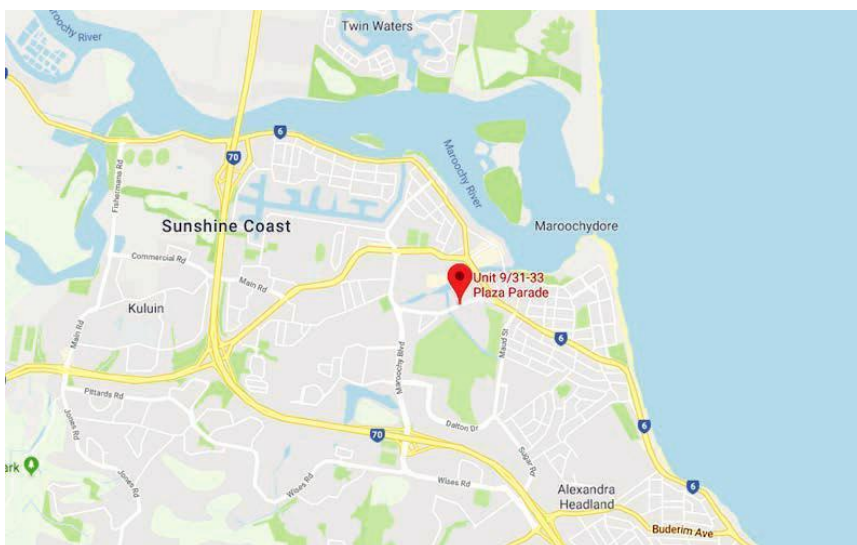
Office Hours: 8:30 am to 5:00 pm, Monday to Friday **Cairns**

Address: 132 Grafton Street, CAIRNS QLD 4870

Phone Number Overseas: + 617 5309 6635

Within Australia: 07 5309 6635

SUNSHINE COAST CAMPUS



The Sunshine Coast campus is conveniently located in Maroochydore. The Sunshine Coast is 100km (62 miles) north of Brisbane, the state capital. The campus is well connected by public transport and is conveniently located opposite a major shopping centre.

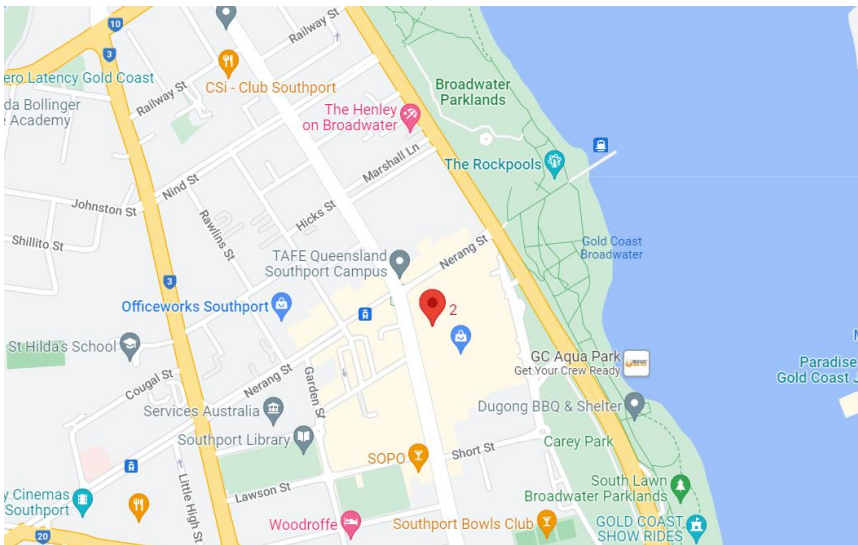
Office Hours: 8:30 am to 5:00 pm, Monday to Friday

Sunshine Coast Address: 9/31-33 Plaza Parade, MAROOCHYDORE QLD 4558 **Phone**

Number Overseas: +617 5309 6635

Within Australia: 07 5309 6635

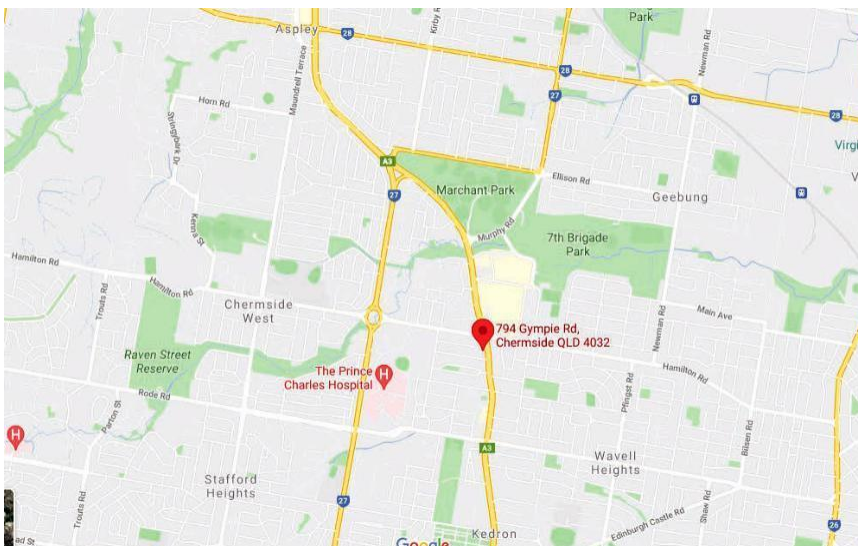
GOLD COAST CAMPUS



The Gold Coast campus is conveniently located in Southport on the northern part of the Gold Coast. The Gold Coast is 70km (44 miles) south of the state capital Brisbane. The campus is well connected by public transport and is near a major shopping centre, the beach, and the tram station.

Office Hours: 8:30 am to 5:00 pm, Monday to Friday
Gold Coast Address: 2/83 Scarborough Street, SOUTHPORT QLD 4032 Australia
Phone Number Overseas: +61 7 5309 6635
Within Australia: 07 5309 6635

CHERMSIDE CAMPUS



The Chermide campus is conveniently located in the heart of Brisbane, the capital of Queensland. The campus is only 10km from the city centre and is well connected by public transport. A large shopping complex is within walking distance.

Office Hours: 8:30 am to 5:00 pm, Monday to Friday
Chermide Address: 794 Gympie Road, CHERMSIDE QLD 4032 Australia
Phone Number Overseas +61 7 53096635
Within Australia: 07 5309 6635