



Student Orientation

Welcome to **Quantum Institute of Higher Education!**

Acknowledgement of Country

We acknowledge the Darug people as the Traditional Custodians of the land on which Quantum Institute of Higher Education stands in Parramatta, New South Wales.

We pay our respects to their Elders past, present, and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples.

What you'll get from this Orientation!

By the end of this Orientation, you will:

Feel Welcome and Connected

Meet fellow students, faculty, and staff who will support your journey.

Be Academically Ready

Learn about enrolment, class schedules, the *Learning Management System (LMS)*, and academic policies.

Navigate Life in Australia

Gain insights into local culture, transport, health services, and personal safety.

Understand Campus Life

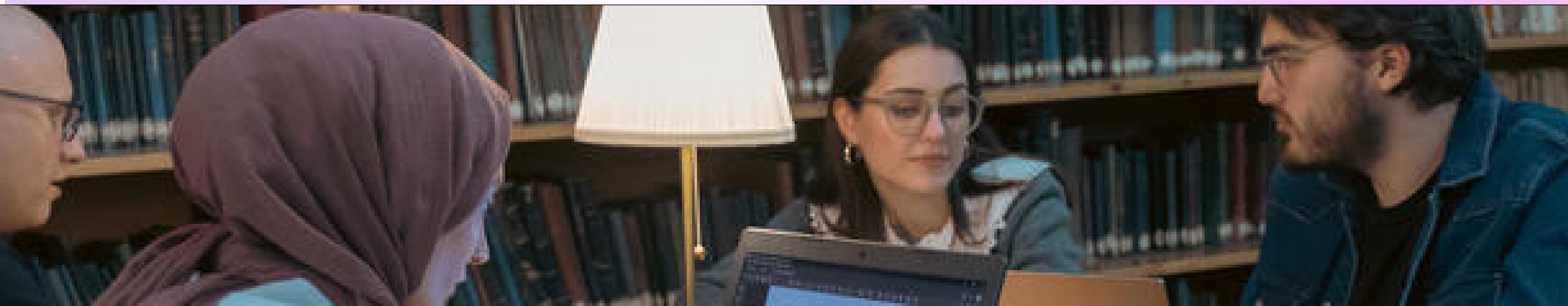
Familiarise yourself with QIHE's facilities, services, and key locations.

Know Where to Get Help

Discover student support services, including academic assistance, mental health counselling, and career guidance.

Have Your Questions Answered

Participate in Q&A sessions to clarify anything you're unsure about.



About QIHE

Welcome to your campus!

Quantum Institute of Higher Education (QIHE) is an innovative, student-centred institution committed to empowering learners with real-world skills and global perspectives.

📍 We are now in Parramatta, an exciting second CBD that holds lots of opportunities!





Vision

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

Mission

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

Core Values

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

Academic Excellence

Accountability

Equity and Inclusivity

Sustainability

Community Engagement

Adaptability

Integrity

Global Outlook

You should uphold these values as a QIHE student!



Welcome to Students of Bachelor of Business

The **Bachelor of Business (BBus)** is a three-year full-time program that equips students with foundational and advanced knowledge in business management.

The program offers majors with specialisations in:

Accounting

Information Systems

Hospitality

Focus on **practical business applications, critical thinking,** and **entrepreneurial skills.**



Your Bachelor of Business Program Structure

Total Courses: A combination of **core business courses**, **elective courses**, and a **capstone project course** in the final year.

Core areas include:



Financial And
Managerial Accounting



Marketing And
Business Strategy



Human Resource
Management



Business Law
And Ethics



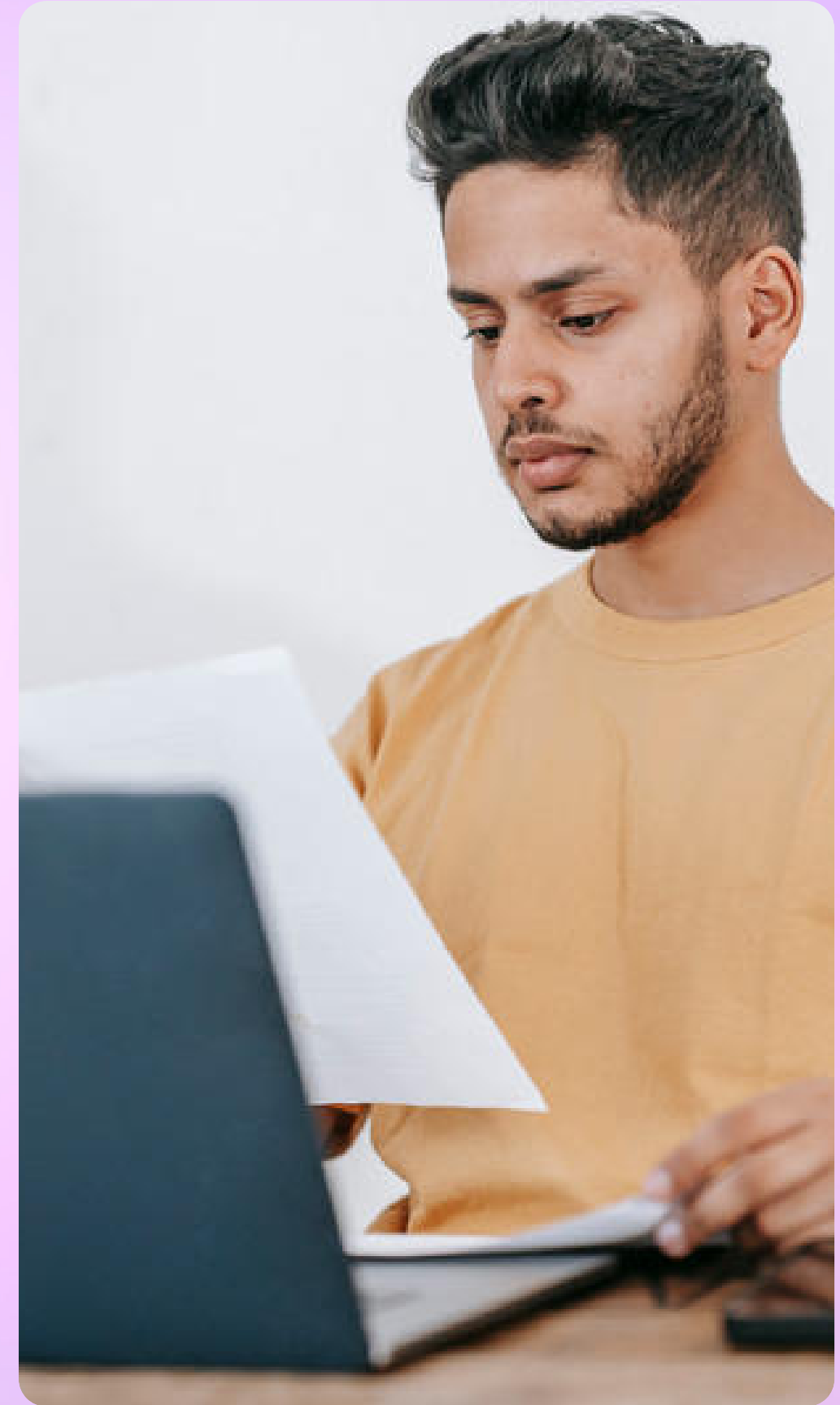
Digital Business
Transformation

Welcome to Students of Bachelor of Information Technology

The **Bachelor of Information Technology (BIT)** is a three-year full-time program designed to develop technical and problem-solving skills in IT.

The course covers **software development, data analytics, cybersecurity, and IT management** to prepare students for careers in technology-driven industries.

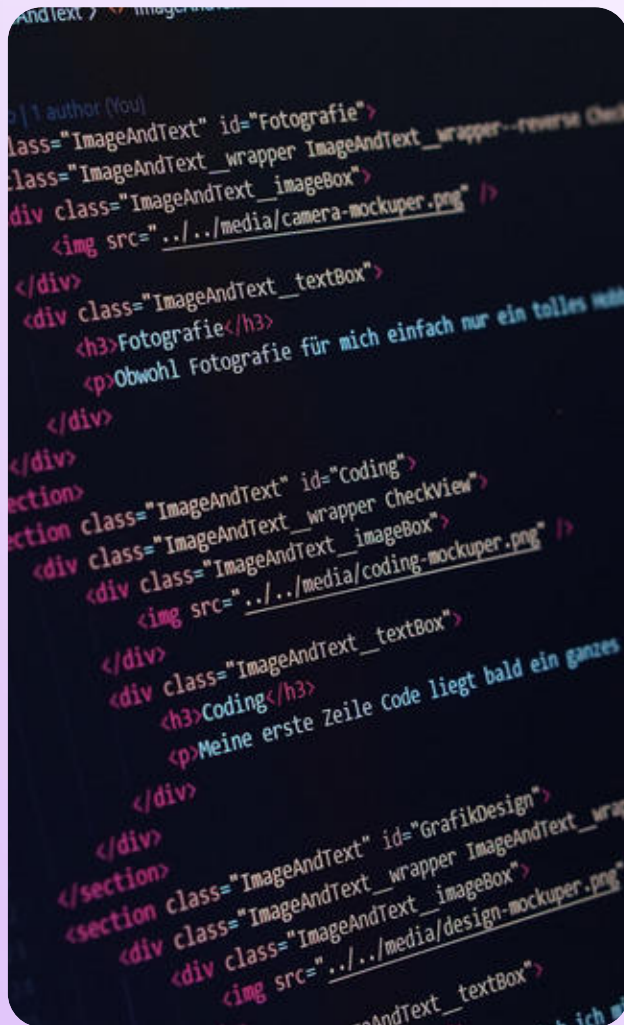
Emphasis on **practical application** and **industry relevance**, ensuring graduates are work-ready.



Your Bachelor of Information Technology Structure

Total Courses: A combination of **core courses**, **elective courses**, and a **capstone project course** in the final year.

Core areas include:



Programming And
Software Development



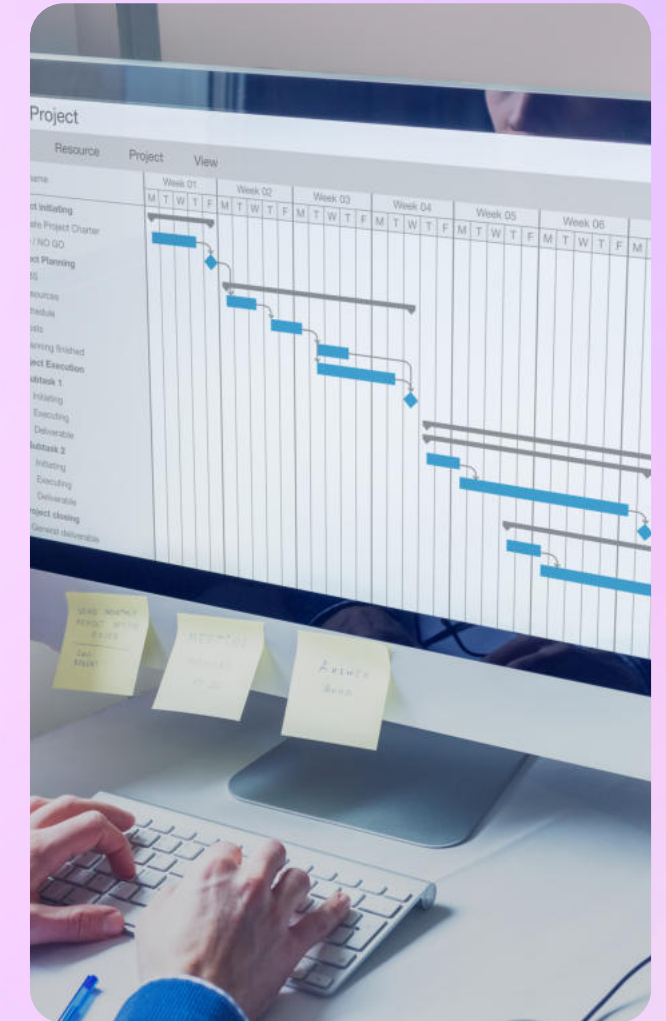
Data Structures
And Algorithms



Cybersecurity
Principles



Database Management
And Cloud Computing



IT Project
Management

Your Studies— Classes

At QIHE, we want you to get the most out of your academic experience. Understanding how classes are structured and what's expected of you will help you stay organised and engaged throughout your studies.

Lectures: Larger sessions where key concepts and theories are introduced.

Tutorials: Smaller, interactive classes for discussions, group work, and practical exercises.

You might have your classes in the computer lab.



Understanding the Course Outlines and Learning Outcomes

Each course you study will come with a detailed *Course Outline*, which acts as a roadmap for your learning. It's essential to review this document at the beginning of the trimester. You can find them on your *Learning Management System (LMS)*.



The Learning Management System (LMS)

The Learning Management System (LMS) is your central hub for all things study-related. It's where you'll access learning materials, submit assignments, and communicate with lecturers and classmates.



Key Features of the LMS:

Course Content

Lecture slides, readings, and learning resources.

Announcements

Important updates from your lecturers or student services.

Assignment Submission

Upload your assessments and check for feedback

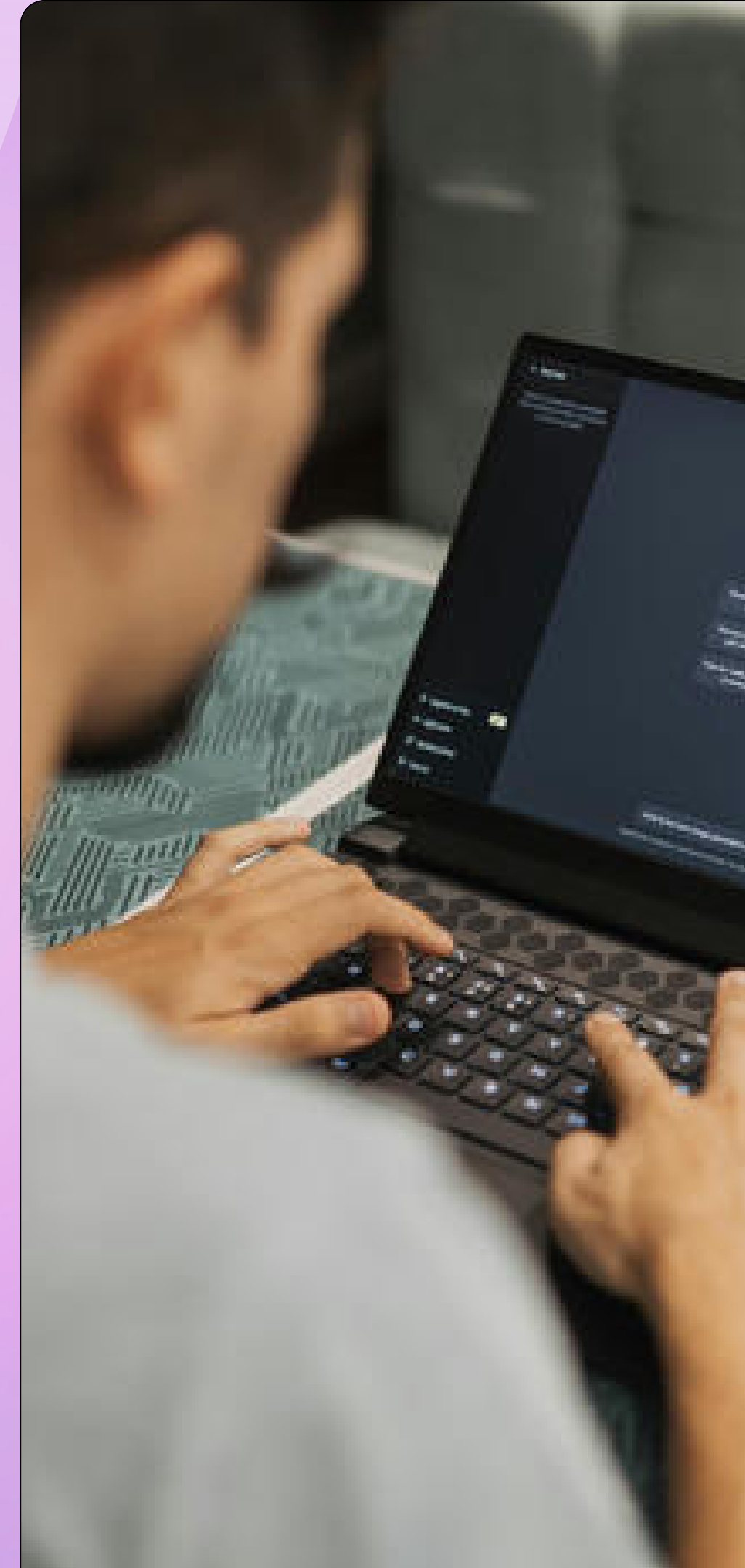
Grades and Feedback

View your results and instructor comments.

Discussion Forums

Engage in online discussions and ask questions.

Don't forget to also access your student email!



The Learning Management System (LMS)



Logging In

You'll receive your login details during enrolment. Make sure you can access the LMS before classes start—if you have any issues, contact **IT Support**.



Check the LMS regularly, and turn on notifications so you never miss important announcements!

A young man with dark, wavy hair is smiling at the camera. He is wearing large, black over-ear headphones. He is sitting at a desk with a silver laptop in front of him. In his right hand, he holds a yellow pencil. The background is a library with tall wooden bookshelves filled with books. The entire image has a soft purple overlay.

LMS Demonstration

Academic Policies

Attendance

Regular attendance is expected, and for some courses, it may be mandatory.

Engagement

Participation in class discussions and activities helps deepen your understanding and connect with your peers.

Timetables

Your class schedule will be available through the LMS —be sure to check it regularly for updates.



Staying proactive and engaged in class not only enhances your learning but also helps you build relationships with lecturers and classmates!

How You'll Be Assessed at QIHE

Assessment Policy Overview

Types of Assessment

- You'll complete different kinds of assessments:
 - **Formative** (quizzes, class tasks, journals) → helps you learn and improve;
 - **Summative** (exams, reports, projects, presentations) → measures final achievement.

Deadlines & Extensions

- Submit **on time** to avoid penalties.
- **Late Work**: 5% penalty per day. After **7 days**, no marks are given.
- You can **apply for an extension** if you have **valid reasons** (e.g., illness).



For further information regarding assessment types, submission deadlines, and extension requests, please refer to the *Assessment Policy and Procedure*.

Academic Integrity

- Always submit your **own original work**.
- **Cheating, plagiarism, collusion,** or **unauthorised AI use** is not allowed.
- Penalties range from **reduced marks** to **exclusion** for **serious/repeated misconduct**.

For further information, please refer to the *Academic Integrity Policy and Procedure*.

Fairness & Quality

- All assessments go through **moderation** and **validation** to make sure grading is fair, consistent, and reliable.

For further information, please refer to the *Moderation and Validation Policy and Procedure*.

Progression Rules

To stay in **good academic standing**, you must:

- Pass at least **50% of your subjects each semester**;
- Pass **all core courses**;
- Attend at least **80% of classes**;
- Complete your program within the **maximum timeframe** (e.g., 4.5 years for a 3-year degree).

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





Student Services

If you're unsure where to go for help, start with the **Student Services Team** — they'll guide you to the right resources or arrange a meeting with the appropriate team.

Student Services and Support

At QIHE, we are dedicated to helping you succeed both **academically** and **personally**. Our services are free for all students and designed to ensure you have the support you need to thrive.

Academic Support

- Study skills workshops (writing, time management, referencing).
- English & numeracy support.
- Academic counselling & extra tutorials.
- Peer mentoring & group learning.

Personal & Wellbeing Support

- Free, confidential counselling.
- At-risk monitoring & tailored help.
- Disability & equity adjustments.
- Referrals for health, housing, financial support.

Cultural & Community Support

- Orientation & social activities.
- Respect for Aboriginal & Torres Strait Islander peoples.
- Multicultural & religious support in Parramatta.
- Opportunities to connect with diverse student communities.

At QIHE, you're never alone — whether you need academic advice, personal support, or just someone to talk to, we're here for you!

QIHE Student Association

The **QIHE Student Association** is your representative body, giving you a voice in shaping QIHE's academic, social, and cultural life.

- Automatic membership for all students
- Events, advocacy, and community activities
- Leadership, teamwork, and volunteering opportunities
- Platform to raise student feedback and initiatives with QIHE leadership

For more details, see the *QIHE Student Association Plan and Terms of Reference*.





Library and Computer Lab

Access research databases, e-books, and
dedicated study spaces, with assistance
from library staff when needed.



Complaints and Appeals

At QIHE, we are committed to a fair, transparent, and supportive process for resolving concerns.

What is a Complaint?

An expression of dissatisfaction about any aspect of your experience, such as:

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

What is an Appeal?

- A request for review of a decision, including:
- Assessment results;
- Disciplinary decisions;
- Special consideration or adjustments.

How to Lodge

- First, try informal resolution by speaking with the relevant staff member.
- If unresolved, submit a *Complaints and Appeal Form* (available on the QIHE website or via Student Services).



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

External Escalation Pathways – Complaints and Appeals

- **Commonwealth Ombudsman (OSO):** For overseas students.
☎ 1300 362 072 | 🌐 ombudsman.gov.au/overseas-students
- **Resolution Institute:** For domestic students/other matters.
☎ +61 2 9251 3366 | 🌐 resolution.institute
- **Administrative Review Tribunal (ART):** For reviewable legal decisions.
☎ 1800 228 333 | 🌐 art.gov.au
- **Australian Human Rights Commission (AHRC):**
Discrimination/human rights.
☎ 1300 656 419 | 🌐 humanrights.gov.au
- **Australian Competition and Consumer Commission (ACCC):**
Consumer rights and protections.
🌐 accc.gov.au

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



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

Tuition Protection Service (TPS)

The **Tuition Protection Service (TPS)** is an Australian Government initiative that safeguards international students if QIHE is unable to deliver their course. TPS ensures you can either continue your studies with another provider or receive a refund for any unspent tuition fees.

If QIHE cannot deliver your program, you will be:

- Offered an alternative program with another provider (minimising disruption);
- Refunded for any unspent tuition fees if no alternative is available;
- Supported by the TPS to ensure a smooth transition.



For details and step-by-step guidance, visit the Tuition Protection Service (TPS) website: www.tps.gov.au.

Key Points:

- You have options and support in the event of disruption.
- The TPS website provides clear step-by-step guidance.
- Keep your contact details updated with QIHE to receive TPS notifications.

Life in Australia

Studying in Australia is more than just attending classes — it's about exploring a vibrant, multicultural country with endless opportunities for personal growth and discovery.



Adjusting to Australian Culture

Diversity and Inclusion

Australia is a melting pot of cultures, with people from all over the world. Respect, kindness, and inclusivity are core values.

Communication Style

Australians are friendly and informal — it's common to greet people with a smile or a simple "Hey!" or "How's it going?"

Work-Life Balance

Life in Australia balances work, study, and leisure, with plenty of opportunities to relax at beaches, parks, and cultural events.

Living in Parramatta

Urban Convenience

Parramatta is a major business and cultural hub, with restaurants, shops, and entertainment venues.

Transport Access

Easily navigate Sydney using public transport — trains, buses, and ferries with an Opal card.



Accommodation and Daily Life

Housing Options

Choose from student housing, shared apartments, or homestays.

Cost of Living

Budget for rent, groceries, transport, and leisure activities.

Community and Support

Join student clubs, attend events, and make connections on and off campus.



Explore the *Student Handbook* for more details on accommodation, transport, and settling in!

Your Health and Safety

Your wellbeing is a top priority at QIHE, and we're committed to making sure you stay safe, healthy, and supported during your studies.



Take Care of Your Health!

Overseas Student Health Cover (OSHC):

Required for international students to access medical care in Australia.

Local Healthcare Services:

GPs, pharmacies, hospitals, and mental health services are easily accessible around Parramatta.





Mental Health and Wellbeing

Counselling Services

Free, confidential support for mental health, stress, or personal concerns.

Wellness Programs

QIHE might create workshops on mindfulness, stress management, and self-care strategies – keep an eye on the announcements for these!

Consult the **Student Services Team** if you require further support!



Safety Briefing

We want you to be safe. Take note of the following safety instructions that are important.

Emergency Number

Remember the following number – **000** for police, fire, or ambulance services.

Be Safe Outside

Stick to well-lit areas, be aware of your surroundings, and avoid isolated places at night.

Student Services Manager/ Dean

Available to assist with any safety concerns or incidents on campus.



We are going to brief you about the building's safety measure now.
Please pay attention!

Visa Conditions (International Students)

Attendance

- Must maintain **at least 80% attendance** in classes.
- Regular attendance is **monitored and required under visa rules**.

Course Progress

- You must pass **at least 50% of your courses** each semester.
- Failing to progress may lead to **intervention and possible visa implications**.

For further information on attendance requirements and course progression, please refer to the *Academic Progression and Graduation Policy*.

Work Rights

- You may work up to **48 hours per fortnight** during study periods (as per current Australian Government settings).
- **Unlimited work hours** during scheduled course breaks.
- **Always check** your visa grant letter for conditions.

Health Cover (OSHC)

- Overseas Student Health Cover (OSHC) is **compulsory**.
- Must be maintained for the **full duration** of your visa.
- **Provides access** to doctors, hospitals, and some prescriptions while in Australia.

For further information, please refer to the *Department of Home Affairs – Work rights for student visa holders*.

Your Responsibilities (Work, Health and Safety)

- Take **reasonable care** of your own health and safety, and that of others.
- Report hazards, near misses, or unsafe conditions **immediately** to Student Services.
- Follow **all** safety instructions, evacuation drills, and emergency signage.



For further information, please refer to the *Health and Safety Policy*.

Critical Incidents

- A critical incident may be a serious accident, major injury, fire, natural disaster, or other emergency affecting the campus or students.
- QIHE has a *Critical Incident Management Team (CIMT)* led by the Dean to coordinate responses.
- **Immediate Priorities:** Keep safe, evacuate if instructed, and follow directions from staff or emergency services.

Emergency Contacts

- Emergency (Police, Fire, Ambulance): **000**
- Campus Reception: **+61 2 8359 5220**
- QIHE Student Services Manager: **TBA**
- External 24/7 Support:
 - Lifeline: **13 11 14**
 - NSW Rape Crisis: **1800 424 017**
 - 1800RESPECT: **1800 737 732**

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

Refunds & Tuition Protection Service (TPS) Refunds

Refunds – Key Points

- You may be eligible for a tuition fee refund in certain circumstances.

Examples:

- Visa refused before course starts → 100% refund.
 - Withdrawal 4+ weeks before semester → 100% refund.
 - Withdrawal <4 weeks before semester → 90% refund.
 - Withdrawal after semester starts but before census date → No refund of first semester fees.
 - After census date or for misconduct/false documents /visa cancellation → No refund (except as required by law).
- Refund applications must be submitted with evidence (e.g., medical certificate, visa refusal letter).
- Processing: Acknowledgement within 5 business days; decision and payment normally within 14 business days.

Tuition Protection Service (TPS)

- The TPS is an Australian Government scheme that protects your fees if QIHE is ever unable to deliver your program.
- If this occurs, you will be:
 - Offered a place in an alternative course/ program at no extra cost, or
 - Given a refund of unused tuition fees (or re-credit of your HELP loan, if applicable).
- If neither option is available, the TPS will contact you directly to arrange protection.

Contacts for TPS

- ✉ support@tps.gov.au
- ☎ 1300 131 798 (in Australia)
- 🌐 www.tps.gov.au



QIHE Staff and Key Contacts

Here's the lovely staff that will guide you through your journey with QIHE

Dean

m.seamer@qinstitute.com.au

**Learning Support and
Academic Integrity Officer**

TBA

Student Services Manager

TBA

Student Counsellor

TBA

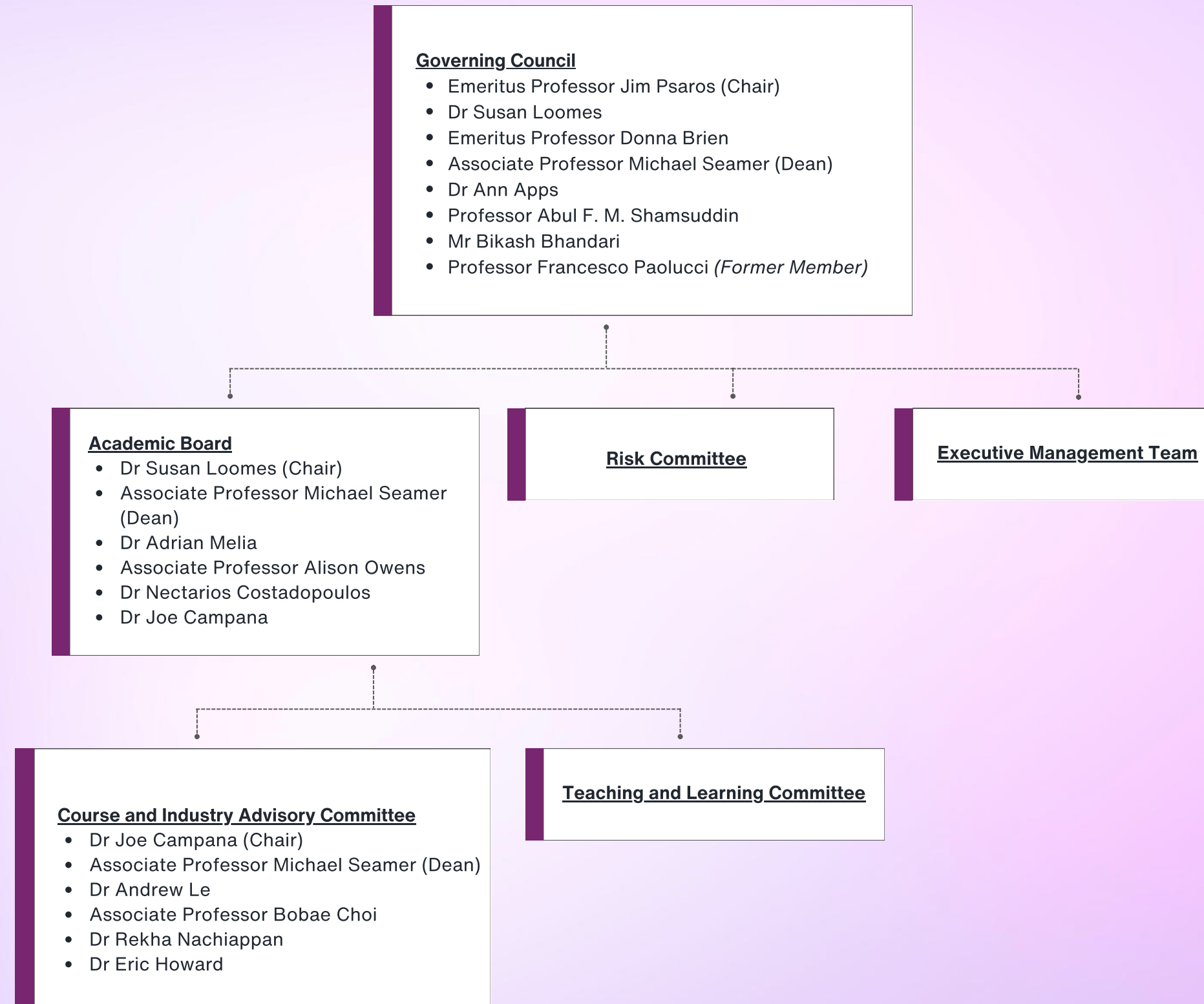
Finance Manager

TBA

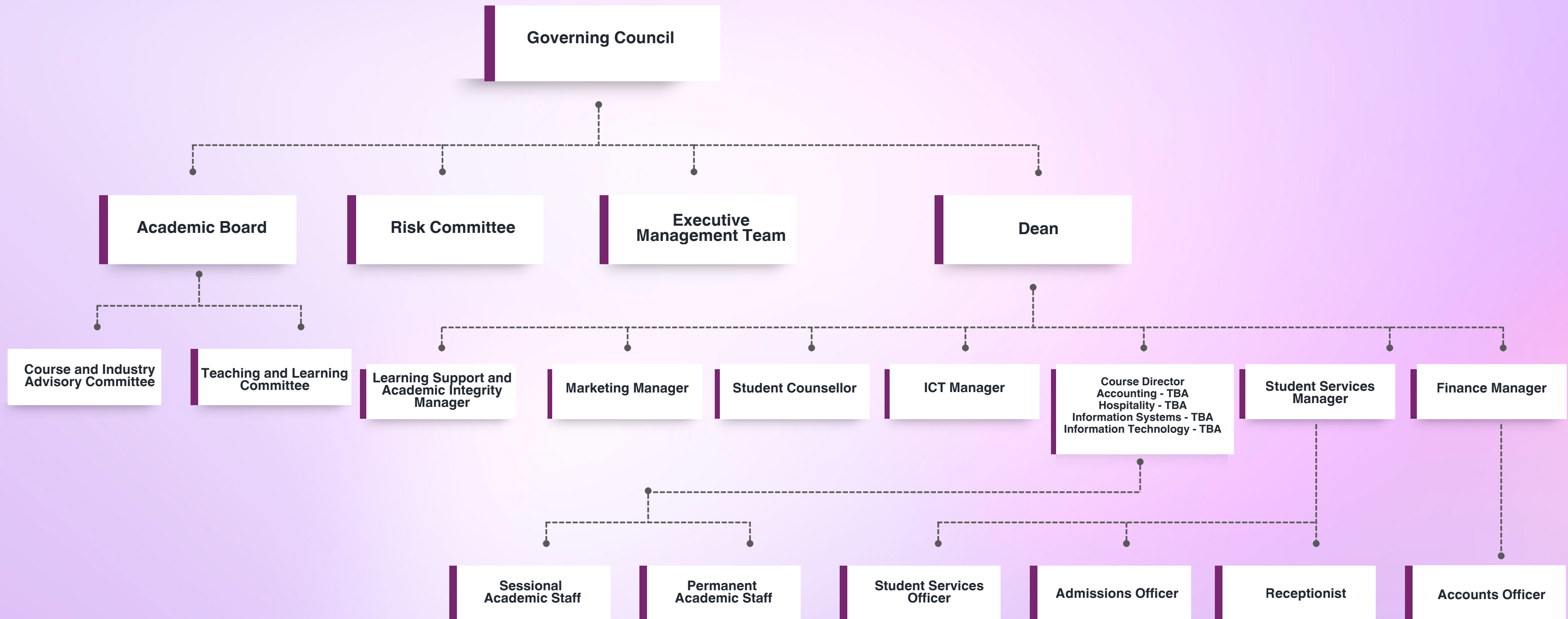
ICT Manager

TBA

Governance Structure



Organisational Chart



Key Dates

Here are some important dates to keep in mind!

TBA

A woman in a white shirt and dark pants stands at the front of a meeting room, gesturing with her hands as she speaks. She is facing a group of people seated around a large white table. The room has large windows in the background and a computer monitor on a stand to the right. The entire image is overlaid with a semi-transparent purple filter.

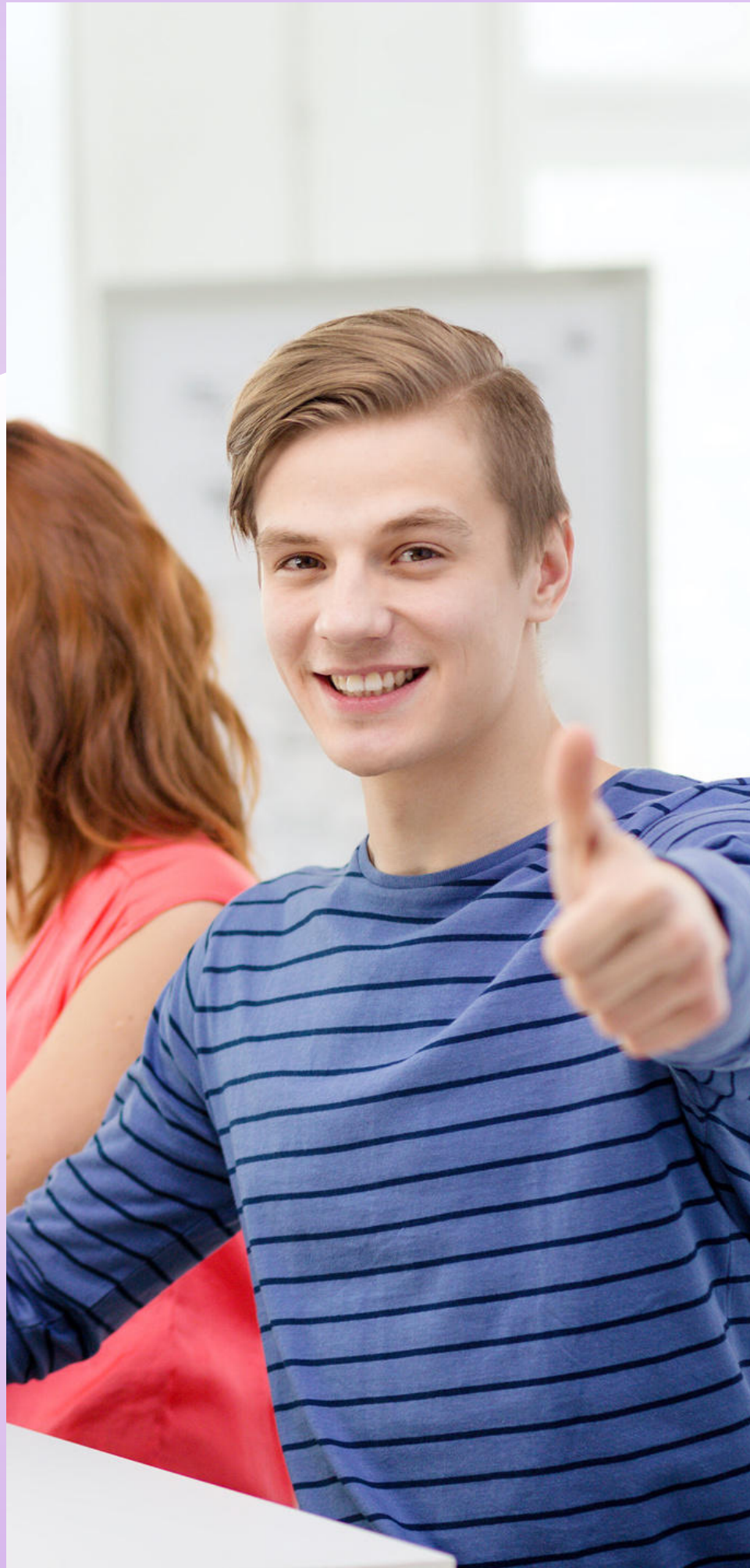
Questions & Answers

Do you have any questions before we start exploring the campus?

A group of six diverse students walking through a bright, arched hallway. They are smiling and looking at each other, some holding books or papers. The hallway has large windows on the left and arched doorways on the right. The entire image is overlaid with a semi-transparent purple filter.

Campus Tour!

Let's get to know your campus,
where you'll embark on your academic journey!



You're all set!

Thank you for attending this *Orientation Session*,
see you in class!