

# **RHODES COLLEGE**

## **Student Handbook**

ABN: 39 122 778 563

RTO No: 21870

CRICOS Provider Code: 02992E

Queens Group Pty Ltd (T/A) RHODES COLLEGE

Note: "Rhodes College" herein referred as "the Institute / College" in the entire document.

# Contents

Section 1: Welcome	Pages 4-9
Section 2: Pre Arrival	Pages 10-22
Section 3: Settling-in	Pages 23-59
Section 4: Studying at Rhodes College	Pages 60-116
Section 5: Social and Cultural	Pages 117-142

# How to use this Handbook

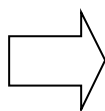
The information contained within this handbook has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its urgency or importance

Example: Immediate Priority -

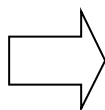


## Colour Code

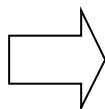
## Information



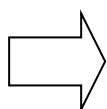
“I need to know IMMEDIATELY!”



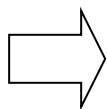
“I need to know by the first week!”



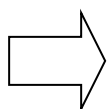
“I need to know BEFORE classes



“I need to know by the end of WEEK 4!”



“I need to know by the end of WEEK 6!”



“I need to go back and remind myself of this as I go through

# SECTION 1

## Welcome

[www.RhodesCollege.vic.edu.au](http://www.RhodesCollege.vic.edu.au)

CRICOS Provider Code: 02992E

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 4 of 149

## Section 1: Welcome

<b>S No</b>	<b>Topic</b>	<b>Page no</b>
<b>1</b>	<b>A note from the Director</b>	<b>6</b>
<b>2</b>	<b>Important Information &amp; Emergency Contacts</b>	<b>7</b>
<b>3</b>	<b>Education Provider Main Contact Details</b>	<b>7</b>
<b>4</b>	<b>International Student Coordinator/Advisor</b>	<b>7</b>
<b>5</b>	<b>Important Telephone Numbers</b>	<b>7</b>
<b>6</b>	<b>Emergency Police, Fire, Ambulance</b>	<b>7</b>
<b>7</b>	<b>Department of Home Affairs (formerly known as DIBP)</b>	<b>7</b>
<b>8</b>	<b>Medical Centres</b>	<b>7</b>
<b>9</b>	<b>Transport</b>	<b>7</b>
<b>10</b>	<b>Things To Do Before Leaving Home</b>	<b>8</b>
<b>11</b>	<b>Upon Arrival in Australia</b>	<b>9</b>

# A note from the Director.....

Thank you for your decision to join Rhodes College. It is with pleasure that we welcome you, and hope that you will gain great satisfaction in studying with us and in gaining the skills and knowledge that you will need to succeed in the career you have chosen.

Rhodes College was established in 2006 and became a Registered Training Organisation (RTO) and CRICOS provider in 2008 to deliver courses for both domestic and international students. Since then we have expanded our range of approved courses to include Work Health and Safety, Business, Leadership & Management and Human Resources delivered from our central Melbourne locations. Rhodes College has established a reputation for the delivery of high quality and responsive training and education.

All Rhodes College's vocational courses are designed in consultation with industry. Our students gain skills specific to their industry through courses which have been designed to follow the Australian Qualifications Framework (AQF) thus increasing their future employment opportunities. At Rhodes College we provide a number of pathways from vocational courses that allow students to progress to Bachelor programs with Australian Universities.

As a student of Rhodes College we expect you to conduct yourself in a professional manner at all times, to treat your fellow students and our dedicated staff with courtesy and respect, and to abide by the policies and regulations of the College as set out in this handbook, on our website and on noticeboards on campus.

On behalf of all at Rhodes College, I hope your studies will be enjoyable and will lead to an enjoyable and prosperous working life.

## Responsibilities

### The Institute is responsible to the learner:

- to deliver high quality training and assessment in compliance with the Standards for RTOs 2015
- to provide all reasonable support and assistance to aid the learner to complete the course, and
- to issue certification documentation consistent with requirements of the Australian Qualifications Framework for successfully completed Qualifications (or Units of Competency)

### The learner is responsible to him or herself to successfully complete the required learning and assessment to:

- meet the course requirements including attending classes and completing assessments to the best of their ability in line with the plan laid out at the beginning of the course
- pay any fees owing (see Courses and Fees on the website)

However, the Institute cannot guarantee that a learner will successfully complete a course and cannot guarantee that a learner will obtain a particular employment outcome due to many factors outside its control.

### Use of Third Parties:

The Institute does not use third parties to deliver any part of its training or assessment services, if this should change then the Institute will keep the learner informed – see below.

If the third party closes or ceases to deliver the course or any component of the course, then the Institute undertakes to organise for completion of the course or component of the course either by providing the service in house or by organising an alternative provider.

### Cessation of Trade:

If the Institute closes or ceases to deliver the course that the learner is enrolled, then the Institute will either:

- refund the unused portion of the tuition fee within 14 days of the specified starting date or from the time the course ceases to be delivered (or)
- Offer an alternative course with another provider. See Fees, Charges and Refunds Policy for further details

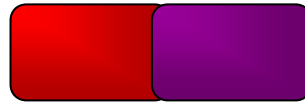
### Keeping the Learner informed:

If any of the situations above occur for whatever reason, or the ownership of the Institute changes, then the Institute undertakes to advise the learner. Initial contact will usually be via the learner's preferred method of communication - email, SMS or face to face. Contact will be as soon as practically possible when such an event occurs but will be within a maximum of 14 days. Based on the type of change, the Institute will work with the learner to provide the best option to enable the student to meet their expectations.

If you want further information about a course or study or any of the conditions at the Institute, please contact us.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 6 of 149

# Important Information and Emergency Contacts:



## Education Provider Main Contact Details:

### Main Office:

Level 3, 118 Queen St  
Melbourne VIC 3000  
Tel: (03) 8395 0151

## Emergency Telephone Numbers:

Emergency Police, Fire, Ambulance – **000**

## Department of Home Affairs (formerly known as DIBP)

**Main Office:** (Mon - Fri 0900-1600)

Ground Floor  
Casselden Place  
2 Lonsdale Street  
Melbourne VIC 3000  
Tel: 131 881

**Other Office:** (Mon - Fri 0900-1600)

51 Princes Highway  
Dandenong Vic. 3175

## Medical Centres:

### Darebin Medical Centre

42 Separation St  
Northcote, VIC 3070  
(03) 9403 1221

### St Vincent's Hospital

41 Victoria Parade  
Fitzroy VIC 3065  
(03) 9288 2211

### The Royal Melbourne Hospital

Grattan St  
Parkville VIC 3052  
(03) 9342 7000

## Transport:

### Metropolitan and regional train, tram, bus

131 638

<http://www.metlinkmelbourne.com.au/>

### Silver Top Taxi

131 008

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 7 of 149

# Things to Do:



## Pre-departure Check List for Overseas Students

### Before Leaving Home

- Arrange student visa
- Make contact with the Institute
- Arrange for immunisations and medications from your doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation

### Pack bags being sure to include the following:

- Name and contact details of an institution representative
- Enough currency for taxis, buses, phone calls & in the event of an emergency

### Important Documents:

- Student handbook
- Passport
- Letter of offer
- E-CoE
- Certified copies of qualifications & certificates
- Travel insurance policy
- ID cards, driver's licence, birth certificate (copy)

**Note: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.**

### Upon Arrival in Australia

- Call home
- Settle into accommodation
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend faculty/course specific orientation sessions
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations (eg music, sporting and cultural clubs)



# SECTION 2

## Pre-Arrival

[www.RhodesCollege.vic.edu.au](http://www.RhodesCollege.vic.edu.au)

CRICOS Provider Code: 02992E

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 9 of 149

## Section 2:Pre-Arrival

<b>S No</b>	<b>Topic</b>	<b>Page No</b>
1	Application Step by Step Process Model	12
2	Introduction to Australia, Introducing Melbourne	13
3	Introducing Rhodes College	14
4	Arranging Visas: Department of Home Affairs, DFAT	14
5	Migration Agents, Education Agents, Visa Conditions	14
6	Arranging Travel Documents	15
7	What to Bring	16
8	Seasonal Considerations, Clothing	16
9	Other Items You Might Need to Include	16
10	Bringing Your Computer, Mobile Phones & Laptops	16
11	On your Flight	17
12	Entry into Australia, Australian Immigration	17
13	Baggage Claim, Detector Dogs, Australian Customs & Quarantine, Arrivals Hall	17
14	Getting from the Airport: Public Buses	18
15	Shuttle Buses, Taxis	18
16	Keeping in Contact	18
17	Accessing Money: How Much to Bring, Currency Exchange, Electronic Transfer	19
18	ATMs, Credit Cards	19
19	Temporary accommodation, Hotels, Motels & Backpackers, Staying with Friends or Family	19
20	Bringing My Family: Issues to Consider	20
21	Child Care	20
22	Schools: State Schools, Independent School	21

## Application Step-by-Step Process Model:



# Introduction to Australia



Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests.

Australia is the sixth largest country in the world and has the lowest population density per square kilometer.

Australia has 16 world heritage listed properties with its historic townships, bustling cities, vivid landscapes and exotic flora and fauna all adding to its unique appeal. Much of Australia's exotic flora and fauna cannot be found anywhere else in the world and the lifestyle is one second to none. The culture and customs consists of a rich tapestry of nationalities including traditions, legends, myths and folklore. The indigenous 'Dream time' forms the base of tens of thousands of years of spiritual aboriginal art and culture.

In Australia over 200 different languages and dialects are spoken, including 45 indigenous languages. The most commonly spoken languages (other than English) are Italian, Greek, Cantonese, Arabic, Vietnamese and Mandarin.



## Introducing Melbourne



### Capital: **Melbourne**

Melbourne is Australia's second largest capital city and home to some of Australia's best cafes and restaurants. Melbourne has great events and has a passion for food and wine. Melbourne is located on Port Phillip Bay in Australia's South East and has a population of **3,634,200**.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 12 of 149

# Introducing Rhodes College



At Rhodes College we are committed to providing the best possible training to give you a competitive edge in today's fast growing technology orientated world.

This will help you develop into a creative thinking, self-motivated professional with specialist knowledge in your chosen profession, and with it a high skill level in performing functions relevant to your career.

Catering for domestic and international students, Rhodes has proven to be a quality institution able to deliver and assess to all Australian Qualifications Framework standards, and to compete effectively in the thriving vocational education market with a particular emphasis on business and hospitality training.

We further want to help you acquire an interesting and challenging career by imparting skills that re in high demand in Australia and anywhere in the world.

## Arranging Visas:



Most international students wanting to study in Australia require a **student visa**. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may better to submit an application with the assistance of an accredited agent due their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa you will need a **valid passport**, an **electronic Confirmation of Enrolment (eCoE)** and any **other documentation** required by the Australian diplomatic post with which you lodge your application.

You must ensure to **allow enough time** for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

## Department of Home Affairs (Immigration Department)

The Australian Government's Department of Home Affairs (Immigration Department) provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) for the latest information.

## Department of Foreign Affairs and Trade (DFAT)

As well as links from the Department of Home Affairs website, the Department of Foreign Affairs and Trade website [www.dfat.gov.au/embassies](http://www.dfat.gov.au/embassies) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

## Migration Agents

A migration agent can assist you in submitting your visa application and communicate with the Immigration Department on your behalf, but please note that **you do not need to use a migration agent** to lodge any kind of visa application.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 13 of 149

## Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

**Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.**

## Visa Conditions:



If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 5 working days of any change in address.

For a full list of **mandatory** and **discretionary** student visa conditions please visit [www.immi.gov.au/students/visa-conditions-students](http://www.immi.gov.au/students/visa-conditions-students)

## Arranging Travel:



You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation at Rhodes College to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Melbourne International Airport (Tullamarine), which is the closest international airport to Melbourne. Visit <http://www.melbournearport.com.au>.

## Documents

You should prepare a folder of **official documents** to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from Rhodes College
- Confirmation of Enrolment (eCoE) issued by Rhodes College
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions.

If you are travelling with your family you will need to include their documents as well. **Keep all documents in your carry-on luggage.** In case you lose the originals, make copies that can be left behind with family and sent to you.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 14 of 149

## What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage [www.aqis.gov.au](http://www.aqis.gov.au):

- Read “**What can't I take into Australia?**”
- And also let your family and friends know “**What can't be mailed to Australia?**”

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (30kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

### Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

### Clothing

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months. A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

### Other Items You Might Need to Include (most can also be purchased in Australia)

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> alarm clock                           | <input checked="" type="checkbox"/> scientific or graphics calculator  |
| <input checked="" type="checkbox"/> bath towels, bed sheets, pillow cases | <input checked="" type="checkbox"/> camera                             |
| <input checked="" type="checkbox"/> dictionary (bilingual)                | <input checked="" type="checkbox"/> micro recorder for lectures        |
| <input checked="" type="checkbox"/> small sewing kit                      | <input checked="" type="checkbox"/> spare spectacles or contact lenses |
| <input checked="" type="checkbox"/> music CDs or iPod                     | <input checked="" type="checkbox"/> your optical prescription          |
| <input checked="" type="checkbox"/> sporting equipment                    | <input checked="" type="checkbox"/> photos of friends and family       |
| <input checked="" type="checkbox"/> toiletries                            | <input checked="" type="checkbox"/> swimming costume                   |
| <input checked="" type="checkbox"/> umbrella                              | <input checked="" type="checkbox"/> small gifts from home              |



is flowing through that socket.

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power

### Bringing Your Computer

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 15 of 149

purchase and purchase price may be required. Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

### Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be **Austel Approved** in order to function in Australia.

### On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an **Incoming Passenger Card** to fill in. This is a legal document. **You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products.** This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **AU\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

## Entry into Australia

### Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

### Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

### Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

### Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 16 of 149



Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit [www.daffa.gov.au/aqis](http://www.daffa.gov.au/aqis).

## Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

## Getting from the Airport:



### Public Buses

Public Buses operate from the terminal, to various areas in Melbourne. Information on destinations and schedules can be obtained from the information desks within the airport.

#### Melbourne North-West Suburbs Tullamarine Bus Lines

Phone: (61 3) 9338 3817

#### Melbourne Western Suburbs Melbourne Metropolitan Bus Lines

Phone: (61 3) 9311 1228

#### Melbourne Northern & Eastern Suburbs Airport Bus Eastside

Phone: (61 3) 9729 7622

[www.airportbus.com.au](http://www.airportbus.com.au)

### Shuttle Buses

Skybus offers a shuttle bus service from the airport to Melbourne CBD and city hotels.

This service operates 24 hours, 7 days.

Buses run every 10-15 minutes throughout the day and every 30-60 minutes overnight.

- Adult one way tickets cost \$16 / \$26 return
- A family ticket (2 adults and 1-4 children) \$36 one way / \$56 return

Purchase and print your ticket online Visit [www.Skybus.com.au](http://www.Skybus.com.au)

### Taxis

Taxis are available from the ground floor level of Melbourne Airport, outside the International Terminal and both domestic Terminals. Expect a taxi fare of around A\$80 to A\$85 for a trip between the CBD and Melbourne Airport.

## Keeping in Contact:



Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have **arrived safely**. It is important to **ALWAYS** let someone know where you are and how to contact you by phone or by post.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 17 of 149

## Accessing Money:



**You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.**

## How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$1500 to AU\$2000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either **Traveller's Cheques** or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

## Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to change some money as soon as possible after arrival. You can do this at the airport. Once you have arrived in Melbourne you can also change money at any bank or at currency exchange shops.

## Electronic Transfer

You can transfer money into Australia by **electronic telegraph or telegraphic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank will charge a fee on every transaction.

## ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying the Cirrus Logo** (if your ATM card has international access). Check this with your financial institution before leaving home.



## Credit Cards

All major international credit cards are accepted in Australia but you must remember that **repayments** to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

## Temporary Accommodation:



## Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

### Chapel Street Backpackers

22 Chapel St  
Windsor, VIC 3181  
(03) 9533 6855

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 18 of 149

### **The Greenhouse Backpacker**

Level 6, 228 Flinders Lane  
Melbourne 3000  
(03) 9639 6400

### **Friendly Backpacker Travel**

Foyer 228 Flinders Lane  
Melbourne 3000  
(03) 9639 6057

## **Staying with Friends or Family**

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

## **Bringing My Family**

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Immigration and Citizenship See: **Arranging Visas**). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

## **Issues to Consider**

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time.

For more information visit: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

## **Child Care**

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

## **Good Start Early Learning**

Level 1, Shop OM1  
211 Latrobe Street  
Melbourne  
Phone: (03) 9663 2881

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 19 of 149

### **Kids on Collins**

Level 3  
600 Collins Street  
Melbourne  
Phone: (03) 9629 4099  
Fax: (03) 9629 4744

### **Sentia Early Learning**

Level 5, 450 Flinders Street  
Melbourne  
Phone: (03) 9629 9860

### **Sunkids Children's Center**

544-546 Collins Street  
Melbourne  
Phone: (03) 9614 3011

### **QV Children's Centre**

Level 8  
10 Artemis Lane  
QV Building  
Melbourne  
Phone: (03) 8616 0350

## **Schools:**



If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 30<sup>th</sup> of April of that calendar year are eligible to start school.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
  - o Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
  - o Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to **your education institution**, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact **03) 9637 2000**.

Main Office- Treasury Precinct at

**2 Treasury Place,**

**33 St Andrews Place** and

**23 St Andrews Place, East Melbourne.**

Office for Children and Early Childhood Development-

**50 Lonsdale Street, Melbourne.**

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 20 of 149

There are two types of schools in Australia – State schools and independent schools.

## State Schools

**State schools** are schools which are fully funded by the government.

## Independent Schools

An **independent school** is a school which is independent in terms of its finances and governance; it is not dependent upon national or local government for financing its operations nor reliant on taxpayer contributions, and is instead funded by a combination of tuition charges and gifts.

# SECTION 3

## Settling-In

[www.RhodesCollege.vic.edu.au](http://www.RhodesCollege.vic.edu.au)

CRICOS Provider Code: 02992E

---

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 22 of 149

## Section 3: Settling - In

S No	Topic	Page No
1	Living in Melbourne: Weather and Seasons, Time Zones, Lifestyle	26
2	Permanent Accommodation: Choosing Where to Live	26
3	Types of Accommodation: Student Housing	26
4	Rentals	26
5	Where to Look for Accommodation: Things to Keep in Mind When Renting; Security Deposits/Bond, Signing a Lease, Inspection of Property	27
6	Utilities, Restrictions, Inspecting a Potential Property, Choosing a Roommate, Bills & Expenses	27
7	Food, Cleaning	28
8	Personal Habits & Individual Needs: Smoking & Drugs, Music & Television, Personality Traits & Communication	29
9	Housekeeping: Kitchen Stoves & Ovens	29
10	Refrigerators, Disposal of Rubbish, Cleaning Kitchens, Cleaning the Bathroom, Cleaning Floors, Cleaning Products, Maintenance, Fixtures & Fittings, Smoke Alarms	29
11	Pest Control	31
12	Where can I get help?	31
13	Services: Telephones, Calling Emergency Services	31
14	Public Telephones: Making Phone Calls within Australia. Calling Australia from Overseas, Mobile/Cell Phones	31
15	Computer & Internet Access	33
16	Australia Post	33
17	Small Letters, Envelope Layout	33
18	Getting Around: Transport	34
19	Taxis	35
20	Shopping: Trading Hours, How to Shop, Bargaining/Haggling, Purchasing an Item, Yellow Pages	35
21	Health: Emergencies – Dial 000, Police, Fire, Ambulance, State Emergency Service, Lifeline Poisons Information Line, Emergency Translation	36
22	Overseas Student Health Cover (OSHC): How Do I Get OSHC? What Am I Covered For? How Do I Use My OSHC Card?	37

<b>S No</b>	<b>Topic</b>	<b>Page No</b>
23	Types of Health Care in Australia: Public System, Private System, Attending an Australian Hospital,	38
24	General Practitioners, Medical Services: What do I do if I'm sick? Seeing a Doctor	39
25	Public Hospital Waiting Times, Pharmacies, Prescription Medication, Over-the-counter Medication Dental and Optical, Interpreter Services, Medical Facilities in Melbourne: Hospitals,	40
26	Medical Centres, X-ray, Pharmacies	41
27	General Health: Mental Health, Physical Health	41
28	Sexual Health	42
29	Managing my Finances: Initial Expenses, On-going Expenses	42
30	Setting up a Bank Account Banks in Melbourne	43
31	Banking Hours, Bank Fees, Accessing Money from my Account, ATM's Automatic Telling Machines, EFTPOS	44
32	Telephone Banking, Internet Banking, Over-the-counter Service, Paying Bills, Account Statements	45
33	Using an ATM, Safety When Carrying Money	46
34	Working in Australia: Permission To Work	47
35	Working While Studying, Finding Work, Newspapers, University job boards, On-line	47
36	Earning an Income, Taxes, Getting a Tax File Number, Taxation Returns, Superannuation	48
37	Laws and Safety in Australia: Obeying the Law, Legal Services & Advice	48
38	Home Security, Contents Insurance	49
39	Internet Safety & Security, Internet Access on Arrival, Personal Safety	49
40	Public Transport Safety: Buses, Trains,	50
41	Taxis	51
42	Road rules: Owning a Car, Registration, Insurance	52
43	Speed	52
44	Mobile Phones & Driving, Demerit Points Scheme, Licence Requirements, drinking Alcohol & Driving	52
45	Blood Alcohol Concentration levels, Legal BAC Limits, Factors Affecting your BAC, Drinking Limits Advice	53
46	Random Breath Testing, Increased Risk of an Accident,	54
47	Alcohol, Smoking & Drugs	54
48	Alcohol, Standard Drinks, Smoking, Drugs, Drink Spiking	55
49	Hitchhiking	56
50	Making New Friends	57
51	Sexual Assault, What do I do if I am Assaulted?	57
52	Social Activities: What is Schoolies Week?	58



# Living in Melbourne



## Weather and Seasons

Melbourne has a pleasant climate and is in a warm temperate climate zone where the hottest month is January (average 14°C to 26°C). The coldest month is July (average 6°C to 13°C) and there is a uniform rainfall (500mm to 800mm) throughout the year.

## Time Zones: Local Time Zone- GMT+1000

## Lifestyle

It's easy to eat well, with just about any cuisine in the world being available and fresh produce on offer year-round. It's easy to get around the country's cities and towns using world-class public transport. And it's easy to shop to your heart's content, in small country markets to big city shopping strips. Best of all, it's all do able on a student budget.

The Melbournian lifestyle has been greatly influenced by people from more than 140 nations who have made this city their home, creating a rich, multicultural society.

From magnificent tree-lined streets and classic architecture to the vast array of culinary experiences, Melbourne is a city of contrasts offering something for everyone. Melbourne is a lively city driven by its residents, including artists, cultural industries, businesses, educational institutions, community groups and special-interest groups.

Melbourne's world-class parks and gardens are host to a wide range of recreational activities and Melbournians have a particular passion for all types of sport. This is demonstrated through the year with major events including the Australian Formula 1 Grand Prix, the AFL Grand Final, the Australian Open Tennis Championships and the world-famous horse race that stops the nation, the Melbourne Cup. Melbourne is the leader in cultural activity in the Asia-Pacific region, proudly featuring some of the very best in contemporary art, design and theatre. Melbourne loves to celebrate and hosts a number of major festivals and cultural events that reflect the diverse artistic expression found on Melbourne's streets.

## Permanent Accommodation:



## Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

## Types of Accommodation:



## Student Housing

Melbourne has a lot of different types of accommodation for students to live in. One of the most popular is a student village. This consists of secured apartments only for overseas student use.

### Student Village

Williamson Rd, Maribyrnong, VIC 3032 - (03) 9304 6300

### Dragon Village

115 Barkers RD, Kew, VIC 3101 - 0421 891 510

## Rentals

Students can rent apartments or housing individually or in groups of 2 or more. Minimum weekly rent is about \$100 excluding bills.

One of the most popular sites used to find rentable houses is <http://melbourne.gumtree.com.au/>

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 25 of 149

## Where to Look for Accommodation:

The following is a list of places where you can go to find advertisements for accommodation.

1. Newspaper classifieds
  1. Herald Sun
  2. The Age
2. Real Estate Agent windows & websites
  1. <http://melbourne.gumtree.com.au/>
  2. <http://www.domain.com.au>
  3. <http://www.yourestate.com.au/>
  4. <http://www.propertynow.com.au/>
3. Online student accommodation services
  1. <http://www.dragonvillage.com.au/>
  2. <http://www.unilodge.com.au/>
  3. <http://www.s-h-a.com.au/>

## Things to Keep in Mind When Renting:

### Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than A\$1,000 dollars. The bond is usually set at four weeks' rent. A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

### Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

### Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

### Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

'Utility One' will help you by arranging your Phone, Electricity, Gas, Internet and Pay TV - at no cost. For more information visit: [www.utilityone.com.au](http://www.utilityone.com.au) or phone 13 18 19. You can get the process started straight away by clicking the '**Connect me NOW**' icon on their homepage.}

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 26 of 149

## Restrictions

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

## Inspecting a Potential Property

It's a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details:

- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven/ stove, gas or electrical?
- Do the toilet and shower all work?
- Is there damp or mould on the walls?
- Is there painting required?
- Is the place furnished? What kind of furniture?
- What kind of heating/cooling is there?
- Is there an insect/ pest problem?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord carry out any repairs before you move in?
- How are repairs made once you live there, and who pays for which repairs?

## Choosing a Roommate

The task of choosing a roommate needs to be taken **very seriously**. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: *don't panic, take your time, and don't compromise on important principles.*

### Bills & Expenses:

Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone?

If you are answering an advertisement for a roommate; what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?

**A small notebook, which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.**

### Food:

Do you and your roommates expect to share the costs of buying food and share in the preparation?

Do you have specific food needs (allergies, preparation needs)?

If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

### Cleaning:

Who will clean what? How often?

Decide exactly what "clean and tidy" means to you.

Will you hire a cleaning company to keep things under control?

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 27 of 149

## Personal Habits & Individual Needs:

How much privacy do you need?

What hours do you usually sleep? Study? Relax? Socialise? Shower? Wash clothing?

### Smoking & Drugs:

Do you prefer to have a smoker or non-smoker as a roommate?

Is a smoker alright as long as they smoke outside the residence?

(Many rental agreements will forbid smoking inside the premises)

Clarify your stance on the use of alcohol and/or illicit substances.

### Music & Television:

What are your musical likes and dislikes?

Do you watch TV everyday or just once in a while?

Do you like to study with or without music/TV?

### Personality Traits & Communication:

How do you perceive yourself?

How do others perceive you?

Do you enjoy being around a lot of people - or just a few friends?

Are you more comfortable by yourself?

What about overnight visitors?

When conflicts arise, how do you go about resolving them?

How do you behave when you're happy - angry? What are the things that bother you most?

***Please keep in mind that not everyone can be trusted! Follow your instincts and do not room with someone you do not trust.***

## Housekeeping

Some international students who come to Australia have never had the need to do their own shopping, cooking, and housecleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home services company to do some of these things for you; these are the responsibility of each individual and are a sign of personal independence and becoming an adult.

Most Australians, especially landlords and rental agencies, believe it is **very important** for one's living environment to be kept clean. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

### Kitchen Stoves & Ovens

Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an electric range clean so that they may operate safely and efficiently. Tenants should clean electric stove burners after each use to prevent food from hardening on them. The electric oven should also be cleaned periodically with an oven-cleaning product unless it is a "self-cleaning" oven, for which you should follow directions carefully.

### Refrigerators

Refrigerators should be defrosted periodically, when ice or frost in or around the freezing unit becomes evident. To defrost a refrigerator, one should turn it off, empty it, and allow the water from the melting frost to drip into a pan or the tray beneath the freezer. This may take overnight, but can be done more rapidly if one puts a pan of hot water in the freezer. When the ice has melted, one should empty the tray of water into the sink. It is not a good idea to use sharp instruments to chip off the ice as they may damage the freezer and your eyes. A solution of baking soda and water can be used to clean the inside of the refrigerator. Some refrigerators automatically defrost themselves. The cooling grills on the back of a refrigerator should be vacuumed periodically to remove dust build-up, to enable the unit to refrigerate more efficiently. A refrigerator that does not work efficiently will cost you more on your electric utility bill.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 28 of 149

## Disposal of Rubbish

Because insects such as ants and flies can be a problem, it is important for tenants to empty their rubbish every one to two days into the **wheelie bins** provided outside your accommodation. You will then put the wheelie bin/s out on the footpath once a week to be collected by council rubbish trucks. The landlord will inform the tenant about the way to dispose of garbage particularly with regards to **recycling and the days your rubbish is collected**.

## Cleaning Kitchens

Grease and oil from cooking collects on cabinet and refrigerator tops and walls, especially if occupants fry foods often. These areas should be cleaned often in order to avoid unpleasant odours and fire hazards.

## Cleaning the Bathroom

Sinks, showers, and tubs may be cleaned with bathroom cleaning products from the supermarket. If a sink does not drain properly, ask the landlord or manager to look at it. Toilet bowls should be cleaned with a special toilet cleaning solution. A plunger may also be used for toilets that do not flush properly. Do not put any items or paper other than toilet paper in the toilet as this may block the pipes. If it is obvious that mis-use of the unit has caused the need for repair, the landlord will charge you for the cost of repair or cleaning.

## Cleaning Floors

Different types of floors will require different kinds of care. A landlord can recommend the way he/she prefers to have the floors cleaned. In apartments, the managers often maintain vacuum cleaners for tenant use. You can also buy vacuum cleaners at department stores. Upon leaving a dwelling, the occupant is usually expected to have the carpet professionally cleaned. The landlord can inform the tenant about proper cleaning procedures.

## Cleaning Products

Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully in order to understand proper uses and dangers of the products. **(Warning: Keep all cleaning products out of reach of children and do not mix products!)**

## Maintenance & Fixtures & Fittings

You will be expected to replace light globes and keep fittings in your accommodation clean. If repairs or maintenance are required for example; a blocked toilet, the landlord should be consulted at the time. Generally, repairs will be the responsibility of the owner/landlord, unless caused by misuse of the item by the tenant or their visitors.

## Smoke Alarms

Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.



### **ONLY WORKING SMOKE ALARMS SAVE LIVES!**

- Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button.
- Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly.
- Replace the batteries yearly. Pick a public holiday or your birthday and replace the batteries each year on that day.
- When the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. This is to alert you the battery is low and needs replacing.
- Smoke alarms must never be painted.
- If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm.
- Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating  
(Source: Metropolitan Fire Brigade, Melbourne)

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 29 of 149

## Pest Control

The *Standard Residential Tenancy Terms* say that tenants must keep the place clean and not damage the premises. You will only be responsible for pest control if you have caused an infestation, for example by keeping pets on the premises. If you do your own pest control or have professional pest control carried out it is important to keep receipts and a record of what you have done. If there is a dispute about pest control, this evidence can show that you have taken reasonable steps to reduce any pest control problem.

## Where Can I Get Help?



NSW

The Tenants Union of NSW

<http://www.tenants.org.au/resources/>

Victoria

The Tenants Union of Victoria

<http://www.tuv.org.au>

Consumer Affairs Victoria

<http://www.comsumer.vic.gov.au>

SA

<http://www.ocba.sa.gov.au/tenancies/>

TAS

<http://www.dhhs.tas.gov.au/services/view.php?id=348>

[http://www.consumer.tas.gov.au/tenancy\\_\\_and\\_\\_real\\_estates/renting\\_in\\_tasmania](http://www.consumer.tas.gov.au/tenancy__and__real_estates/renting_in_tasmania)

NT

[http://www.nt.gov.au/justice/graphpages/cba/consumer/res\\_tenancies.shtml](http://www.nt.gov.au/justice/graphpages/cba/consumer/res_tenancies.shtml)



## Services:

### Telephones: Calling Emergency Services

**DIAL 000**

In Australia dial **000** from any phone for **fire, police or ambulance** services. **112** may also be dialled from mobile phones. Dialling **112** will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. (See also: Health – Emergencies).

### Public Telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

Sundays are an excellent day to make interstate or international calls due to all day discount rates. Pre Paid telephone cards offer competitive calling rates to all countries 24 hours per day.

Pre Paid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience



Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 30 of 149

stores.

## Making Phone Calls within Australia


- To make international phone calls:**

☎ Dial – international access code (**0011**) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)

- To make domestic phone calls:**

☎ Dial – the area code + phone number

Area Code	States
(02)	ACT, NSW
(03)	VIC, TAS
(07)	QLD
(08)	SA, WA, NT



Visit [www.whitepages.com.au](http://www.whitepages.com.au) and [www.yellowpages.com.au](http://www.yellowpages.com.au) for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

## Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (**61**) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

**Example:** International access number +61 2 9999 3662

## Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: <http://www.mobiles.com.au/mobile-phone-plans/>

<a href="http://www.telstra.com">www.telstra.com</a>		<a href="http://www.optus.com.au">www.optus.com.au</a>	
<a href="http://www.three.com.au">www.three.com.au</a>		<a href="http://www.vodafone.com.au">www.vodafone.com.au</a>	
<a href="http://www.virginmobile.com.au">www.virginmobile.com.au</a>		<a href="http://www.dodo.com.au">www.dodo.com.au</a>	
<a href="http://www.boost.com.au">www.boost.com.au</a>		<a href="http://www.crazyjohns.com.au">www.crazyjohns.com.au</a>	

## Computer & Internet Access

Many of the above companies will also provide you with Internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have Internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, Internet and mobile phone.

## Australia Post



Australia Post is one of our nation's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

### Small Letters

The cost of posting a small letter for distribution in Australia is an **AU\$0.50 postage stamp** which you affix to the envelope.

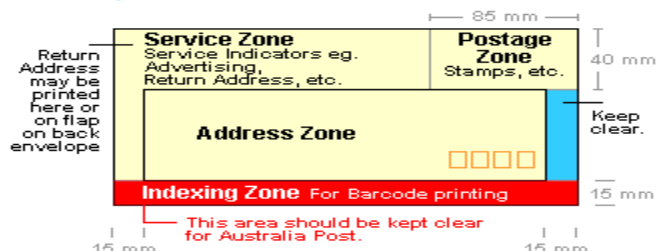
A small letter has the following characteristics:

- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.

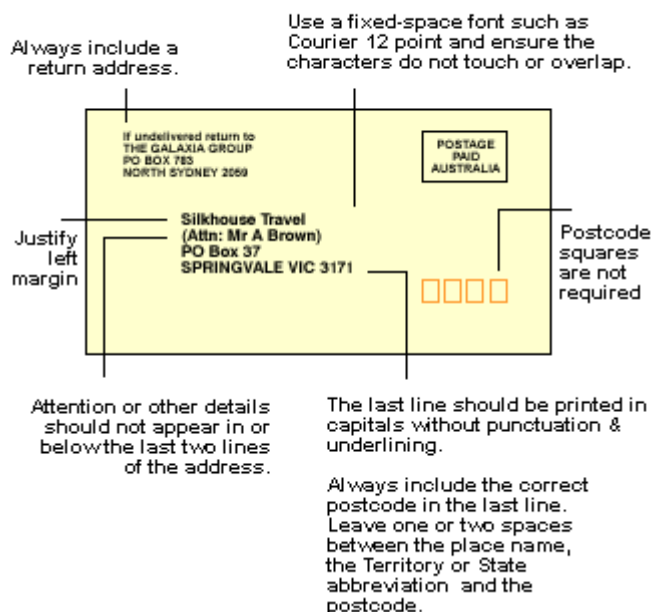
### Envelope Layout

Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly. The information below demonstrates how.

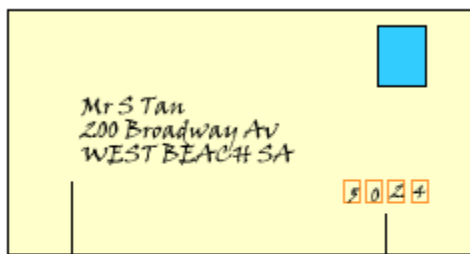
#### Envelope Face Format - Allocation of Zones



### Typical Machine Addressed Envelope



### Typical Hand Addressed Envelope



The bottom line should be in CAPITALS and include only the placename or post office of delivery and the State or Territory, in abbreviated form.

Write the destination postcode clearly in the four squares postcode squares.

Do not use the squares when addressing letters for overseas - even if the overseas postal code can fit in the squares.

[www.auspost.com.au](http://www.auspost.com.au)

(Source: Australia Post)



## Getting Around



### Transport

Getting around Melbourne and Victoria using public transport is easy. Just follow these simple guidelines:

1. Planning your journey
2. Purchasing your ticket
3. Starting your trip
4. Ending your journey

#### **Planning your trip**

Options to help you plan your journey

Use timetables-If you know the metropolitan train, tram, bus, V/Line or regional bus route you want to travel on, simply go to <http://www.metlinkmelbourne.com.au/timetables> and select the mode of transport to access the timetable you need on.

Use Maps station stops- Simply go to <http://www.metlinkmelbourne.com.au/maps-stations-stops> , there are various types of network and route maps and local area profiles available.

View service alterations: before you travel to check the latest service alterations which may affect your journey.

#### **Purchasing your ticket**

*Travelling within metropolitan Melbourne*

View <http://www.metlinkmelbourne.com.au/fares-tickets/metropolitan-fares-and-tickets/> for information including: myki fares - A variety of fares are available, from single trip fares, to better value fares, such as weekly, monthly and yearly fares.

Metropolitan zones: Melbourne's public transport network is divided into two zones. Find out which zone(s) you will be travelling in.

Where to buy myki cards: myki cards can be purchased from customer service centres at Premium Stations, from ticket machines at train stations and from retail outlets displaying myki card signs.



A typical myki card will look like this. Remember to look after your card and ensure it is valid for your trip. Fines exist for those who are not carrying a valid ticket.

*Travelling in regional Victoria*

View <http://www.metlinkmelbourne.com.au/fares-tickets/v-line-fares-tickets/> for v-line tickets and information about travelling on rail and road coaches in regional Victoria.

View <http://www.metlinkmelbourne.com.au/fares-tickets/regional-town-bus-ticketing/> for regional town bus ticketing and information about travelling on local bus services in Victorian regional town and cities.

### **3. Starting your trip**

A few tips when you are starting your trip:

Allow plenty of time to get to the train station, tram or bus stop. We recommend getting to the station or stop at least five minutes before the scheduled departure.

You are required by law to always “touch on” with your Myki before entering a train platform and each time you board a tram or bus. “Touch on” involves holding your Myki card on the validator pad until it beeps.

### **4. Ending your journey**

As you leave a station or bus you must “touch off” with your myki on the validator pad (except when leaving a tram when your travel is all in zone 1 when you do not need to “touch off”). Remember to take all your belongings with you. If you do misplace something you will need to contact the relevant public transport operator for assistance.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 33 of 149

## Taxis



### SILVER TOP TAXIS

#### Australia Wide Booking Number

131 008 is the only real National Taxi Booking Number. Frequent Taxi users should program this number into their mobile phone or download the “Silvertop Taxi” app from the App Store.

#### Fares - Standard Hiring

Single hiring for less than 6 passengers (standard taxi-cab); or Any Multiple Hiring

#### Melbourne Metropolitan Taxi Fare

Flag fall: \$3.20 when meter has started

Distance: \$1.526 per kilometre

Phone Booking: \$2.00 entered on the taximeter at the start of the trip.

Late Night Surcharge: A 20% surcharge applies to all hirings, which commence between midnight, and 5.00am and is automatically calculated and displayed on the taximeter.

#### Tolls

**Western Link: \$3.70**

**Southern Link: \$3.70**

**Both Links (one way trip): \$5.70**

**Batman Avenue: No Toll for taxis.**

There currently is a flat Toll of \$3.70 for taxis on each section of Citylink.

-For the Western link between the Westgate Freeway and Tullamarine.

-For the Southern link between the City and Toorak Road.

GST is included in the metered fare, Telephone Booking Fee, Late Night Surcharge and Citylink Tolls.

**Tullamarine Airport Charge: \$2.00** (Payable by all arriving passengers)

Pre-booked Metropolitan taxi from Melbourne Airport: - \$3.00 (regardless of how long the taxi has been waiting)

## Shopping

### Melbourne Central Shopping Centre

Melbourne Central has blossomed into an urban inner-city precinct presenting a style-laden destination for shopping, eating & entertainment. There are over 300 stores to explore in a unique and modern architectural space, reflecting the diversity and evolution of the Melbourne CBD.

Not only is Melbourne Central the destination in fashion, it is also the place for entertainment within the new On3. Catch a movie at the new eleven-screen Hoyts cinema, enjoy the fun of Spin Bowling or grab a bite to eat at any of the late night bars and cafes.

Melbourne Central is supported by an abundance of parking and public transport, and is conveniently located above the Melbourne Central train station.

#### Trading hours

Most shopping centres open from

9am-6pm Monday, Tuesday and Wednesday

9am-9pm on Thursday and Friday

10am-6pm on Saturday

10am-6pm on Sundays and public holidays

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 34 of 149

## Bargaining/Haggling

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: at garage sales, community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

If you are paying by **CASH** and, if you are buying more than one item, you may have more **bargaining power**. Begin the bargaining process by asking:

***“What’s the best price you can give me?”***

Or at a garage sale, you might pick up several items whose combined total is \$50 and say:

***“I’ll offer you \$30 for all of these.”***

## Purchasing an Item

The most common methods of purchasing items are by cash, credit card or **EFTPOS**. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion) from more than 103,000 merchants across Australia. Just swipe your keycard through the EFTPOS card reader, select your account type and enter your PIN number. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.

## Yellow Pages

The Yellow Pages are a telephone directory or section of a directory (usually printed on yellow paper) where business products and services are listed alphabetically. They are a **GREAT time-saver** and very useful when you are looking for specific products or services. ***“Let your fingers do the walking!”*** These books may be provided in rental properties, and are available at Post Offices around Australia.

[www.yellowpages.com.au](http://www.yellowpages.com.au)

## Health:



## Emergencies – Dial 000

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only**. Emergency 000 lines should not be used for general medical assistance.

### Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **non-emergency situation** you can contact the local police station directly on: **(03) 9247 5727**

### Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.

### Ambulance

Ambulances provide immediate medical attention and **emergency transportation to hospital**. Dial **000**

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 35 of 149

## State Emergency Service

The State Emergency Service (**SES**) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **FLOOD** or **STORM** dial **132 500**.

## Lifeline

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

## Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

## Emergency Translation

For translation service in an emergency situation dial **1300 655 010**



## Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

### How do I get OSHC?

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and don't need to complete a formal application form. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.

### OSHC Providers

<b>Medibank Private:</b>	<a href="http://www.medibank.com.au">www.medibank.com.au</a>
<b>OSHC Worldcare:</b>	<a href="http://www.oshcworldcare.com.au">www.oshcworldcare.com.au</a>
<b>BUPA OSHC:</b>	<a href="http://www.overseasstudenthealth.com">www.overseasstudenthealth.com</a>
<b>Australian Health Management:</b>	<a href="http://www.ahm.com.au">www.ahm.com.au</a>

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 36 of 149

OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at: <http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumers-overseascover.htm>

If you come to Australia on a visa other than a student visa and undertake **a short course of study of three months duration or less** you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

### What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals

### How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that **may** be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

**Rhodes College preferred provider is AHM (Australian Health Management).**

### The Benefits of being with AHM

- We help pay for medical and hospital services you may need while you complete your studies in Australia, contribute to the cost of most prescription medicines and cover the full cost of emergency ambulance transport.
- Free emergency helpline - just call 1800 006 745 any time 24 hours a day, 7 days a week in the event of a medical or legal emergency.
- We also offer 2 levels of OSHC Extras so you can save on extras such as dental treatment,
- optical services, physiotherapy, dental treatment, glasses and more. With OSHC extras cover, you can also access many services for free at our Dental & Eye care Practices in Sydney and Wagga Wagga.
- Our prices are hard to beat, plus we offer discounts if you purchase cover for 2 years or more.
- Our flexible payment options are designed to match visa duration – 6 months, 9 months, annually, 2 years, 3 years, 4 years, 5 years, 6 years, or a combination that suits you best.
- It's easy to make a claim with ahm - just complete a form online and you will receive your benefit usually within 24 hours. Alternatively you can process a claim by mail, by phone, or with your ahm OSHC representative.
- ahm has more than 35 years' experience in providing health cover and looks after the health of over 250,000 Australians.
- It's easy to join - just join online or download an application form and send it to us.
- It's also easy to renew your ahm OSHC cover; just renew online or complete a form by mail or at your International Students Office at your educational institution.

## Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 37 of 149

## Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that **waiting times in public hospitals can be extensive** due to a shortage of healthcare professionals and facilities.

See also: Attending an Australian hospital.



## Private System

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

## Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

There are **extensive waiting times for elective surgeries at public hospitals**, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

See also: Public hospital waiting times.

## General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. **You must make an appointment to see a GP.** It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.



Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 38 of 149

## Medical Services



### What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

### Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.



### Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to **wait a VERY long time**. It is not uncommon to wait **more than 3 hours**, and at some hospitals you could wait as long as **5-6 hours** to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

### Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

### Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than \*AU\$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is **ONLY** offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

### Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

### Dental and Optical

Dental and optical health services are **not covered by your OSHC** unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 39 of 149

## Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the **Translation and Interpreter Service (TIS)** can be used. For more information visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) or phone **131 450**

\* Applicable limit

## Medical Facilities in Melbourne

### Hospitals

#### St Vincent's Hospital

41 Victoria Parade  
Fitzroy VIC 3065  
(03) 9288 2211

### Medical Centres

#### Darebin Medical Centre

42 Separation St  
Northcote, VIC 3070  
(03) 9403 1221

### X-ray

#### The Alfred Radiology

Commercial Road, Melbourne, 3004  
(03) 9076 0357

### Pharmacies

#### My Chemist Melbourne

Shops 3B & 3C  
48 Elizabeth St, Melbourne, VIC 3000  
(03) 9639 7541

## General Health

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems.

Going abroad **is not** a "geographic cure" for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another). Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates **unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.**

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behavior. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

(Source: Education Abroad Program, UCLA)

### Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website [www.nutritionaustralia.org](http://www.nutritionaustralia.org).

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 40 of 149



- Exercise** – do at least 30mins of moderate exercise a day
- Sleep** – get at least 8-9 hours of sleep a night
- Nutrition** – keep a balanced diet remembering to eat lots of vegetables and fruit everyday



- Binge drinking** – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.

### Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner's health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. **Always use condoms** as condoms are the only form of contraception that protects against STIs (Sexually Transmitted Infections) and unplanned pregnancy. But girls should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

### Managing my Finances:



#### Initial Expenses

This is an example of some of the expenses you might encounter when you first come to Australia:

Expense	Estimated Cost
Temporary accommodation	\$400
Rental bond (four weeks rent @ \$---/week)	\$600
Advance rent (two weeks @ \$---/week)	\$300
Electricity connection	\$80
Telephone connection	\$60
Gas connection	\$45
Internet connection	\$55
Mobile phone and/or network sim card	\$49
Household items, e.g. furniture, crockery, etc.	\$800
Transportation	\$100
Textbooks & Educational Expenses	\$800
Incidentals	\$300
Insurance – house, car, health	\$400
<b>TOTAL:</b>	<b>3089</b>

## On-going Expenses

Once you have established yourself in accommodation, you will need to budget for ongoing costs. This is an example of monthly expenses you may have if you live in **SINGLE accommodation** (costs will reduce if you are in shared accommodation):

Monthly Expense	Estimated Cost
Rent (four weeks rent @ \$---/week)	\$600
Food (four weeks @ \$---/week)	\$300
Electricity	\$50
Gas	\$50
Telephone	\$30
Internet	\$40
Mobile Phone	\$50
Transportation	\$200
Entertainment	\$100
Educational	\$100
Insurance – health, house, car	\$100
Unexpected	\$200
<b>TOTAL:</b>	<b>\$1820</b>

## Setting up a Bank Account



You can choose to open an account in any **Bank, Credit Union or Building Society** in Australia. Do your research to get the best deal.

### To open a bank account you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as \$10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account **within six weeks** of arrival in Australia. After this time you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. bank account. For a comparison of accounts in banks throughout Australia see:

<http://www.banks.com.au/personal/accounts/>

Most people in Australia enjoy the convenience of **Internet banking** and/or **Telephone banking**, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 42 of 149

## Banks in Melbourne

BANK	WEBSITE	LOCAL ADDRESS
National Australia Bank	<a href="http://www.nab.com.au">www.nab.com.au</a>	800 Bourke Street, Docklands, VIC 3008
ANZ	<a href="http://www.anz.com.au">www.anz.com.au</a>	388 Collins St, Melbourne, VIC 3000
Commonwealth Bank	<a href="http://www.commbank.com.au">www.commbank.com.au</a>	277 Clarendon St, South Melbourne, VIC 3205
Westpac Bank	<a href="http://www.westpac.com.au">www.westpac.com.au</a>	2, 360 Collins St, Melbourne, VIC 3000
St George Bank	<a href="http://www.stgeorge.com.au">www.stgeorge.com.au</a>	333, 1 Collins St, Melbourne, VIC 3000
Credit Union Australia	<a href="http://www.cua.com.au">www.cua.com.au</a>	1st Floor, 231 Bourke St, Melbourne, VIC 3000

(NB – this list is just a sample of some financial institutions in Australia)

## Banking Hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day.** However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

## Bank Fees

Bank fees are **the price you pay for the products and services that banks offer.** Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. **Some banks waive some fees if you are a full-time student.** The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch.

If you don't understand any fee which has been charged, contact your bank.

## Accessing Money from My Account



Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

### ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts. See also: Using an ATM.

### EFTPOS

Short for 'Electronic Funds Transfer at Point Of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 43 of 149

on the amount which is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

### Telephone Banking

You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information and pay bills. You will need to register to use telephone banking and will then be given a password or an identification number that allows you to access your accounts over the phone. It's important never to give your password to anyone else.

### Internet Banking

Internet banking allows you to view and check your accounts, review recent transactions, apply for loans and credit cards, or transfer money and pay bills – all on-line. Most banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else.

There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites and this provides important information on precautions that you can take to protect your information on-line. If you are unsure about any approach that appears to be from your bank to provide personal information. Refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

### Over-the-Counter Service

You can also go into a branch of your bank and, with the assistance of bank staff, conduct transactions including withdrawals, deposits, transfers, and account balance checks. If you do not have a branch close by, you may be able to visit an agency of your branch, such as an Australia Post outlet, to conduct certain transactions. Bear in mind that over-the-counter transactions usually incur higher fees than electronic transactions.

### Paying Bills

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay everyday bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

### Account Statements

Most banks will provide regular statements for your accounts (just how regular can depend on the type of account). On request, banks will provide statements on a deposit account at more frequent intervals, but this may attract a fee. Bank statements are your record of everything that has happened in your account over a given period – the withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged. Telephone and Internet banking can make it easy to check your statements, and some banks even offer 'mini statements' through their own ATMs.

Check your statements regularly to make sure you've got enough money in your account to cover your expenses and keep track of your spending, as well as make sure that all transactions made in your account are legitimate. Refer to your statements to see what fees you are paying on your bank accounts and why, and to see whether a few simple changes to your banking habits could help you to reduce the fees you pay (for example, using your own bank's ATMs instead of other banks' ATMs).  
(Source: Australian Bankers' Association Inc.)

### Using an ATM

You will be given a PIN (Personal Identification Number) which you will enter into the ATM to access your account.

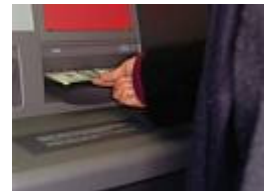
Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 44 of 149

It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.



These general rules should be followed for **ATM safety**, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine;
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police);
- If you don't feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.



If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy at all times, just in case. If you don't know the number, ask your bank.

(Source: Australian Bankers' Association Inc.)

## Safety When Carrying Money



The first and fundamental rule of safety when carry money is:

**“Don't carry large amounts of cash!”**

The second is:

**“Don't advertise the fact that you are carrying money!”**

- Divide your cash into different locations on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.

## Working in Australia



### Permission to Work

Student visas holders will automatically receive permission to work with their visa grant. Please note that you will NOT be able to work in Australian until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 45 of 149

## Working While Studying

1. You are not permitted to start work until you have commenced your course of study
2. You can work a maximum of 40 hours per fortnight (a period of two weeks) during the term and unlimited hours when your course is **not in session**.
3. The Immigration Department considers your course to be '**in session**':
  - for the duration of the advertised semesters (including periods when exams are being held)
  - if you have completed your studies and your Confirmation of Enrolment is still in effect
  - if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Immigration Department)

For a full list of **mandatory** and **discretionary** student visa conditions please visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

## Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many different ways to find a job in Australia:

**Newspapers, University Job Boards, Online - try these online companies:**

	<a href="http://www.seek.com.au">www.seek.com.au</a>
	<a href="http://www.careerone.com.au">www.careerone.com.au</a>
	<a href="http://www.getjobs.com.au">www.getjobs.com.au</a>
	<a href="http://www.mycareer.com.au">www.mycareer.com.au</a>
	<a href="http://www.jobsinoz.com.au">www.jobsinoz.com.au</a>
	<a href="http://www.jobsearch.com.au">www.jobsearch.com.au</a>

(Source: On-line search)

## Earning an Income



The conditions of your visa state that during Study time you are only allowed to work part time – 40 hours per fortnight. During holiday periods you can work full time.

### Taxes

Taxes are managed through the **Australian Taxation Office (ATO)**. The tax you pay depends on how much you earn.

### Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at [www.ato.gov.au](http://www.ato.gov.au), or phone **13 28 61**, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: **13 14 50**.

### Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at [www.ato.gov.au](http://www.ato.gov.au)
- For a registered tax agent visit [www.tabd.gov.au](http://www.tabd.gov.au)
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

### Superannuation

If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit: [www.ato.gov.au/departaustralia](http://www.ato.gov.au/departaustralia)

You will need to provide the details of your superannuation fund.

(Source: Australian Taxation Office)

## Laws and Safety in Australia



### Obeying the Law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to **respect Australian values** and **obey the laws of Australia** for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at: [www.australia.gov.au](http://www.australia.gov.au).

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 47 of 149

## Legal Services & Advice

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system.

### Legal Aid

#### **Melbourne - Rankin Lawyers**

405 Little Bourke Street, Melbourne

0418 873 418

[www.rankinlawyers.com.au](http://www.rankinlawyers.com.au)

### Victoria Legal Aid

350 Queen St, Melbourne

(03) 9269 0120

[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

## HOME SECURITY

House-breaking is one of the most common crimes. Most house break-ins appear to be crimes of opportunity with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house **left open or unlocked** where they can get what they want with ease and make a quick getaway.

### Some General Security Tips:

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- Do not leave messages on the front door. It lets people know you are not home.
- Avoid having parcels left on the door step.
- If you have to have something delivered while you are out have the neighbours collect it.
- When out, leave a radio or television on or a light in the evening to give the impression you are home.
- Keep cash and valuables out of sight.



Home Security is an issue for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks; doors should have dead-bolts, a security chain and a peep hole; and if the property has an alarm system – that would also make it an excellent choice.

## Contents Insurance

It is recommended that if you are in a rental property that you obtain **Contents Insurance** for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to \$200 per year depending on the value of your belongings.

## Internet Safety & Security



### Internet Access on Arrival

Internet cafes are located in most major cities, or book a computer at a community library.

The Internet has now become an essential business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the Internet is making it the focus of criminal activities. It is important that Internet users protect themselves from falling prey to these activities. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

- **Install anti-virus and other security software**, such as anti-spyware and anti-spam software. Use and update this software regularly.
- **Regularly download and install the latest security patches for your computer software**, including

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 48 of 149



your web-browser. Use automatic software security updates where possible.

- **Use a firewall** and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
- **Delete suspect emails immediately.** Don't open these emails.
- **Don't click on links in suspect emails.** Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
- **Only open an attachment to an email where the sender and the contents of the attachment are known to you.**
- **Don't download files or applications from suspect websites.** The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
- **Use long and random passwords** for any application that provides access to your personal identity information, including logging onto your computer. Don't use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.
- **Use a limited permission account for browsing the web, creating documents, reading email, and playing games.** If your operating system allows you to create a limited permission account, this can prevent malicious code from being installed onto your computer. A 'limited permission' account is an account that does not have 'Administrator' status.

(Source: Australian Communications and Media Authority)

## Personal Safety



When you are out and about it is important to be alert and aware of your personal safety.

If you are **going out at night** remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.

If you are **out and about**:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)

## Public Transport Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 49 of 149

## Buses

Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well lit areas and near other people
- Check timetables to avoid long waits.



Riding on the bus:

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver



## Trains

Many of the same safety tips when travelling by bus apply for trains. In addition:

- Many suburban stations have protective services officers patrolling from dark till the last train
- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.



## Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination



If the driver harasses you when travelling in a taxi your options include:

- Ask the driver to stop. You may choose to make up an excuse to do so;
- Leave the taxi when it stops at a traffic sign or lights
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

(Source: Queensland Police Service)

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 50 of 149

## Road Rules



If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, **YOU MUST KNOW THE ROAD RULES** before you attempt to drive (even 10metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the "white line" (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

### Owning a Car

**Registration:** Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver's licence details and your residential address in Australia.

### Insurance:

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

### Speed

There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. **Speed kills.**

### Mobile Phones and Driving

The use of **mobile phones** when driving is dangerous, against the law if it's not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you **nine times more likely to be killed** in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points penalties do apply. You should be aware of how to legally use a mobile phone while driving.

### Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law. Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

(Source: Roads and Traffic Authority, NSW)

### Licence Requirements

In most States/Territories of Australia if you hold a current driver licence from another country, you are allowed to drive on your overseas licence as long as:

- You remain a temporary overseas visitor
- Your overseas licence remains current
- You have not been disqualified from driving in that State or elsewhere and
- You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

Most overseas visitors are not required to obtain an Australian licence if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required.

**Note:** If you are a licence holder from New Zealand, you must obtain an Australian driver licence within three months of residing in Australia or you must stop driving.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 51 of 149

When driving in NSW you must carry your overseas driver licence. Your licence must be written in English or, if the licence is not in English, you must either carry an English translation or an International Driving Permit.

If you are a temporary overseas visitor and you wish to obtain an Australian licence seek advice from your local Police Station.

(Source: Roads and Traffic Authority, NSW)

### Drinking Alcohol and Driving

**If you are going to drink alcohol, don't drive. If you are going to drive, don't drink alcohol.** Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident. **Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply.** If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term.



### Blood Alcohol Concentration (BAC) Levels

The blood alcohol concentration (BAC) is the amount of alcohol in the bloodstream. A BAC of 0.05 means you have 0.05 grams of alcohol in every 100ml of your blood. As the liver metabolises alcohol at around one standard drink per hour, the BAC level drops unless more alcohol is consumed. BAC is measured with a breathalyser, or by analysing a sample of blood.

### Legal BAC Limits

There are legal limits as to the BAC level permissible if you are driving:

*0.5 is the limit for a Full licence driver... Persons on a learners permit or probationary licence are not permitted to drink.*

### Factors Affecting your BAC

The more you drink, the higher your BAC. But two people who drink the same amount might register quite different BACs. There are many factors that will affect this, including:

- **Body size:** A smaller person will have a higher BAC than a larger person because the alcohol is concentrated in a smaller body mass.
- **Empty stomach:** Someone with an empty stomach will reach a higher BAC sooner than someone who has just eaten a meal. Food in the stomach slows down the rate at which alcohol passes into the bloodstream.
- **Body fat:** People with a lot of body fat tend to have higher BACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.
- **Women:** After drinking the same amount of alcohol, a woman will almost always have a higher BAC than a male.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 52 of 149

Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. For more detailed information about alcohol and how it effects you, please see the Australian Drug Foundation website: [www.druginfo.adf.org.au](http://www.druginfo.adf.org.au) .

### Drinking Limits Advice

To stay below 0.05 BAC, drivers are advised to limit their drinking to:

- **For men:** No more than two standard drinks in the first hour and no more than one standard drink every hour after that.
- **For women:** No more than one standard drink in the first hour and no more than one every hour after that.

### Random Breath Testing (RBT)

Random breath testing of drivers for blood alcohol levels and drug use is common at any time of the day or night. Police officers have the right to stop any vehicle at any time and require the driver to supply samples for screening. Any person driving a motor vehicle is required by law to have less than a specified amount of alcohol in their blood. If a driver exceeds the level which applies to them the driver has committed an offence.



### Increased Risk of an Accident

It is safest not to drink alcohol at all if you are going to drive. The more alcohol you have in your body, the more risk you have of being involved in an accident.

- **At 0.05%** Blood Alcohol Content (BAC), your risk of being involved in a road accident is double that of a 0.00% reading.
- **At 0.1%** BAC your risk is more than seven times as high of being involved in a road accident, than at 0.00%.
- **At 0.15%** your risk increases to 25 times that of driving at 0.00%. (Source: Australian Federal Police)

**DON'T DRINK & DRIVE!**



# Alcohol, Smoking, & Drugs

## Alcohol

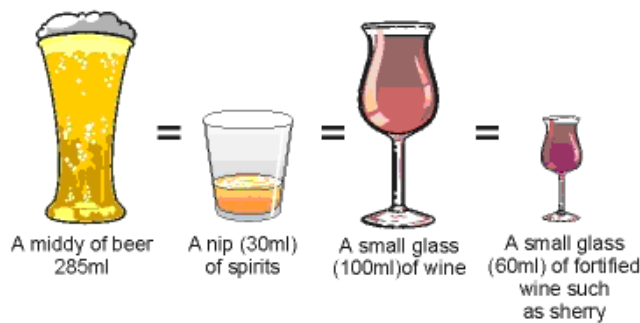
Alcohol use is legal for those aged 18 years or over. There are laws governing how alcohol may be used in each State and Territory of Australia.

**Standard Drinks** The use of standard drinks can help people to monitor their alcohol consumption and exercise control over the amount they drink.

Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:

A middy of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.



Please keep in mind:

- Some hotels don't serve standard drinks - they might be bigger. Large wine glasses can hold two standard drinks - or even more!
- Drinks served at home often contain more alcohol than a standard drink.
- Cocktails can contain as many as five or six standard drinks, depending on the recipe.
- Pre mixed bottled drinks often contain more alcohol than a standard drink.

## Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces.

## Drugs

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.



**DANGER: Drink Spiking!** Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured and if you suspect you or your friends have had a drink spiked, **call 000 (zero zero zero)** immediately to report it and get help.

(Source: Australian Drug Foundation)

## Hitchhiking



A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitch-hiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia.

**HOWEVER:** Many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into.

Our advice to you is: **DON'T HITCHHIKE!** It simply is not worth the risk.

### Avoiding Dangerous Areas and Activities

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

**A public place can vary through the course of the day.** It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them. For example: The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. **Alcohol consumption** has now become a factor in these places, and for many (particularly for women), **some areas may become less safe.**

A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark.

A school between the hours of 8 am and 5 pm is usually lively and active. After 5 pm or during school holidays however, it may be isolated or dominated by particular groups of people. **Being in a place when it is busy is very different from when the place is isolated.** There is often no reason to be afraid, But – be alert, be aware, and be careful.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 55 of 149

## Making New Friends



There is no magic trick to making friends. And if you are in a foreign culture it can seem more difficult than usual to find people who you really “get along” with. **Be kind to yourself - remember that making friends takes time.** If you make the most of social opportunities during your life in Australia, just as you would back home, it will be quicker and easier for you to fit in, make friends and feel at home.

However you meet people, **remember to be careful.** When you meet someone new, be cautious until you get to know the person better and feel you can trust him or her. If a stranger starts talking to you, they are probably just being friendly. But be safe, and don't give them any of your personal details like your full name, your phone number or your address. **With people you don't know well; always arrange to meet them in a public place,** like a café or a park, instead of inviting them to your home or going to theirs, until you feel you have built a relationship with them, know more about them and feel comfortable with them.

Many international students spend time hanging out with other students and people from their own country and culture while they're in Australia. These people can make you feel accepted and you may be able to communicate much more easily with them than you can with the locals, particularly when you have just arrived. When everything around you is new and different, it can feel like a big relief to find people from your own country and cultural background. But remember, **you need to be careful at first,** until you get to know them better, just as you should with anyone else. Even though you may feel like you have a lot in common, **remain cautious until you feel you know them reasonably well and can trust them.** Many crimes against international students are committed by people from their own culture.

If you have any concerns or questions about someone you have met, or want to talk to someone about Australian mannerisms and communication “norms” (widely acceptable behaviour), make an appointment to talk it over with your **International Student Advisor.**



## Sexual Assault

Sexual assault is a **criminal offence.** It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain **precautions** may make it more difficult for a possible perpetrator:

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say **"No!"** loudly and with conviction.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 56 of 149





## What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact, should be the Police or your closest Sexual Assault Service. From a **public phone or mobile phone**, ring the police on **000**.

1. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.  
Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.  
Try to remember everything you can about your attacker.
2. Remember, **you are the victim**. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

For counselling and support you can contact the **Centre Against Sexual Assault (CASA House)** on

**(03) 9635 3610** or visit them at Queen Victoria Centre  
Level 3, 210 Lonsdale St  
Melbourne VIC 3000

## Social Activities

### What is Schoolies Week?

If you are an international student attending high school in Australia you will hear a lot of talk about “**Schoolies Week**” which refers to the Australian tradition of **high-school graduates** (known as "Schoolies" or "Leavers") having week-long holidays following the end of their final exams in late November and early December.

Official schoolies events, which are drug and alcohol free, are held at many schoolies destinations, they include concerts, dances and parties. For all official events, attendees are required to be a registered schoolie and present schoolie ID on entry. This schoolies ID, which at some locations includes a photo, is given to schoolies upon registering, which requires the presentation of current school ID and incurs a small fee. At many destinations, the official events are held in fenced-off areas or in nightclubs to prevent the infiltration of toolies ("too old for schoolies", which are associated with the targeting of drunk teenagers for sex) and to maintain crowd control. Some events are free while others (often those held at nightclubs) incur an entry fee.

If you are a school leaver and choose to be a part of schoolies celebrations, here are some good safety tips to keep in mind:

Celebrate but watch your friends:

- Stay with friends and don't take chances. Remember there is safety in numbers.
- Plan ahead with your friends. Work out how you will share costs and how you will look out for each other.
- Book your own accommodation - don't expect that you can just stay with friends.
- Know where you are staying and how to get there.
- Before you go out, have a plan for getting home and tell someone where you are going.
- Negotiate a designated driver at the beginning of the evening and support them in their decision not to drink. During the week, take turns to be the designated driver.
- Stay clear of a driver who has been drinking or using drugs.
- Ask an official volunteer to walk you home if you are alone — don't walk home at night alone.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 57 of 149

**Stay with your friends and don't take chances.**

Volunteers will be clearly identifiable and are there to assist you in a number of ways.

**Look out for them**

**if you require assistance.**

- Always keep enough money for a phone call, taxi or public transport.
- Stranger danger still exists for adults — don't accept lifts from anyone you don't know, and don't stay at a stranger's place.
- Don't swim at night and don't swim at all if you are intoxicated or using drugs.



(Source: Queensland Government Schoolies Week)

# SECTION 4

## Studying at Rhodes College

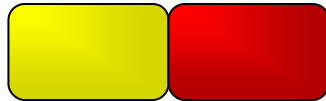
[www.RhodesCollege.vic.edu.au](http://www.RhodesCollege.vic.edu.au)

CRICOS Provider Code: 02992E

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 59 of 149

<b>SI No</b>	<b>Topic</b>	<b>Page No</b>
1	To Begin: Arrive Early, What to Do First	62
2	International Student Orientation	62
3	Delivery Locations	63
4	Current Address Details	64
5	Policies and Procedures	65
6	Application, Enrolment and Selection Policy and Procedure	65
7	Student Code of Conduct	68
8	Student Support Services Policy	70
9	Fees, Charges and Refund Policy	73
10	Classroom Operations and Student behaviour Policy	77
11	Course Credit Policy	78
12	Completion within Expected Duration Policy	81
13	Monitoring Course Progress Policy	87
14	Cheating Plagiarism Policy	90
15	Re-Assessment Policy	91
16	Continuous Improvement of Education Program(s) Policy	93
17	Compassionate and Compelling Circumstances	95
18	Critical Incident Policy	96
19	Homestay Placement Policy	97
20	Medical Certificates Policy	98
21	Occupational Health and Safety Policy	99
22	Privacy Policy	100
23	Transfer between Registered Providers Policy	102
24	Complaints and Appeals Policy	104
25	Deferment, Suspension or Cancellation of Study during Enrolment	106
26	Access and Equity Policy	110
27	Records Management and Version Control Policy	112
28	Issuing Qualifications and Statements of Attainment Policy	115
29	Student Survival page	118
30	Student Visa Conditions	118

# To Begin:



## Arrive early

Australian education providers will provide an International Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2001. Staff who runs the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

## What to Do First

Report to the Admissions Office or welcome area for International Students.

### Arriving early to attend orientation gives you the chance to;

- See and talk to the most important people you will need to know at the institution.
  - International Office staff and their duties
  - Course Coordinator, student Administration or VET Coordinator
  - Student Services staff
  - Accommodation/Homestay Coordinator
- Enrol early, which will help you to get your student ID-card early. You will need your student ID card to open bank accounts, borrow books from the library, and more.
- Find your way around the campus
  - Resource Centres
  - Computer rooms and facilities
  - Recreation and eating areas
  - Classrooms
- Meet other International students, who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

## International Student Orientation

Each intake of new students is provided with a compulsory two-day orientation program designed to acquaint students with the Institute's policies and procedures, training and assessment methods and a host of The Institute general information about the Institute, Melbourne and Australia.

During the orientation students will have the opportunity to meet teaching staff and other students, and be informed about the following:

- Teaching locations
- Class attendance
- Demonstrating competency
- Academic Progress and support
- Assessment
- The role of course coordinators
- Sources of information
- Communications policy
- Fees policies
- Credit for previous study
- Deferment
- Complaints and appeals
- Other policies and procedures of The Institute and relevant student Visa conditions.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 61 of 149

## Quick Guide to Key Personnel:



### WHOM TO SEE

### ISSUES

#### ACADEMIC

- Lecturers: Questions about content of units, teaching procedures, assessment.
- Course Coordinator: Questions about the program as a whole, academic regulations, difficulties with study
- Student Support Services / Program Manager: Help with reading, writing, note taking, preparation for exams & assignments, Timetable

#### ADMINISTRATIVE

- Student Services/Administration Visa problems, financial problems, enrolment and short-term accommodation, Health care/ insurance problems, academic progression, accommodation, understanding of how to utilize institution processes effectively.
- Student Administration, changes of address.

#### PERSONAL

- Psychological Counselor: Problems with relationships, homesickness, gambling, depression, relationship issues.
- Student Services: Spiritual / religious issues, personal problems, Sexual harassment, discrimination issues.
- Trainer/coordinator/Program Manager: Registration in subject units, examination / study adjustments.
- Student Services: Accommodation issues

## Delivery Locations



### LOCATIONS – QUEEN STREET CAMPUSES

- 1) 118 QUEEN STREET, MELBOURNE, VIC 3000  
Ph: (03) 8395 0151
- 2) 123 QUEEN STREET, MELBOURNE, VIC 3000  
Ph: (03) 8395 0151

The Administration Office is located at Level 3, 118 Queen Street campus. The 123 Queen Street campus provides classrooms for the teaching.

#### Public Transport

- Located on Queen St, between Little Collins St & Bourke St Melbourne
- Walk from Flinders St Station up Elizabeth St turn left into Little Collins St.
- Walk up Little Collins St and turn right into Queens St, it is on the left side of street approximately in the middle of block after turning Right into Queen St.

#### Parking

- Early-bird parking between the hours of 7.00 a.m. and 9.30 a.m. is available at Wilson Parking on 200 Queens St for a cost of AU \$18 per day.

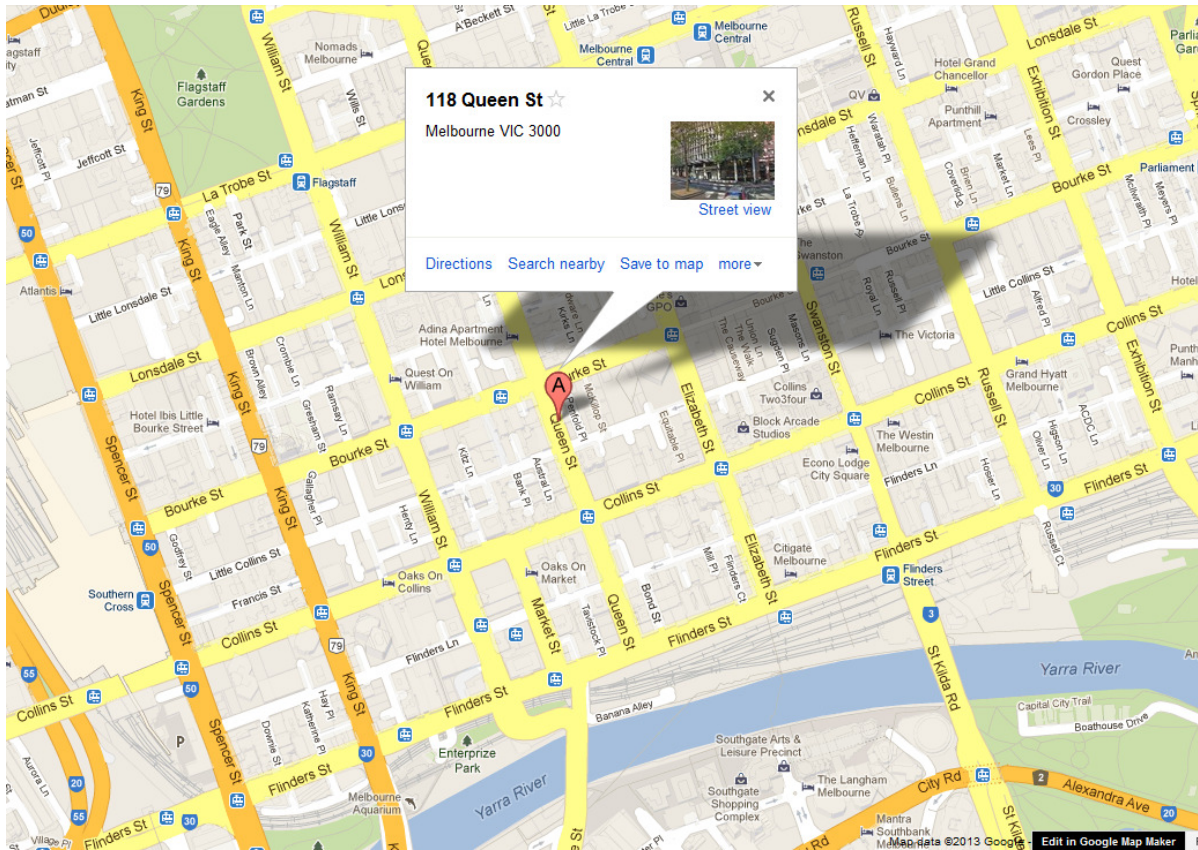
#### Pedestrian / Bike Paths

- There are several pedestrian and bike lanes and paths located along the main streets in the city. The closest bike path to the Queens Street would be along William and Bourke Streets.

#### Useful References

- Train / Bus timetables: <http://www.metlinkmelbourne.com.au/>
- Car parking: <http://www.findacarpark.com.au>
- Cycle Tracks: <http://www.bv.com.au/>
- Additional information: <http://www.melbourne.vic.gov.au/>

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 62 of 149



## Current Address Details

Students on an International Student Visa no longer need to keep Immigrations Department informed of their home address in Australia, as the Immigration Department will check these details with your education provider if required. Therefore, you **MUST** maintain a current residential address on your student file **AT ALL TIMES**. Students must notify the College within 5 working days, if there are any changes to their contact details (both Australian and Overseas details).

All communication regarding course related matters (e.g. Attendance, Exam, Fees, Course performance) will be communicated through Notice Board, E-mail, Phone and if required by Post. It is the duty of the Students to keep their personal details of email, phone, mobile and contact address up to date with The Institute administration office. The information update will be passed to the students through notice board, email, phone and post (if applicable). All the students are required to take note of this information update within 5 days. Ignorance of information update is not acceptable as they are expected to see the notice board while attending the classes, check their emails, phone messages and post box on a regular basis.

# **Policies and Procedures**

## **Application, Enrolment and Selection Policy and Procedure**

### **1. PURPOSE**

1.1 This policy is in place to ensure that all individuals who gain entry into a National Accredited Program being offered at The Institute have the appropriate skills and abilities they require to successfully complete their studies within the normal duration of the qualification.

### **2. SCOPE**

2.1 This policy and procedure applies to all students seeking a place in a qualification/course provided by The Institute.

2.2 The registered provider must have documented procedures in place, and implement these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

2.3 Learners receive training, assessment and support services that meet their individual needs

### **3. COMPLIANCE EVIDENCE**

3.1 To demonstrate compliance, The Institute has the following forms of evidence:

- a) Samples of the information provided to students prior to enrolment such as website, College Prospectus, Application Form, Offer Letter, Enrolment Acceptance Agreement
- b) This policy and procedure for assessing students' qualifications, experience and English language proficiency
- c) Memos/emails authorizing marketing materials approved by the Marketing Manager or CEO
- d) Communications with agents signed by the marketing officer
- e) Verified copies of qualifications and IELTS on student files
- f) Authorizations to make an offer signed by the Admissions Officer
- g) Student surveys

### **4. POLICY AND PROCEDURE**

#### **4.1 Entry Requirements**

4.1.1 The course entry requirements are available from the Institute's website:  
<http://www.rhodescollege.vic.edu.au/download.html>

#### Note:

1. The Institute reserves the right to conduct a Placement Test at an additional cost to the student, when it is deemed that a student, though fulfilling the English requirements of The Institute is not likely to progress satisfactorily in the chosen course. He/she may also be advised to undertake additional English coaching.

2. For English requirements for Student Visa purposes please contact the nearest Immigration Department Office or Australian Embassy or visit their web site [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

3. The equivalency of the below have been adopted from ESL Framework (course information): an approximate guide to exit and entry alignment

- Cert III in ESL equals to IELTS Exit level 5/5.5
- Cert IV in ESL equals to IELTS Exit level 5.5/6.0/6.5

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 64 of 149



4. Other entry requirements for International students include:

Regulatory	A current and valid passport A valid study visa that covers the duration of study for the course
Age at Commencement	The Institute will not accept overseas students who would be under 18 years of age at the time of proposed commencement

5. **Application and Enrolment Process:** The application and enrolment process involves the following steps:

5.1 **Enquiry**

5.1.1 The prospective student makes an enquiry directly to The Institute or through one of The Institute's nominated education agents. The Institute or its nominated education agent supplies the prospective student with the following information:

- a) Detailed and up to date information on the course of interest, including course content, duration of study, commencement dates and qualifications awarded upon successful completion.
- b) Indicative course-related fees including advice on potential for fees to change during the student's course.
- c) The requirements for acceptance into a course including the minimum level of English language proficiency and academic requirements.
- d) Payment and refund policies.
- e) Campus locations and general description of facilities.
- f) That The Institute does not accept students under the age of 18.
- g) Deferral, suspension and cancellation policies.
- h) Referral to the ESOS framework made available electronically by Department of Education.
- i) Indicative costs of living in Australia and accommodation options.
- j) Details on any collaborations with other training providers to provide whole or part of the course.

5.2 **Application**

5.2.1 The prospective students complete and sign The Institute's Application Form and provide originals or certified copies of the following documentation:

- a) Proof of English Language proficiency as stated in Entry requirements above
- b) Academic qualifications as stated in Entry requirements above
- c) Passport
- d) Appropriate study visa (for onshore international students)
- e) Proof of health cover (for onshore international students)

5.3 **Offer Letter and Enrolment Acceptance Agreement:**

5.3.1 Upon receipt of a completed application form and all the required relevant documentation, the Admissions Officer will ensure that all necessary entry requirements are met and authorize the issuing of an Offer Letter and an Enrolment Acceptance Agreement form to the prospective student.

5.4 **Confirmation of Enrolment:**

5.4.1 The Institute will confirm enrolment of the prospective student when all the following conditions have been met:

- a) The prospective student accepts the offer, and returns the signed Enrolment Acceptance Agreement form to The Institute.
- b) The prospective student has paid the minimum balance payable as indicated on the Offer Letter, and The Institute has confirmed receipt of this amount directly into The Institute's bank account.
- c) The student has provided the necessary additional evidence or satisfactorily met any condition specified in the offer letter.
- d) Upon fulfillment of the above conditions, the Institute Admissions Officer shall issue an electronic Confirmation of Enrolment (e-COE) through PRISMS, which is the official document confirming enrolment into The Institute for the nominated course of study.

## 5.5 Use of Education agents

5.5.1 The entry requirements as well as the Application and Enrolment process remain the same whether a student is recruited directly by The Institute or through a nominated Education agent.

## 6. RESPONSIBILITIES

- a) It is the responsibility of the CEO / Admissions Officer to ensure that all marketing information provided to prospective students is accurate and complete as per the guidelines of this policy.
- b) The printing and publishing of marketing and advertising material can only be authorized by the CEO.
- c) It is the responsibility of the Admissions Officer to monitor agents to ensure they are acting in accordance with the Admission and Enrolment process of the Institute.
- d) It is the responsibility of the Admissions Officer to authorize the issuing of offer letters on being satisfied that all entry requirements are met.
- e) It is the responsibility of any officer acting as an Admissions Officer (Administration Officer) to ensure that the guidelines for entry requirements and issuing of Offer Letters and e-COE's are strictly followed.
- f) It is the responsibility of any officer acting as an Admissions Officer (Administration Officer) to provide a list of all students offered a place at the Institute to the Executive Management Meeting that indicates their English language level and academic qualifications.
- g) It is the responsibility of any officer acting as an Admissions Officer (Administration Officer) to ensure that all selection information is maintained.

7. Application assessment workflow is appended to this policy.

## 8. DEFINITIONS & KEY WORD

- a) **The Institute** – refers to Rhodes College
- b) **IELTS** – International English Language Testing System
- c) **PRISMS** – Provider Registration and International Student Management System
- d) **SNR** - Standards for NVR Registered Training Organisations
- e) **ESOS Act**- Education Services for Overseas Students Act

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 66 of 149

## Student Code of Conduct

1. The Institute's responsibility is to provide an inclusive learning environment. The Code of Conduct has been formulated as a set of principles for all students to follow and adhere to. It provides a clear statement of what is expected of students in regards to study and personal behavior.

2. The Institute expects that students will be committed to their studies, interact in a positive and respectful manner with both staff and students and operate in an ethical manner. This policy provides details of expectations of student behavior/conduct as well as providing details of the possible consequences to students if they are in breach of the code of conduct.

3. This Code of Conduct should be read in conjunction with the following Policies and Procedures as well as the appropriate Resources:

- a) Deferral of Commencement Suspension of Studies, Cancellation or suspension of Enrolment Policy and Procedure
- b) Occupational Health and Safety Policy

4. The Institute affirms its commitment to:

- a) high study standards, intellectual rigor and a high quality education; intellectual freedom and social responsibility;
- b) recognition of the importance of ideas and the pursuit of critical and open inquiry;
- c) tolerance, honesty throughout the The Institute community
- d) high standards of ethical behavior
- e) Provision of a safe and healthy work environment and systems of work
- f) Maintenance of equipment and facilities under the control of The Institute
- g) Provision of training for The Institute personnel to enable them to perform their tasks safely
- h) Ongoing inspection and review of the work place, work practices, and procedures
- i) Appropriate response in the event of an incident to ensure an investigation is conducted to prevent a recurrence

5. The Institute expects all students to follow the following rights as set out in the code of conduct at all times

5.1 Personal conduct: All students must:

- a) treat all Staff, trainers, consultants, contractors, volunteers and any other members of the public and other students with respect, dignity, impartiality, courtesy and sensitivity
- b) maintain a cooperative and shared approach to inter-personal relationships
- c) act honestly and ethically in their dealings with The Institute staff, honorary appointees, consultants, contractors, volunteers, any other members of the public and other students
- d) Maintain fee payments as set out on the The Institute approved installment plan / payment schedule even during deferment/suspension or leave of absence
- e) respect the privacy of employees, honorary appointees, consultants, contractors, volunteers and any members of the public and students
- f) ensure that they do not become involved in or encourage discrimination against or harassment or bullying of The Institute staff, consultants, contractors, and volunteers, any members of the public or students
- g) Dress in a neat and tidy fashion when participating in class room or any other activities where they are representing The Institute. The choice of clothing must be appropriate for each session. Students should be aware of the dress regulations. These would be informed to the respective students by the Coordinators or the trainers. It is mandatory that students comply with the dress code.

5.2 Fee Payments:

- a) Maintain fee payments as set out on the The Institute installment plan / payment schedule even during deferment or suspension.

5.3 Course Study Conduct: All students must:

- a) act ethically and honestly in the preparation, conduct, submission and publication of course work, and during all forms of assessment, including formal examinations and informal tests
- b) avoid any activity or behavior that would unfairly advantage or disadvantage another student's course study
- c) behave professionally, ethically and respectfully in all dealings with The Institute's learning partners during Work Based Training (WBT) if applicable

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 67 of 149

- d) submit their work when required
- e) not engage in cheating or plagiarism

#### 5.4 Misconduct

5.4.1 Misconduct can be defined as unacceptable behavior which does not reflect safe practices set out in the related Policies and Procedure on the website as well as the code of conduct itself. Any student found not to abide by these afore mentioned will be subject to disciplinary procedures as set out below.

5.4.2 Disciplinary Procedures: If a student breaches The Institute’s Code of Conduct, the following disciplinary procedures will be followed:

**Step 1:** The training services will be withdrawn if the actions of the students are found to be disruptive to other participants or if the student does not clear his/her outstanding tuition fee payments. Student(s) would be directed to a nominated Administrative area where the issue would be discussed and a time and date would be fixed for the student to appear for resolution of the issue.

**Step 2:** The issue would be discussed at the appointed time with the student(s) and the meeting and its outcomes will be documented, signed by all parties and included on the student’s personal file. If the student refuses to sign, an additional The Institute staff or another student can sign as witness and this will be treated as additional breach of code of conduct.

**Step 3:** Should the issue or behavior continues to be unresolved, as a result of the students inaction, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be attached to the student’s personal file. Failing this, the student’s enrolment will be cancelled at The Institute. Suspension or cancellation of the enrollment will be reported to DIBP and may affect the status of the students VISA. **At any stage of this procedure, students are able to access the Institute’s complaints and appeals procedure to settle any disputes that may arise.**

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 68 of 149

## Student Support Services Policy

1. At the Institute, we take our responsibilities to support our students very seriously.

There are some requirements to support all students at the Institute and there are some additional requirements that are applicable to International students only.

We regularly consult with students to gather feedback on their experience at the Institute and continually strive to develop and improve our services. The result is a supportive and safe environment that plays a crucial role in ensuring that every student is able to perform at their best.

Note: The Institute does not provide online or distance units of study at this time.

2. The Institute offers the following student support services

- Student Contact Person (SCP)
- Learning Support Services
- Counselling Services
- Orientation Program
- Monitoring Course Progress Processes
- Student Information
- Student Support Facilities

3. **Student Contact Person/s (SCP/s)**

3.1 The SCP/s will generally be the first person/s, students turn to when they have a question or problem. Normally it will be Trainers/Teachers or Student Administration Officers. This person/s has/have the role of helping students cope with the many challenges students face when studying whether locally or away from their home country. They are experienced in dealing with the issues students face and they provide a range of advice, information and support services for individual students. This may include social and community outings and events.

3.2 The SCP/s having firsthand knowledge of the student as a trainer/teacher is expected to monitor the academic progress of the individual student particularly during the first semester and to take necessary support actions to ensure that the student is adjusting well to living and studying in Australia. Such actions may include informal discussions, interviews, intervention agreements and strategies, referral to a counsellor or more senior manager in the Institute. In any case where the student is involved in disciplinary action the SCP/s will be expected to indicate or advise on any support actions undertaken by the Institute and by the student.

4. **Learning Support Services**

4.1 The Institute has established Learning Support Services which provides a range of on-campus and online services and resources, specifically designed for domestic and international students, to help students succeed in their studies and managing student life. The support services include professional and qualified counsellors on request, English language support on request if unable to cope with the course work, Student Support Officers, Manager Student Administration and Director of Studies. The services are primarily responsible for developing and providing:

- a) Specialised workshops for both domestic and international students that cover a range of topics, such as: finding accommodation, study techniques, developing resumes/CV's, job interview & application knowledge, organising your money and finances, study/life balance, employment, living and working in Australia, use of technology in the Institute.
- b) Free academic learning workshops dealing with subjects such as assignment writing, English grammar, conversational English language skills development, editing, referencing and more. Throughout their studies students are expected to work towards developing high levels of communication skills specific to their study area. Even though students have demonstrated proficiency in written and spoken English, comprehension and expression prior to enrolment, many students may find that they require assistance with English during their studies and consequently these workshops are particularly helpful for writing the Institute assignments.
- c) Student social outings - such as barbecues, trips to local attractions, involvement in community events
- d) Student code of conduct

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 69 of 149

- e) Pre-departure and orientation kits and orientation programs
- f) Student support services are available to overseas students without any additional cost

## 5. **Orientation Program**

5.1 The orientation program conducted by the Institute for all students on commencement at the Institute is an important part of our support services.

5.2 At this meeting we provide information on all aspects of the Institute's operation and culture and for international students we also invite spokespersons from the Victoria Police (subject to their availability) and other appropriate speakers to enhance students personal security and safety; from Department of Home Affairs (subject to their availability); and representatives of OSHC providers to ensure that students are well aware of their rights and obligations as international students and aware of the supportive structures that are available to them.

5.3 At the orientation program students are addressed by the student counsellors who explain their role in providing information and support in relation to adjusting to living in a new culture, coping with relationship and family issues, dealing with homesickness, stress or depression, managing time, maintaining motivation and information on their employment rights and conditions and how to resolve workplace issues, such as through the Fair Work Ombudsman.

5.4 At the orientation program students are informed of the Student Support Services that they can avail, the climate conditions that prevail in Victoria, Institute's policies and procedures and other information that is useful for their safe and enjoyable experience in Australia.

Information on the Institute's emergency telephone number (Student Administration): This mobile number is manned 24 hours. If students are facing any problems or need emergency help they can call at this number at any time. International Students are also provided with information on their rights and responsibilities and any appropriate visa conditions.

5.5 At the orientation program students are addressed by the coordinator(s), they will discuss course structure and load, course progress and or attendance, how feedback will be delivered, the reassessment process and fees involved. The coordinators will also answer student queries related to academics. They will also detail the Institute's Complaints and Appeals process.

5.6 Students will be given documents to complete, such as emergency contact details etc. Handouts containing information relevant to living and studying in Melbourne will be given directly to students including legal, emergency and health services.

## 6 **Counselling Services**

6.1 The Institute arranges for specialised Counselling services on request which may entail additional costs. General Counselling Services are provided free of costs to assist students in developing the personal skills and qualities necessary for success in their study program. Where personal or practical concerns interfere with student's ability to study, these services can assist students to resolve the immediate issues and develop strategies for the future. Students may wish to speak to a counsellor about matters such as

- a) adjusting to living in a new culture
- b) coping with relationship and family issues
- c) dealing with homesickness, stress or depression
- d) managing time or
- e) maintaining motivation

6.2 Access to Counselling Services is available through a referral from the Manager Student Administration or the Director of Studies. However in situations where students require ongoing counselling, students will be referred to a community or other support agency. Such ongoing support may incur a charge for services. The referral will be at no cost to the student. The Student Support Services are actively involved in providing support to students in relation to meeting attendance and course progress requirements.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 70 of 149

## 7 Student Information

7.1 The Institute provides a vast amount of information to support and inform students studying at the Institute. This information flow extends from the moment the student expresses interest in studying at the Institute to the moment they depart from Australia to go home with a complete qualification.

7.2 The information provided that is specifically focussed on student support includes but is not limited to:

- a) Website material
- b) Pre-departure kits
- c) Orientation programs
- d) Student handbooks
- e) Student agreements
- f) Critical incident policy and procedures
- g) Referral guide
- h) Academic and course monitoring policies and procedures
- i) Codes of conduct
- j) Power point presentations including
  - a. Resume development
  - b. Sample resume
  - c. Cover letter development

## 8 Student Support Facilities

8.1 The Institute provides students with

- a) Prayer room
- b) Free internet access to complete research and assignments
- c) Recreation room (common room)

## 9. Appropriate and sufficient Student Support Services

The Institute continually monitors the provision of support services. Such monitoring is not only needed to ensure that the nature of services provided is meeting the diverse needs of students but also that the capability and capacity of services are appropriate. To this end students are regularly surveyed as to their perceptions of and satisfaction with the nature, capability and capacity of services.

### **International Students Only**

In addition to all the services outlined above, The Institute provides specific help to international students in addition. This covers such areas as:

- resources and support to help students make the most of their time in Australia from the moment they accept an offer until they graduate
- assisting students to make the transition to their new surroundings and help them feel at home
- Family Support: At the Institute we also recognise that partners and other family members accompanying our international students may need help and advice about settling into life in Australia. Help and advice for families is available from these services
- Accommodation service to provide referral services and information on how to find accommodation
- Visa renewals: Students informed about the process and are referred to the Immigration office or can be guided to the website [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)
- Medical appointments: Health care provider's representative is available on Tuesdays from 12pm to 1pm to clarify issues about the Student health cover and how to claim refunds and reimbursements from the Health care provider if required
- Homesickness, handled by the Counsellors
- Legal services: availability of free legal aid such as from Legalaid or Western Suburbs legal Services INC (Melbourne)
- Tax file number applications: Students are informed about the process and referred to the Australian taxation office and the website [www.ato.gov.au](http://www.ato.gov.au)
- Part time job: Regular job postings e-mailed to the students such as those from [www.seek.com.au](http://www.seek.com.au) and others

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 71 of 149

who advertise with the Institute

- Financial issues
- Community bodies

## Academic and Course Monitoring Processes of International Students

As the Institute is committed to ensuring that all students are well supported and have satisfactory learning experiences at the Institute, early identification of issues affecting student progress and performance is a priority. Consequently the trainers will notify the Coordinator, whenever a student, undertaking the first study period, fails to achieve a satisfactory result in consecutive assessments that form part of any unit of competency or fails to achieve competency in a unit that would normally be completed prior to the end of the study period or in the case of higher education, failing any significant assignment, test or exam.

10.1 On receiving notification from the trainers/assessors the coordinator will arrange for a meeting with the student to discuss academic performance. The purpose of this meeting is to determine the reasons for this lack of satisfactory academic performance of a student who is yet to complete the first study period of the qualification and to develop strategies involving student support and student action to assist the student to gain the necessary competence in a time frame that enables the student to complete the course within the expected course duration.

10.2 Further unsatisfactory student progress is then covered by the Institute's Monitoring Course Progress Policy.

### 11. Supporting Documents:

- a) Student Handbook
- b) Student Orientation
- c) Critical Incident Policy
- d) Monitoring Course Progress Policy

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 72 of 149



## Fees, Charges and Refunds Policy

### 1. Arranging for personal living expenses

1.1 As an international student, one must be aware that, they must fund their entire study and living expenses independently. The Student Visa Regulations require international students to show evidence of funds to contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

1.2 While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not to rely on such work to meet all their expenses.

1.3 The current basic rate of living costs under the Student Visa Regulations is \$20,290 per year. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- a) \$20,290 per year for the main student/guardian
- b) \$7,100 per year for the student's partner/spouse
- c) \$3,040 per year for the student's child
- d) Demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

It is compulsory for children between the ages of 5 and 18 to attend school and pay school tuition fees. Childcare costs also need to be considered. For further information, please refer to the Department website <http://www.homeaffairs.gov.au>

The Institute will operate a fair and equitable policy in relation to Fees, Charges and Refunds. All fees and charges will be provided to students together with the refund policy in student information or on the Institute's website and will form part of the enrolment acceptance agreement that students are asked to read and sign.

Any changes to fees will be published on the website also be available in hardcopy - available on request.

#### **General Rules relating to fees:**

- a) The basis of enrolment at the Institute is on a full-time, full-fee paying basis only. It is neither a scholarship, employment nor an immigration program. All fees and charges that are required to be pre-paid will be identified.
- b) Students are required to pay the fees and any other charges (like re-assessment or re-enrolment fee, where applicable) by due date.
- c) If the payment is not received by the due date and remains outstanding, the student will be advised of the Institute's intention to cancel their enrolment. The notice to cancel will include clear information about having twenty working days to appeal this decision using the Institute's Complaints and Appeals procedures.
- d) If no appeal is lodged or the appeal is unsuccessful, the Institute will cancel the student's enrolment.
- e) For International students (on a Student visa), the Institute will also notify the Department of Home Affairs which may result in the cancellation of student's visa.
- f) Should the Institute subsequently agree to reinstate the enrolment, a fee of \$750 will be charged, in addition to the fees owing (including late fees).
- g) Outstanding fees may result in a student not being allowed to attend classes or they may be asked to leave class either by the trainers or other the Institute staff. Any classes and assessments missed as a result will affect the student's rights to re-assessment (see the Re-Assessment Policy and this may well include additional fees having to be paid).
- h) In all cases where fees are not paid, even after cancelling the enrolment, if the dues are still not cleared, the services of 'Credit Managers' or 'Debt Collector' may be enlisted for the recovery of the dues, in which case the personal contact details of the student will be shared with the Debt Recovery Agency. This will involve additional expenses to the student and may affect their credit rating.
- i) Nothing in this policy or any associated procedures attempts to remove a learner's rights as a consumer, and they

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 73 of 149

may at any time seek redress through normal legal channels, however the complaints and appeals process (available on request or on the website) is designed to deal with any concerns or perceived injustices in a fair manner.

- j) This information will be made available to all students at the time of application and by way of the website, in the student handbook, and at orientation.

## Payment in advance

### International Students:

Under the ESOS Act, these students may elect to pay as much of the fees upfront as they choose. They will explicitly demonstrate this on their application form if they choose to do so. They will not be required to pay more than 50% of their course fees in advance, unless the course is of less than 25 weeks duration.

## Initial payment for international students

International students are required to make an initial payment comprising the first semester's tuition fees, the overseas student health cover charge, and any other fees prescribed by the Institute prior to receiving a Confirmation of Enrolment (COE). The COE is used to support an application for entry to Australia for the purposes of study.

Fees paid by international students in advance are protected by the Tuition Protection Scheme (TPS), an Australian Government Scheme.

For further information on the TPS, refer to: <https://tps.gov.au>

## Rights as a Consumer / Cooling Off Period

The Institute's primary aim is to ensure that the student as a consumer is provided with open and clear information and provides the highest quality services. The Institute also recognises that for whatever reason there are times when an applicant changes their mind and does not want to proceed with their application, for this the Institute provides a cooling off period.

Any changes to this policy or associated procedures and fees schedule will be notified to existing students, by way of notices or email or on the website.

All services contracted to by a student will be subject to a voluntary cooling off period of 10 working days for any agreements signed as a result of the student being approached either directly or through a third party. This will be documented in the student agreement, and an explanation of the cooling off period will be provided in the Student Handbook.

Following the cooling off period the application fee will become non-refundable.

## Subsequent payments

- a) As a general rule, all tuition fees must be pre-paid 2 weeks in advance of the semester commencement date. After commencing studies at the Institute, you may be able to choose other payment options with the agreement of the Institute.
- b) All students are required to complete a Fee Payment Contract that details the dates for fee payment throughout their course. Students must pay the full semester's tuition fees and any other prescribed fees 2 weeks before the beginning of each semester and penalties apply for late payment. In exceptional circumstances, the Institute may agree to allow a student to pay the next semester's fees by monthly instalments.
- c) Where the Institute has agreed to allow the student to pay their fees by monthly instalments, each instalment must be received by the due date as per the Fee Payment Contract. A late payment fee of \$25 per day will be charged for every day up to 20 working days. If fees are not paid within 20 working days, the cancellation of enrolment process will commence. There is no automatic roll over of the monthly payments scheme.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 74 of 149

## Late payments

- Late payment will attract a penalty of AU \$25 per day for each day beyond the due date up to 20 working days, in addition to the overdue amount. Where you intend to pay beyond the due date you must include in the payment the appropriate late fee, as detailed in the policy.
- It is the student's responsibility to know and understand the Institute's fees policy. The Institute will not send an invoice for late payments. Where a student intends to pay beyond the due date he/she must include in the payment the appropriate late fee, as detailed in the policy.

## Methods of payment

- The Institute accepts the following methods of fee payment: cash, EFTPOS, credit card, personal cheque, bank cheque, or electronic funds transfers. The Student Identification Number (SID), Name is to be mentioned as reference in all the transactions and details of payment e-mailed to [info@rhodescollege.vic.edu.au](mailto:info@rhodescollege.vic.edu.au) with your Student Identity Number (SID).
- A surcharge of 1.5% for Visa and MasterCard credit cards; and 2.5% for American Express credit card will apply.

## Other Course Costs (that may be charged based on individual circumstances)

<b>RPL Assessment</b>	\$150.00 per unit	<b>Change of Course</b>	\$250.00
<b>Credit Transfer</b>	\$150.00 per application	<b>Replacement Student ID</b>	\$25.00
<b>Re-conducting of Assessment / Re-Assessment</b>  (see re-assessment policy for more details)	(i) Cost of assessment for each method: \$50.00 (ii) Cost of assessment for each practical method: \$150.00 (iii) Cost of assessments on demand for each method (If approved by Director of Studies within 7 working days from the date of payment) - Theory - \$200.00 - Practical - \$500.00	<b>Document Re-issue (subject to proof of identity)</b>	\$50.00 lost documents \$150.00 certificate re-issue
		<b>Pen</b>	\$1.00
		<b>Notebook (40 pages)</b>	\$2.00
		<b>Blank Paper</b>	5c per sheet
<b>Unit Re-Enrolments</b>	(i) Re-enrolment for theory unit \$300.00 (ii) Re-enrolment for practical unit \$600.00	<b>Re-print of Receipt</b>	\$20.00 per receipt
<b>External Appeal Fees</b>	\$0.00 (using Overseas Students Ombudsman, <a href="http://www.oso.gov.au">www.oso.gov.au</a> )	<b>Overseas Students Health Cover (subject to change from time to time)</b>	\$_____ 1 Year Single
		<b>Student Photocopying</b>	10c per page
<b>Airport Pickup (if opted in the application)</b>	\$100.00	<b>Accommodation</b> (if opted in the application, as charged by the accommodation provider)	Range \$200.00 to \$400.00 per week
<b>Re-issue or Certificate or Statement of Attainment</b>	\$150.00		

### Free of charge services:

### Referral Services:

Any referral services provided by the Institute are free of charge. However, the service itself may be free or fee for service by the referred service provider. A few of such services are:

- Referral services for external mediation (international students ONLY)
- In respect of Student Complaints and Appeals Process: for any external referral services required by the students, students are directed to OSO (Overseas Students Ombudsman) by the Institute. The referral service provided by the Institute is free of charge to you. For more details for external mediation, visit [www.oso.gov.au](http://www.oso.gov.au).

- c) Accommodation assistance.
- d) Psychological counselling referrals: Psychological counselling referrals would be done at no cost to you. The third party counsellor may come to the Institute campuses to counsel students, who require these services on an individual basis. While the referral and coordination with the counsellors will be done at no extra cost, the personal fee for such counselling sessions may entail expenditure to the student, which has to be paid directly to the counsellors by you.
- e) Student Advocacy Services

## REFUND POLICY (INTERNATIONAL STUDENTS)

### Refund Policy

Fees will only be refunded in accordance with the Refund Policy below:

#### Cooling off period

If the learner is enrolled as a result of the learner being approached unsolicited (i.e. the learner is approached by a representative of the Institute) and signs enrolment documentation at that time, then the learner will be given 10 working days cooling off period before the contract becomes binding. If the learner elects to cancel their enrolment during that cooling off period, then they will receive a full refund of all monies paid.

#### 1. Refund due to Student Default

##### 1.1 Visa Refusal:

- a. If a student was refused a student visa and the refusal was a reason for the student's failure to start the course on the agreed starting day for the course, or withdrawing from the course on or before the agreed starting date, course fee (tuition fee and the non-tuition fee) minus the lesser of the following will be refunded
  - a. 5% of the amount of course fees received by the provider in respect of the student before the default date
  - b. AU \$500.00
- b. If a student was refused a student visa after the student commenced the course and that refusal has resulted in either the student withdrawing from the course or the student failing to pay an amount that he / she is liable to pay the Institute to undertake the course, tuition fee for the weeks in default period (unspent tuition fees) will be refunded. Non tuition fee paid will not be refunded  
 Refund amount = weekly tuition fee x weeks in default period

##### 1.2 Prior to Commencement (Other than visa refusal)

- a. If written notice of withdrawal is received from a student more than 60 days prior to the initial course commencement, total course fee (tuition fee plus non tuition fee) less AU \$500.00 is refundable
- b. If written notice of withdrawal is received from a student less than 60 days but more than 28 days prior to the initial course commencement, 50% of the tuition fees plus 100% of the non-tuition fee is refundable
- c. If written notice of withdrawal is received from students less than 28 days prior to commencement of course date or failed to commence the course on an agreed commencement date, no refund will be issued
- d. If students defer course commencement date and then apply for a refund, no refund will be issued

##### 1.3 Post commencement (Other than visa refusal)

Under following circumstances, no refund will be issued to students.

- a. Students cancel their enrolment in a course after their commencement date (this includes abandonment of course enrolled in before its completion)
- b. In the event that students seek and are granted approval by the Institute to transfer to another provider prior to completion of six months study of the principal course
- c. In the event that the students enrolment is cancelled because of infringement with the Institute' Disciplinary Policy or breach of student visa conditions or fail to make scheduled payment of their fees and charges

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 76 of 149

#### 1.4 If there is no written refund agreement

If the Institute didn't enter into a written refund agreement with student, the Institute will refund the unspent tuition fees to the student. The refund amount will be calculated as below:

Refund amount = weekly tuition fee x weeks in default period

## 2. Refund due to Provider Default

2.1 Provider Default occurs in the following circumstances:

- The course does not commence at the location on the agreed commencement date (or)
- The course ceases to be provided at any time after it commences but before it is completed (or)
- If a sanction has been imposed and the Institute was prevented from providing the course

2.2 In the case of a Provider Default, the Institute discharge its obligation to the students within 14 days from the day of the default. Student will be given the following options to choose from.

- Receive a refund of tuition fees for the weeks in default period (unspent tuition fees)  
Refund amount = weekly tuition fees x weeks in default period
- Receive placement in an alternative course with the Institute or another provider at the provider's expense. If students choose this option, students must accept the offer in writing. All the unspent tuition fees will be transferred to the new course.

2.3 If the Institute fails to discharge its obligations (fails to provide a refund or place students in an alternative course), the Tuition Protection Scheme will be responsible for placing students in a suitable alternative course or refund the unspent tuition fees. More information on Tuition Protection Scheme is available on [www.tps.gov.au](http://www.tps.gov.au) website.

## 3. Refund of OSHC, Airport Pickup and Accommodation charges

- If students' refund application has been approved prior to course commencement, the Institute will refund the Overseas Student Health Cover (OSHC) amount paid by students to the Institute. If students have commenced their studies and require a refund of OSHC, Student will be required to apply to OSHC provider directly for reimbursement of amount paid
- If students refund application has been approved prior to course commencement, the Institute will refund any amount, which has not been paid to accommodation provider, Accommodation Placement Fee and Airport Pickup. In other circumstances, where the money have been paid for, students are required to apply directly to the accommodation provider and Airport Pickup service providers for a refund
- The Institute does not take responsibility and is not liable for the refund policies of those service providers

## 4. Applying for a refund

- To apply for refund students must complete the Refund Application Form and attach any evidence or documentation relevant to the refund application. Students must submit the form to the Admissions for refunds prior to arrival/commencement; or Student Services for refunds after commencement
- Students will be notified of the outcome of their refund application in writing and paid any refund calculated as per the policy within 10 working days of the receipt of the Refund Application Form

### Note:

If students are dissatisfied with the outcome of their refund application, he/she can lodge an appeal under the Institute's Complaints and Appeals Policy. To request the Complaints and Appeals Policy, please email [info@rhodescollege.vic.edu.au](mailto:info@rhodescollege.vic.edu.au) or refer to the Student Handbook or visit our website [www.rhodescollege.vic.edu.au](http://www.rhodescollege.vic.edu.au)

The Refund Policy and the Complaints and Appeals Policy does not remove the right for a student to take further action under Australia's Consumer Protection Laws.

### Complaints or Appeals

If you are dissatisfied with the outcome of the refund application, you can lodge an appeal under the Institute Complaints and Appeals Policy. To request the Complaints and Appeals Policy, please email [info@rhodescollege.vic.edu.au](mailto:info@rhodescollege.vic.edu.au) or refer to the Student Handbook or visit our website [www.rhodescollege.vic.edu.au](http://www.rhodescollege.vic.edu.au)

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 77 of 149

# **Classroom Operation and Student Behaviour Policy**

## **1. Classroom Operation**

For all courses classes operate between 8 am and 10 pm on all days (excluding public holidays). For full day classes, a short break is taken at around 11am, and then again in the afternoon around 3pm. There is a 30-minute break for lunch. After 6 pm security arrangements will be made if the location is 500 meters from regular scheduled public transport, or with substantial gardens and car parking areas.

The Institute does not require or permit students to attend scheduled classes (including time allocated for self paced or online studies) for more than eight hours in any one day.

If students are late by 30 minutes, they will not be allowed into the class to avoid disruption to the class. Where there are compelling and compassionate circumstances then students would be eligible for free enrolment or free re-assessment. Students will be guided by the policy on Re-assessments.

## **Student Behaviour**

The Institute expects its students at all times to conduct themselves in a professional manner and to treat fellow students and The Institute staff with courtesy and respect. This means the following:

- a) Follows Student's Code of Conduct
- b) Attending scheduled classes regularly
- c) Is not late or absent, for reasons within his/her control and arrives at scheduled classes on time and with all necessary prescribed textbooks, course material, learning materials, and trade course tool kits and proper uniform tools and uniforms
- d) Preparing for the class and participating positively during class
- e) Undertaking all assessments as scheduled
- f) Maintaining satisfactory course progress
- g) Abiding by the policy on Cheating and Plagiarism
- h) Turning off mobile phones before each class commences
- i) Not leaving the classroom unless permission is given by the trainer
- j) Not smoking inside buildings and within 10 metres of any external door
- k) Not smoking while wearing the chef's uniform
- l) The student does not violate any of The Institute's Policies & Procedures, Rules & Regulations
- m) Does not resort to late payment of fees and any other charges
- n) Does not misrepresent or omit pertinent facts in his/her application
- o) Does not disobey of any lawful instruction of the trainers and staff
- p) Does not breach Occupational Health and Safety (OH&S) regulations, policies, procedures and instructions
- q) Does not engage in unlawful behaviour or misconduct, or conduct contrary to the best Interests of The Institute, which include but does not limit to use of offensive language, threaten any staff or co-students, disturb the work in progress or co-students
- r) The student is not involved in damage and destruction to The Institute's property/resources
- s) Is not involved in disturbance, harassment and victimization or bullying other students

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 78 of 149

## Course Credit Policy

### Purpose

This Policy outlines a procedure for applying for granting of either Credit Transfer or Recognition of Prior Learning (RPL) and the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

### Responsibility

The CEO is responsible for the implementation of this procedure and for ensuring that staff and students are aware of its application and that staff implement its requirements.

All courses registered on the National Register have an RPL kit and Course Credit (CT or RPL) is to be offered to new applicants and learners.

### Requirements

**National Recognition** recognises formal testamurs (Certificates with attached record of results or Statements of Attainment issued by another Registered Training Organisation).

**Recognition of Prior Learning** must be structured to minimize the cost and time to applicants whilst retaining the integrity required by the VET Quality Framework for the recognition of competencies in accordance with the requirements of Training Packages or curriculum documents.

- The provider must ensure that any applicant for Recognition of Prior Learning is provided with information about the competencies and performance criteria relevant to their Recognition of Prior Learning application.
- Adequate information and support must be provided to enable them to gather reliable evidence of competency.
- Opportunities must be provided to obtain feedback on the evidence proposed prior to finalisation of the application.
- Competencies for which RPL is being requested may have been developed through formal education and training, through work experience or training or through life experiences.
- A written statement from an appropriate supervisory person is required to confirm authorship of any work submitted.
- It is accepted that RPL is an assessment of an individual's current knowledge, skills and attitudes even though the evidence produced in support of the claim for recognition may be drawn from the past. It is up to the RPL assessor to judge whether the evidence produced demonstrates current knowledge, skills and attitudes.
- Students who are eligible for credit transfer must not be required to undertake a RPL process. Refer to the credit transfer procedure.
- Candidates may apply for Course Credits at the time of application or on enrolment.

### Definitions

- **Course Credits** are the formal recognition of prior learning of any form that is recognised so the student does not have to re-study these units. This will result in a shortening of the course. Course credits can take two forms – Credit Transfer or Recognition of Prior Learning.
- **Credit Transfer (CT)** is the process of granting credit for a unit or units from a Nationally Recognised Testamur issued by another Registered Training Organisation. This is an administrative process and only direct Unit Code and Unit Descriptions (or ones that are deemed equivalent in a Training Package) are recognised in this process.
- **Recognition of Prior Learning (RPL)** is the formal assessment of current skills, knowledge and understanding held as a result of education and training, work experience and/or life experience, it is essentially an assessment only pathway in the VET system.

### Method – General

If an applicant or current student expresses interest in Course Credits, the Institute should engage in a discussion with them, ideally prior to submission of an application.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 79 of 149

Dependent upon the evidence the candidate can present, they should be advised by a suitably qualified assessor on how best to present their case for Credit Transfer or Recognition of Prior Learning.

CT and RPL will often require dialogue between the candidate and the assessor to validate evidence or elicit other material as appropriate.

Once the units to be assessed and evidence has been identified the candidate should complete a CT/RPL Form. For National Recognition they should present an original Certificate or Statement of Attainment together with any record of results.

### Method – National Recognition

When a student/applicant applies for credit for previous studies via a previous qualification or study they must present a Testamur that the Institute will attempt to validate.

The Institute must satisfy itself that Testamur is bona fide and issued to the student presenting it through:

- Sighting a Testamur (an Original Certificate (with record of results) or Statement of Attainment, not a copy) – take a copy for future records and record it as a true copy.
- Checking on Training.gov.au that the RTO is registered and able to deliver the course/units specified (or other means if the organisation is no longer registered).
- If necessary contacting the issuing organisation to verify unique attributes that should be found on the document (fraud protection).
- Checking that the units listed on the Testamur fall within the provider's scope.

If all the above conditions are met, then the Testamur must be recognised and should be used in assessing the level of Credit Transfer to be granted.

Note: from 2016, validated transcripts downloaded from the Student Identifier system may act as an alternative to those listed above.

### Method – CT

Credit Transfer reviews the Units of Competency that the candidate presents that they believe are similar to those listed as one or more Units of Competency in the qualification for which they intend to study. Once the documents presented have passed the National Recognition verification they may be considered for Credit Transfer.

- Where the Unit Code and Unit Name are the same as the ones on the scope of the qualification for which the student is registered, then Credit Transfer will be awarded.
- Where the Unit Code and or Name differ, then equivalency must be demonstrated by the applicant by:
  - Checking against Training Package mapping details for Units of Competency from earlier versions of the relevant Training Package.
  - Comparison of documentation for the existing qualification held and the qualification for which Credit Transfer is sought.
  - Credit Transfer applications must be accompanied by the supporting documentation to demonstrate equivalency.
- Where there are significant similarities to, but no direct equivalence between Units of Competency from the existing qualification and the one for which Credit Transfer is being sought by students, they will be directed to (and supported through) the RPL processes where the previous training will form part of the evidence.

### Method - RPL

Students are allowed to apply for RPL at any time with sufficient evidence. Only units that have not been taught may be granted RPL.

- RPL applications are made using the student RPL application form. A fee applies to all RPL applications.
- Ideally the units applied for and the evidence will have been discussed prior to submission. See Method – General above.
- The Director of Studies should allocate a suitably qualified and experienced assessor to oversee the assessment.
- A copy of the student RPL application form and all verified supporting documentation is placed on the student file.
- The Institute will provide RPL applicant's access to the relevant Units or Modules prior to the RPL application being completed.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 80 of 149



- The Institute will give applicants advice on gathering reliable evidence.

The Director of Studies is to ensure that all qualifications have RPL kits available and processes to support the RPL process.

A qualified assessor will assess completed student RPL applications, sign the form indicating the assessment outcome eligibility and advise the Director of Studies of the outcome. Students will be advised promptly of the decision.

Candidates are to provide the evidence that is agreed with the assessor.

The Candidate may have to undergo an interview with the assessor before evaluation of the application is completed.

Dependent on the qualification the candidate may have to perform selected assessments and complete some theory tests – the test and reasons for taking it will be discussed with the applicant.

If the assessor believes there is insufficient evidence they may ask the candidate to undergo a formal assessment as laid down in the RPL kit (usually the assessments as laid down for the units themselves).

The completed student RPL record must be signed by the student and the assessor.

### Method – Conclusion

Course Credit application documentation, assessment processes and outcomes must be placed in the student file.

- Granting of Course Credits must be recorded as a unit outcome in the student’s file.
- The Student Management System must be updated with CT or RPL for each of the units for which Course Credits have been granted.
- Notify the student of the outcome of the process and get their acknowledgement. This is to be filed on the student file.
- If the result is NOT to grant course credits for one or more units, then the candidate must also be informed of their right to appeal.

After Course Credit(s) are granted, a student’s course schedule must be reviewed and any reductions in the scheduled attendance and the reasons for the reduction recorded and placed on the student’s file.

- If possible a full-time load for the student should be maintained by adjusting a student’s course schedule and duration for completion of the course.
- Any course duration reduction as a result of Course Credits must be indicated on an amended electronic Confirmation of Enrolment if granted prior to the issue of a visa or on PRISMS if granted after the issue of a visa.

If a candidate is granted one or more credits then the fees will be subject to adjustment and will be notified to the student.

### Coverage:

This policy addresses the following Standard Clauses fully or in part from the Standards for RTOs 2015 – 1.8, 1.12, 3.5 and the National Code 2018 Standard 2.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 81 of 149

## Completion within the Expected Duration Policy

(Reference: Standard 8 of the National Code 2018)

### 1. PURPOSE:

This policy and related procedure relates to the Institute monitoring the workload of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. The Institute only enables students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

### 2. SCOPE:

This policy/procedure applies to all international student operations of the Institute. The procedure for implementing this policy operates concurrently and congruently with the procedure for monitoring course progress related to Standard 8 of the National Code 2018.

### 3. RELEVANT STANDARDS FROM THE NATIONAL CODE 2018

8.7 *The registered provider must have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying:*

8.7.1 *requirements for achieving satisfactory course progress for the course*

8.7.2 *processes for recording and assessing course progress*

8.7.3 *details of the registered provider's intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress*

8.7.4 *processes for determining the point at which the student has failed to meet satisfactory course progress.*

8.9 *The registered provider of a VET course as defined in the NVETR Act must have and implement a documented policy and process for assessing course progress that includes:*

8.9.1 *requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct*

8.9.2 *processes for recording and assessing course progress requirements*

8.9.3 *processes to identify overseas students at risk of unsatisfactory course progress*

8.9.4 *details of the registered provider's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress*

8.9.5 *processes for determining the point at which the overseas student has failed to meet satisfactory course progress*

8.10 *The registered provider must have and implement a documented policy and process for monitoring the attendance of overseas students if the requirement to implement and maintain minimum attendance requirements for overseas students is set as a condition of the provider's registration by an ESOS agency.*

8.11 *If an ESOS agency requires a VET provider to monitor overseas student attendance as a condition of registration, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.*

8.12 *If an ESOS agency requires a VET provider to monitor overseas student attendance, the registered provider must have and implement a documented policy and process for monitoring and recording attendance of the overseas student, specifying:*

8.12.1 *the method for working out minimum attendance under this standard*

8.12.2 *processes for recording course attendance*

8.12.3 *details of the registered provider's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent*

8.12.4 *processes for determining the point at which the overseas student has failed to meet satisfactory course attendance*

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 82 of 149

#### 4. DEFINITIONS:

Terms	Definitions
<b>Appeal</b>	Request by a student to have a matter heard and/or re-considered after receiving an unfavourable decision.
<b>At Risk</b>	Being “at risk” of not meeting satisfactory course progress requirements means: <ul style="list-style-type: none"> <li>Failing (NYC-Not Yet Competent) more than 50% units in a study period</li> </ul>
<b>Intervention Strategy</b>	An individual plan or advice or feedback to provide academic support and/or assistance to an international student identified ‘at risk’ of not achieving satisfactory academic progression.
<b>Not Yet Competent (NYC)</b>	Assessed as not meeting the required performance criteria to achieve satisfactory outcome for the unit of competency.
<b>PRISMS</b>	Provider Registration and International Students Management System. The management information system used by Department Education and DIBP to record international student program enrolment details.
<b>Study Period</b>	Study period is lasting approximately 20 weeks duration for one year courses and 10 weeks for less than a year courses.
<b>Unsatisfactory Academic Progress</b>	Unsatisfactory progress is defined as a student not successfully completing or demonstrating competency in at least 50% or more of the course requirements in that study period.
<b>Satisfactory Academic Performance</b>	Satisfactory course progress is defined as being assessed as competent in 50% or more of the units of competence in any of two consecutive compulsory study periods.
<b>Requirements for online or distance education</b>	A student may study up to 33 percent of the total course by distance and/or online. No student can study entirely online or by distance in any compulsory study period. This means each student must study at least one ‘face-to-face’ subject in every compulsory study period.
<b>Compulsory Study Period</b>	A compulsory study period is one in which students are required to enrol as part of a normal course load. For example, if the Institute requires students to study in semesters one and two, but allows students the option to take units over ‘summer’, semesters one and two would be considered compulsory and ‘summer’ would be considered non-compulsory.  Students may study entirely online/distance subjects in a non-compulsory study period if they want to. However, the Institute will need to ensure students do not study more than 33 per cent of the total enrolment load by online or distance learning.

#### 5. PROCEDURE:

##### **Advice to students**

At the orientation session, students will be advised of the meaning and requirements for course progress and of the requirement to complete the course by the scheduled end date of the course. This Policy will be included in the Student Handbook supplied to all students.

##### **Allocation of enrolment load**

On enrolment at the Institute, students will be allocated an enrolment load which is consistent with the expected duration of the qualification being studied, involves on average 20 hours contact per week in any given study period and does not include more than 33% online or distance learning.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 83 of 149

### **Monitoring course progress**

Please refer to the Institute's "Monitoring Course Progress Policy" for detailed information.

### **Extending the duration of a student's COE on the basis of lack of satisfactory academic performance**

Monitoring of academic progress is fully specified in the Institute's associated policy and procedure related to Standard 8 of the National Code 2018.

It involves

- Early detection of, and intervention in, unsatisfactory academic performance
- Review of academic performance at end of the first study period
- Monitoring and implementing intervention strategies relating to students lack of satisfactory academic performance during any subsequent study period.
- Review of academic performance at the end of all subsequent study periods.

The Institute's policy and procedure for monitoring academic progress, Standard 8 of the National Code 2018, consistent with the Department of Education – Department of Home Affairs course progress policy and procedure indicates that at all stages of reviewing the performance of students and implementing intervention strategies, the likely or possible, impact on the student's course duration will be considered and noted. The benchmark for consideration is twofold, namely

- the study program as outlined in the training and assessment strategy and
- the end date for the course as specified on the student's COE

Using these benchmarks the VET Coordinator in conjunction with the Student Administration Officer will determine that the student's academic progress is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. This would normally be done as part of the academic review process conducted at the end of a students' penultimate, study period. In simple terms the VET Coordinator and the Student Administration Officer, decide in conjunction with the student that it is not possible for the student to successfully complete all the remaining units necessary for the award of the qualification within the period of a single study period. Using the allocated hours identified in the training and assessment strategy they identify the expected extra time required for the student to fully complete the requirements of the qualification.

On determination of the additional time and agreement with the student, the Student Administration Officer will formally advise the CEO or in his/her absence a nominated staff member in writing that a new CoE should be issued to extend the duration of the student's study. The CEO or in his/her absence a nominated staff member will notify the Secretary of Department of Education through PRISMS within 5 working days.

Copies of all outcomes and notifications related to the processes are kept on the student's file in accordance with the Institute's policies and procedures and communicated to the student.

### **Extending the duration of students COE on the basis of compassionate and compelling circumstances**

In some cases involving student well-being, the Institute may consider extending the duration of a student's period of enrolment on the basis of student or Institute initiated suspension being granted for compassionate or compelling circumstances.

Compassionate and compelling circumstances are defined in the student handbook, generally include:

- i. serious illness or injury where a medical certificate states that the student is unable to attend class
- ii. bereavement of close family members such as parents or grandparents (documented evidence must be provided)
- iii. serious illness, accident or family incident which requires emergency travel which has impacted the student's studies
- iv. the inability to begin study on the course commencement date stated on the Confirmation of Enrolment (CoE) due to delay in receiving a student visa
- v. major political upheaval or natural disaster in the home country requiring their immediate travel

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 84 of 149

- vi. a traumatic experience which could include but is not limited to:
  - involvement in or witnessing of an accident or
  - a crime committed against the student or
  - the student has been a witness to a crime and this has impacted on the student

In granting approval or initiating a suspension on the basis of compassionate or compelling reasons, the Institute will examine the impact of such a period of suspension on the expected duration of the course. Normally as a part of approval of such a suspension the VET Coordinator in conjunction with the Student Administration Officer will develop an agreed action plan in conjunction with the student so that the absence from the Institute will have minimal impact on course duration.

Such an action plan may include

- Additional reading and self paced activities
- Delayed assessment
- Self directed project work
- Workbook activities
- Other relevant support

If the approval of such a suspension is likely or possible to impact on the expected course duration the VET Coordinator will note this on the student file.

The VET Coordinator in conjunction with the Student Administration Officer will determine if the period of suspension is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. This would normally be done as part of the academic review process conducted at the end of a student's penultimate, study period. In simple terms the VET Coordinator and the Student Administration Officer, decide in conjunction with the student whether it is possible, because of the period of suspension granted on the basis of compassionate or compelling circumstances, for the student to successfully complete all the remaining units necessary for the award of the qualification within the period of a single semester. Using the allocated hours identified in the training and assessment strategy they identify the expected extra time required for the student to fully complete the requirements of the qualification.

On determination of the additional time and agreement with the student, the Student Administration Officer will formally advise the CEO or in his/her absence a nominated staff member in writing that a new CoE should be issued to extend the duration of the student's study. The CEO or in his/her absence a nominated staff member will notify the Secretary of Department of Education through PRISMS within 5 working days.

Copies of all outcomes and notifications related to the process are kept on the student's file in accordance with the Institute's policies and procedures and communicated to the student.

### ***Extending the duration of students COE on the basis of Deferral or Suspension of Enrolment***

In some cases involving student actions, the Institute may consider extending the duration of a student's period of enrolment on the basis of grounds other than academic performance or compassionate or compelling circumstances. Such grounds are generally defined in Standard 8 of the National Code 2018.

In these matters the Institute is generally the initiator of action in relation to the student and relates primarily to a period of Institute initiated suspension, and gives the student the right to access the Institute's Complaints and Appeals procedures. Where the decision of the Institute is upheld and a period of suspension prevails, the Institute will work with the student through the Student Administration Officer to minimise the impact on the course duration. Such actions as is the case for compassionate and compelling circumstances may include

- Additional reading and self paced activities
- Delayed assessment
- Self directed project work

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 85 of 149

- Workbook activities
- Other relevant support

to be undertaken during the period of suspension.

The VET Coordinator in conjunction with the Student Administration Officer will determine if the period of suspension is such that the student, no matter what intervention strategy is implemented, cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. This would normally be done as part of the academic review process conducted at the end of a student's penultimate, study period. In simple terms the VET Coordinator and the Student Administration Officer, decide in conjunction with the student whether it is possible, because of the period of suspension for the student to successfully complete all the remaining units necessary for the award of the qualification within the period of a single semester. Using the allocated hours identified in the training and assessment strategy they identify the expected extra time required for the student to fully complete the requirements of the qualification.

On determination of the additional time and agreement with the student, the Student Services Coordinator will formally advise the CEO or in his/her absence a nominated staff member in writing that a new CoE should be issued to extend the duration of the student's study. The CEO or in his/her absence a nominated staff member will notify the Secretary of Department of Education through PRISMS within 5 working days.

Copies of all outcomes and notifications related to the process are kept on the student's file in accordance with the Institute's policies and procedures and communicated to the student.

## 6. Notifying the Department of Home Affairs

In all cases where the duration of a student's enrolment is extended, the student must be advised verbally and in writing that they need to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

## 7. RESPONSIBILITY

VET Coordinator / Student Administration Officer

The VET Coordinator / Student Administration Officer have responsibility to ensure that all administrative and teaching and assessing staff are aware of the requirement for students to satisfactorily complete the course within the specified time and of the obligation of the Institute to intervene if it is perceived that the student is 'At Risk' of not finishing on time.

Issuing a new COE extending a student's period of study is a last resort action of the Institute and it is the responsibility of the CEO/Director on the advice of both the Student Administration Officer and the VET Coordinator, to approve such an extension.

## 8. PROCEDURE OWNER

The owner of this procedure is the VET Coordinator.

### ***Note in relation to online or distance education classes.***

- The Institute must not deliver a course exclusively by online or distance learning to an overseas student.
- The Institute must not deliver more than one-third of the units (or equivalent) of a higher education or VET course by online or distance learning to an overseas student.
- The Institute must ensure that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
- For school, ELICOS or foundation programs, any online or distance learning must be in addition to minimum face-

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 86 of 149

to-face teaching requirements approved by the relevant designated State authority or ESOS agency as part of the registration of the course, if applicable.

- The Institute must take all reasonable steps to support overseas students who may be disadvantaged by:
  - additional costs or other requirements, including for overseas students with special needs, from undertaking online or distance learning
  - inability to access the resources and community offered by the education institution, or opportunities for engaging with other overseas students while undertaking online or distance learning

## **Monitoring Course Progress Policy**

(Reference: Standard 8 of the National Code 2018 - Overseas student visa requirements)

### **1 Introduction**

1.1 As per the requirements of Standard 8 of the National Code 2018, the Institute has chosen to Monitor Course progress of each student for the course in which he or she is currently enrolled. The Institute is required to report on students who do not achieve satisfactory course progress to the Department of Home Affairs under section 19 of ESOS Act. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements (Units of Competency) in each study period. "Satisfactory course progress is defined as being competent in 50% or more of the units of competence in any of two consecutive compulsory study periods".

1.2 The Institute expects the students to actively participate in class activities by attending classes regularly, undertake all assessments and demonstrate a high level of academic achievement. The Institute prior to the commencement of a study period provides to each of the students through 'Orientation' and Timetables incorporating the course load for that study period and the information on Critical Units, which are to be completed compulsorily to achieve competency in the Unit/Subject.

1.3 The Institute also provides appropriate levels of support for all students to enable them to achieve their full potential through regular feedback from Trainers, Coordinator and assistance from Student Services department. This support includes both personal and academic assistance. All students are responsible for ensuring that they are aware of the support options available to them and must take advantage of those support options as appropriate. The support options available are outlined to students at orientation.

### **2 Policy**

2.1 Given below is the formal process for monitoring students' progress against the course requirements. This process is valuable and required under the ESOS Act, however earlier intervention is preferred, so that any potential issues are identified and resolved with the student before they become a problem. Early identification will normally be done by the trainer or trainers, but issues may also be identified by other staff such as staff in a support role. Any help that can be given by these staff to assist a student to improve their progress and return to the training plan will be encouraged.

2.2 The Institute will formally assess each student's progress at the end of each study period (study period is approximately 20 weeks duration for courses above one year and 10 weeks for courses up to and including one year). Students intake that do not align with the 10 or 20 week start dates will have their progress assessed for the duration remaining in the compulsory study period, for example: student begins in week 5 of a 10 week compulsory study period shall have their course progress monitored for units of competence in the remaining 5 weeks of the compulsory study period. If the student commences the course after 60% of the Stage start date, that particular stage will not be taken into consideration during the calculation of meeting satisfactory course progress requirements.

Course requirements have been defined for each Study Period so that the Institute can identify the students who are at risk of not meeting satisfactory course progress requirements. If a student is identified as at risk of not making satisfactory academic progress, the intervention strategy as outlined in 3.2 will be implemented as early as possible. At a minimum, the intervention strategy shall be activated where the student has failed or is deemed not yet competent in more than 50% of the units attempted in any compulsory study period.

2.2 Where the Institute has assessed the student as not achieving satisfactory course progress even after the early intervention strategy, in a second consecutive compulsory study period, the Institute shall notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice will inform the student that he or she is able to access the Institute's Complaints and Appeals process as per Standard 10 of the National Code 2018 and that the student has 20 working days in which to do so (a sample letter is at Annexure IV to this policy).

2.3 Where the student has chosen not to access the complaints and appeals processes within 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the Institute, the Institute will notify the secretary of Department of Education through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 88 of 149



2.4 Though, the Institute subscribes to the Department of Education- Department of Home Affairs approved Standard 8 of the National Code 2018, 'Monitor Course progress', it is strongly recommended that students maintain attendance of all scheduled classes. Summative/Final assessments are conducted, to deem them "Competent" or "Not Yet Competent" in the "Unit of Competency" as per Unit of Competency requirements.

### 3 Procedure

3.1 The Coordinator/VET Coordinator in conjunction with relevant trainers, is responsible for defining the Study period's workload. Trainers will monitor the class participation of the student and academic progress of each student. "Unit Feedback and Early Intervention Strategy", "Monitoring Course Progress: Early Intervention Strategy" and "Academic Progress Report (APR Stage Feedback)" forms along with suggestions will be generated and the students are communicated in the classroom (a sample form to the students given are at Annexure I, II and III respectively to this policy).

3.2 Early Intervention Strategy contains the following points:

After identifying whether a student is not making satisfactory progress because they

- Have not actively participated in a class by absenting themselves from the classes; or
- is attending all classes but is not making satisfactory progress and is considered at risk academically

The early intervention strategy includes provisions for:

- a) Where appropriate, advising students on the suitability or otherwise of the course in which they are enrolled
- b) Opportunities for participating in further counseling
- c) Potential for restructuring their program, including deferment subject to compassionate and compelling circumstances supported by documentary evidence
- d) Consequences of unsatisfactory course progress
- e) Assisting students by advising of opportunities for the students to be reassessed or re-conducting of assessments for tasks or re-enroll in units or subjects in which they were assessed as "NYC", or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency and
- f) Advice on undertaking additional English Language training or assistance
- g) Advising students that unsatisfactory course progress in a second consecutive compulsory study period could lead to the student being reported to the Department of Home Affairs and cancellation of his or her visa, if the student does not respond to the intervention strategy devised for him or her either during or at the end of the study period depending on the outcome of any appeals process

### 4. Unsatisfactory Course Progress

4.1 The Coordinator/VET Coordinator will review the course progress and Intervention Strategy at the end of each compulsory study period and make amendments where necessary. Where it is considered that, the student continues to be at risk, the Coordinator/VET Coordinator may review the intervention strategy.

4.2 If after such a review, the student does not make the required progress and has unsatisfactory course progress in a second consecutive compulsory study period, the student is issued a "Notice of Intention to Report to Department of Home Affairs for Unsatisfactory Academic Performance", by the VET Coordinator. Where the student decides to appeal to the "Notice of Intention to Report to Department of Home Affairs for Unsatisfactory Academic Performance", the "Complaints and Appeals" applications are to be forwarded to the VET Coordinator who will convene a meeting of the "Academic Progress Committee (APC)" headed by CEO or his designate, within 10 Business days. The Student Administration Officer will also be in attendance. This committee would hear the appeals and the student notified of the outcome within five working days.

### 5. Suspension/Cancellation of COE's for reasons other than for unsatisfactory course progress

5.1 During the time that the student's enrolment at the Institute is cancelled for non-payment of fees or disciplinary grounds, students will not be allowed to attend classes nor the re-assessments/re-conducting of assessments and run the risk of unsatisfactory course progress. Students would not be granted any privileges for extra classes or other intervention procedures that are due to normal regular students.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 89 of 149

## 6 Procedure to contact

6.1 Communication to the students identified, as not making satisfactory course progress would be, by the following means:

- a) The respective trainers inform students about the early intervention strategy devised by them in the class room by the trainer, by phone or e-mails sent by the Institute
- b) When a decision has been taken to report a student, the VET Coordinator informs the concerned student in writing of the intention to report to Department of Home Affairs (a sample letter to Students given as Annexure I to this policy) and also advise them of their right to appeal this intention and indicate the procedure for appeal

## 7 Time frame when a student is reported upon

7.1 A student may appeal on the following grounds:

- a) The Institute's failure to record or calculate a student's grading accurately
- b) Compassionate or compelling circumstances or
- c) The Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student

7.2 Appeals against the Institute's intention to report must be made in writing within 20 working days and will be heard by the Academic Progress Committee. A support person may accompany the Student. A decision will be made within five working days of the appeal, and a written statement of the decision will be emailed to the student.

7.3 If a student does not respond to the intervention strategy devised for him or her or the student has 'NYC' (Not Yet Competent) in critical/pre-requisite units at the end of a compulsory study period, and based on the opportunities given to the students and the students lack of improvement or otherwise, as seen in the context of the current loading and cannot progress to the second compulsory study period, a decision could be arrived at, for determining whether a student should be reported to Department of Home Affairs or not. VET Coordinator is the functionary responsible for arriving at this decision.

7.4 Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process:

- a) If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed 50% or more of the course requirements for that study period), the Institute will not report the student
- b) If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons supported by documentary evidence for the lack of progress, ongoing support will be provided to the student through the Institute's intervention strategy and the student will not be reported

7.5 All records of intervention strategies, appeal process and reporting will be maintained in the student file/interview history.

7.6 If the appeal is not successful, based on the VET Coordinator advice, the Student Administration Officer will report the student to Department of Home Affairs through the PRISMS system, as soon as practicable after the appeal. At this time the Student Administration Officer will remind the student of the Institute's Student Complaints and Appeals Procedure (incorporating an appeal to an independent external third party) which the student may choose to access.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 90 of 149

## Cheating and Plagiarism Policy

### Purpose

In order to achieve and fulfil all vocational education requirements it is necessary to maintain and enforce a policy of honesty and integrity with regard to the presentation and submission of assessment material. The Institute regards any form of cheating as a serious breach and strives to maintain a high standard of honesty and integrity for both staff and students. Any form of plagiarism or cheating will be considered as a serious breach of the Institute rules.

The RTO has a responsibility to ensure that, among other things, the evidence presented by the learner is Authentic (Rules of Evidence – Standard 1.8-2) as part of the criteria for assessing competency.

### Definitions

**Plagiarism** is defined as attempting to pass off an idea or creation of another person as your own. Plagiarised material can be written, electronic, graphic, and can be presented in writing, orally, visually or graphically.

**Cheating involves activity whereby** a student studying at the Institute, engages in any activity that involves attempting to receive a grade for course work assessments by means other than honest effort, for example:

- a) One must not, knowingly, procure, provide, or accept, any materials that contain questions, or answers, to any examination, or assignment, to be given at a subsequent time.
- b) One must not complete, in part, or in total, any examination, or assignment for another person.
- c) One must not, knowingly, allow any examination, or assignment, to be completed, in part, or in total, for himself, or herself, by another person.
- d) One must not plagiarise, or copy, the work of another person and submit it as their own work.
- e) One must not employ unauthorized aids when undertaking course work.
- f) One must not without proper authorization and specific direction, alter any previously graded class assignments, or examinations, and then re-submit them for re-grading.
- g) One must not provide their assignments, in part, or in total, to any other student in current or future classes of the course.
- h) One must not procure, or accept, assignments from current, or prior, classes of the course.
- i) One must not collaborate with other students to develop, complete, or correct, course work assessments, unless it is an activity explicitly authorized by the instructor.
- j) One must not use other students' course work assessments, in part, or in total, to develop, complete, or correct, your course work assessments.

### Policy

Any student found cheating or guilty of plagiarism by staff must be reported immediately to the Coordinator. The student should not be allowed back into class until a resolution consistent with this policy has been determined by the Coordinator.

### Procedure

If any students are identified as having plagiarised or cheated, in the first instance the trainer shall discuss with the student on a one to one basis. If the breach is significant the student will be directed to the Coordinator for counselling. If, following counselling the Coordinator believes that a breach of this policy has occurred, a written warning shall be issued and the work shall be highlighted as "Not Yet Competent" and inadmissible. The Coordinator shall allow the student to redeem him or herself through being given the opportunity to re-submit or be re-assessed. The costs will be consistent with the Institute's re-assessment policy.

A second breach of policy will incur a second counselling and warning and the student will receive an automatic failure in the unit of competence. The student will need to re-enrol for the unit and pay the appropriate fee.

A third breach of policy will result in the suspension/cancellation of Student Enrolment.

At each stage the student should be informed of their right to appeal the decision consistent with the Institute's Complaints and Appeals Policy and Process.

All breaches of the policy should be reported to the CEO and patterns of non-compliance or increases in non-compliance should be analysed and reported to the Management Committee to ensure that any issues causing non-compliance can be addressed and treated as opportunities for improvement.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 91 of 149

## Validation

In addition to checking student's work at the time as part of the Validation process (see Validation Policy), the Institute will select a sample of student material to review. This will also look for evidence of plagiarism or cheating that may have been overlooked by the original assessor.

## Re-Assessment Policy

(Reference: DEST clarification on the subject from esosmailbox@deewr.gov.au. dated 24/06/2009)

Reference to Monitoring Course Progress Policy only applies to International Students.

## Introduction

The Institute assesses students across a broad range of activities and tasks to ensure the consistency of the assessment. Before the commencement of Studies, the Institute provides to every student the course loading for each study period and the information on pre-requisites that must be assessed as competent prior to being deemed "Competent" in the dependant Units.

The Institute evaluates the outcome of the student for each unit of competency as "Competent" (C) or "Not Yet Competent" (NYC) that they have completed and provides the feedback to the student.

Note to international students: This policy should be read in conjunction with the **Monitoring Course Progress Policy**.

## Policy

A student that is deemed to be "Not Yet Competent" in their initial assessment for any reason is entitled up to 3 further attempts to be assessed as competent, as stated below. If all four attempts do not result in a "Competent" assessment, then the student will be required to re-enrol (and pay the appropriate fee) in the Units of Competency.

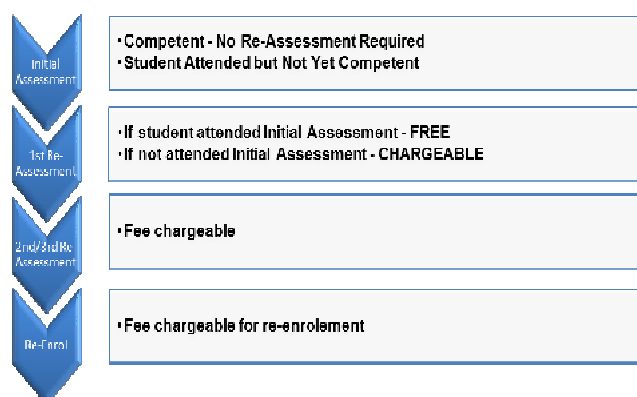
If the student attended and attempted the initial assessment as laid out in the schedule or at a time agreed with the assessor but is assessed as "Not Yet Competent" then the first re-assessment will be free of charge. The second and third re-assessment attempts will be at the student's expense. If as a result of the initial assessment the student fell short in just one "Assessment Method" then, at the assessor's discretion, the student may be re-assessed in that "Assessment Method". For example, if there are 3 Assessment Methods (e.g practical, written test and project) in the Units of Competency, then the Assessor may direct the student to re-take just the written test. This determination will be based on whether the Assessment Methods are interlinked or standalone.

If the student is deemed to be "Not Yet Competent" at their initial assessment for any of the following reasons, then they will forfeit the right to an initial free re-assessment. They will be required to pay for up to 3 further attempts to be assessed as competent.

Reasons for being assessed as "Not Yet Competent" other than not meeting the criteria for assessment despite attempting to do so:

- not attending the scheduled assessment at all, or
- attending the assessment but making no attempt to complete the required assessment activities, or
- being caught cheating or plagiarising (See Cheating and Plagiarising Policy)

The process is as follows:



Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 92 of 149

All students will be notified of their results in the class once the unit of competency is completed and assessed by their trainer/assessor, verified and approved by Coordinator/ VET Coordinator (handed in person in the class).

If the student fails to attend their initial assessment or subsequent re-assessment due to compassionate/compelling circumstances (for which evidence is required to be shown) additional classes/assessments will be arranged as part of an "Intervention Strategy" by the Institute. Students will not incur any additional costs for such measures. Where students are required to re-enrol for Units/subjects, all such cases have to be approved by the Coordinator/VET Coordinator.

If an international student is taking repeated re-enrolments and or re-assessments and is in danger of not making sufficient course progress, then the Institute will work with the student to help them achieve their qualification in line with their eCoE. The Institute will follow the Monitoring Course Progress Policy and Student Welfare Support Policy (available in student handbook).

Students will not be allowed to attend scheduled classes or assessments or re-assessment if they have not paid their tuition fees or any other dues they owe to the Institute. Such absences would require that the students schedule and pay for a re-assessment.

## Procedure

### Re-conducting of Assessments:

If the re-assessment requires a fee to be paid, evidence of payment will be required before the time is agreed.

All re-assessments will be conducted at a mutually agreeable time for both the student and assessor bearing in mind other teaching commitments. If a student is to be re-assessed as a result of not attending, or plagiarism/cheating then he/she is required to book as per the schedules given by the Coordinator/VET Coordinator. The dates for booking re-conducting of assessments would be communicated separately.

**It is the student's responsibility to book for the above/re-enrol and no separate communication would be made individually.**

## Fees Payable

Where a fee is chargeable, then the fee charged is based on the cost of the re-assessment activity.

For example, the cost of conducting the practical units would entail extra expenditure to cover the costs of material or other resource requirements, while the cost of conducting a theory unit would be relatively lower. The following charges will be applicable for re-conducting of Assessments and re-enrolments:

a) **Conducting re-assessments:**

(iv) Cost of assessment for each method: \$50.00

(v) Cost of assessment for each practical method: \$150.00

(vi) Cost of assessments on demand for each method (If approved by Coordinator/VET Coordinator, within 7 working days from the date of payment)

o Theory - \$200.00, Practical - \$500.00

b) **Re-enrolments:**

a. Re-enrolment for theory unit: \$300.00

b. Re-enrolment for practical unit: \$600.00

**Note: Students would be admitted to re-conducting of assessments / re-enrolments only upon production of the proof of payment.**

## Note to international students:

Re-assessments, re-conducting of assessments and re-enrolments, whether free or paid are to be treated as Intervention strategies devised by the Institute. International Students are reminded that, if they do not respond to the Intervention strategy devised for the individual students, either during or at the end of the study period, and do not achieve the satisfactory course progress, they would be reported to the Department of Home Affairs, depending on the outcome of any appeals process. This may lead to the cancellation of his or her visa.

Re-enrolment to Unit/s or Subject/s will be an additional load to the current study period load to enable the student to complete the course within the expected duration unless special circumstances call for a course extension.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 93 of 149

## **Continuous Improvement of Education Program(s) Policy**

The Institute collects, analyses and acts on relevant data for continuous improvement of its education programs and services provided.

Data and information is collected from multiple sources. Relevant information should be analysed and where appropriate, collated and entered into the Continuous Improvement Register. The Register forms the basis of review of items at the appropriate management meeting. Items are reviewed, prioritised, an owner assigned and actioned. Subsequent meetings review and record status, completion and implementation, follow-up is also conducted to evaluate the effectiveness of any change.

The Institute collects and reviews data on our education programs through a variety of sources including:

- a. Student course evaluation and Quality Indicators surveys
- b. Student results
- c. Validation process (see Validation Policy for details)
- d. Student progress review and related documentation
- e. Quality Indicators (see Compliance Policy for details)
- f. Employer satisfaction feedback
- g. Discussion and consultation with employers and industry bodies (See Industry Engagement Policy)
- h. Trainer/teacher feedback and meetings
- i. Review of all complaints, discipline procedures and appeals received and their outcomes
- j. The proceedings and advice from the Board of Advisors
- k. Any issues or concerns and effectiveness of third party arrangements (if any)

### **Quality Improvement**

The Institute process for continuous quality improvement includes the following stages.

1. Data Collection

Data typically falls into the following categories:

- Summary from objective measurement
  - Internal Surveys – Student and Staff
  - Quality Indicators Questionnaires (Learner and Employer)
- Feedback from interested parties
  - Trainers/Assessors
  - Students
  - Complaints and Appeals
  - Industry / Employers
- Other inputs
  - External Consultants
  - Internal Audits
  - Industry Councils
  - External Industry input
  - Board of Advisors

The former are conducted according to the Quality Indicators Process, and the latter is provided via meeting minutes and or direct comments and feedback forms that are submitted to the Continuous Improvement Register.

All staff are advised of the need to provide this feedback during induction and at subsequent staff meetings where “issues to be raised with management” are on every agenda.

All trainers/ teachers are responsible for the collection of data on client services.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 94 of 149

## 2. Review of Register

The VET Coordinator, as the Continuous Improvement Coordinator, collates information into the Continuous Improvement Register and actions items that can be actioned and updates the register with actions taken.

Many actions can be small and or immediate in nature, for example improvement in Data Projectors in classrooms. Once ordered and installed this issue can be considered closed. The VET Coordinator may action these and closes them prior to the next Continuous Improvement meeting.

## 3. Management Review

The register is reviewed at the quarterly Management Meeting, to identify trends, repeated issues and larger items requiring policy or strategy change or resource allocation/reallocation.

## 4. Completion of Actions

Once actions have been completed the register is updated with the completion date and outcome. In addition items may be flagged for follow-up. Follow-up occurs for items that may have an effect over time – e.g. a change in an assessment tool template to improve the quality of assessment items. The effectiveness of this would take time to be realised. These items would then have a follow-up date and then comments can be added at that time.

## 5. Strategic Changes

Larger items may require implementation over time. In this case they will be put into an action plan and that plan reviewed, the Continuous Improvement Register should be updated with a summary so that it can be an item to be reviewed at the Management Meeting.

## 6. Oversight of Quality Improvement Action

The VET Coordinator is responsible for ensuring that agreed actions are undertaken and that changes arising from the process are implemented.

The CEO and VET Coordinator will prepare and present a report twice a year to the Board of Advisors advising on actions taken and identifying any trends in data that may require further action or Institute wide action.

### **Related Forms:**

Continuous Improvement Register  
Continuous Improvement and Industry Consultation Form

### **Responsibility**

VET Coordinator

### **Coverage:**

This policy addresses the following Standard Clauses fully or in part from the Standards for RTOs 2015 – 1.5, 1.9, 1.16, 1.25, 2.1, 2.2, 2.4.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 95 of 149

## **Compassionate and Compelling Circumstances Policy**

### **1. Policy**

The Institute understands that during the course of a student's enrolment, circumstances may arise that can affect a student's course progress and general wellbeing. As such, The Institute has developed a compassionate and compelling policy. In order for The Institute to determine whether compassionate or compelling circumstances exist, students are required to supply documented evidence to support their case. Once all evidence is assessed a decision will be made at the discretion of The Institute.

### **2. Definition**

2.1 Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include:

- a) Serious illness or injury (where a medical certificate states that the student was unable to attend classes)
- b) Bereavement of close family members such as parents or grandparents (as evidenced by a death certificate)
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- d) A traumatic experience which could include:
  - (i) Involvement in, or witnessing of a serious accident
  - (ii) Witnessing or being the victim of a serious crime (As supported by a police report and/or psychologist report)
- e) The Institute is unable to offer a pre-requisite unit
- f) Inability to begin studying on the course commencement date due to delay in receiving a student visa.

### **3. Guidelines**

3.1 Evidence supplied will be assessed and deemed valid by The Institute according to the following guidelines:

- a) Medical Certificates must:
  - (i) Be issued by a registered doctor
  - (ii) State that the student was medically unfit to attend classes
  - (iii) State the duration of absence
  - (iv) State the doctors contact details
- b) Death certificates must:
  - (i) Be certified
  - (ii) Translated into English
- c) Police Reports must:
  - (i) State the police contact details
- d) Psychology Reports must:
  - a) Be issued by a registered psychologist
  - b) Suggest that the student was medically unfit to attend classes
  - c) State the psychologist contact details
- e) Evidence to verify visa refusal must be a letter from the Australian Government

3.2 Failure to supply documented evidence will result in compassionate or compelling circumstances being deemed as non-existent.

4. Deferring, suspending or canceling the enrolment for Not Yet Commenced Offshore-Enrolled Students who has been granted a student VISA:

4.1 Deferring, suspending or canceling the enrolment can only be done under compassionate & compelling circumstances or if there is any delay in VISA processing, where the situation is beyond your control. Students must contact the Admissions department immediately and submit the defer request with proper evidence of the compassionate or compelling circumstances.

4.2 Your application will be assessed by the Admissions Officer and you will be informed the outcome by email within 5 working days.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 96 of 149



## **Critical Incident Policy**

The Institute recognises that, in the event of a critical incident occurring, it has responsibility to support those involved with the service at the time of the critical incident. In accordance with legislative requirements The Institute will maintain a Folder for Critical Incidents.

### **Definition**

A critical incident is an event that is out of the ordinary and is perceived by an individual as threatening and traumatic. Examples may include:

- a) Death
- b) Threat to life or property, either naturally occurring or intentional
- c) Fire, requiring a response from the CFA
- d) Assault causing major threat or physical harm to another person
- e) Damage to property that could lead to an individual being seriously harmed
- f) Risk of harm to self

Staff will report every critical incident and any persons involved will have the option of participating in debriefing. The Institute will ensure that all critical incidents are documented and filed.

### **Debriefing**

Debriefing is a formal process following a critical incident that benefits those involved in the incident. Debriefing is usually a single consultation that may or may not lead to referral for further counselling or action. All members of staff, clients, students, volunteers and visitors while involved with The Institute and others who may from time to time be present during a critical incident will be offered the opportunity for support and counselling from an accredited psychologist or social worker.

Debriefing is optional and may be requested by either/or any individual involved in the incident or the manager. Any person involved in an incident may request own gender support.

### **Critical Incident Procedures**

The staff/trainer on duty at the time of the incident at that particular location shall become the Incident Contact Person. The Incident Contact Person shall:

- a) Ensure all persons are safe from further harm
- b) Notify relevant bodies and contact the Student Administration or, in his absence, the Manager on duty
- c) If appropriate contact the individual's family

The Incident Contact Person will be responsible for recording the critical incident and ensuring all relevant documentation is completed. Debriefing should occur within 12 hours of the incident. The Manager Student Administration will:

- a) Ensure support is provided for those undertaking debriefing, both before and after each session
- b) Provide follow-up liaison with relevant bodies and make appointments for external support if considered necessary
- c) Meet with all staff and clients to advise them of the incident, outcomes and support strategies in place.

### **The Critical Incident Report form**

The report will be a full detail of the incident and shall include:

- a) Date and time of the incident
- b) Those present at the time of the incident
- c) The damage, if any, that was incurred as a result of the incident
- d) A record of any eyewitness accounts to the incident and any events leading up to the incident or resulting from the incident
- e) Any relevant bodies contacted
- f) The follow-up processes that were initiated at the time of the incident or soon after

In the event of a critical incident occurring whilst a staff member is involved in any off-site activity on behalf of the Institute, the staff member must still complete a Critical Incident Report. All reports will be submitted to the Chief Executive Officer.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 97 of 149

## Homestay Placement Policy

### 1. Policy

1.1 The Institute provides (optional) homestay arrangements for students to benefit from the experience of living in an English-speaking household. Homestay provides a safe, warm and friendly environment for international students studying in Australia, as well as provides an opportunity for students to learn about Australian culture and lifestyle.

### 2. Guidelines

2.1 All homestay placements are made through an approved homestay agent whose guidelines ensure the following criteria are met by their homestay families:

- a) Victorian Police Check
- b) Current Working with Children Certificate
- c) Appropriate supervision
- d) Awareness of the needs of international students and demonstrated processes to support and assist them
- e) Acceptable moral and social values
- f) Experience with people from different cultures
- g) Ability to provide a stable environment
- h) Accommodation is of high quality and accessible to the college
- i) Ensure that in the event of illness the student receives medical attention
- j) Provision of appropriate leisure time activities

2.2 The homestay placement provider must have the following in place:

- a) Guidelines and criteria for the selection of their host families
- b) A contract that outlines the terms and conditions with their host families (copy appended).

2.3 The Student Services Officer liaises closely with the student and the homestay host to monitor and assess the suitability of the placement.

2.4 The Student Services Officer is the official contact person between the student and the host family. Upon arrival, the student is made aware of the role and responsibility of the Student Services Officer as the official contact person and that any issues or feedback is to be directed to him/her.

### 3. Procedure

3.1 Students applying for homestay must submit the Homestay and Airport Pickup Form, completed and signed a minimum of 21 days before arrival to The Institute admissions officer. Relevant fees are to be paid by bank draft to The Institute and are to accompany the Homestay and Airport Pickup Form.

3.2 A minimum of two weeks stay is required (non-refundable). All homestay weekly accommodation fees (\$200 to \$400 per week) is to be paid directly to the homestay host family.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 98 of 149

## Medical Certificates Policy

### Introduction

1. In the event of illness where a student is unable to attend his or her scheduled classes, he or she may wish to see a doctor in order to have his or her symptoms diagnosed and to obtain a Medical Certificate to cover the period of absence.

### Policy

2 A Medical Certificate must:

- a) State that it is a Medical Certificate
- b) Be issued by a registered Doctor
- c) State that the student was medically unfit to attend classes
- d) State the duration of absence
- e) State the Doctor's / Surgery's contact details
- f) Be signed by the Doctor

3. The Victorian Medical Board has allowed Doctors to issue letters in instances where they detail student's symptoms as reported by the student but do not find any existing clinical evidence. Only letters where the doctor has clearly stated that he or she has found evidence that an illness exists will be accepted. The certificate should clearly state the opinion of the Doctor and cannot state that "The student, so and so...said that he was unwell from....to ....". This will not be treated as medical evidence. Such letters are not classed as Compassionate and Compelling Circumstances will not be accepted by The Institute.

4 The Victorian Medical Board generally does not permit Doctor to backdate Medical Certificates unless there is evidence that a medical condition existed before the date of an examination.

5 Consultation with a Doctor must be at the time of illness and a Medical Certificate must be provided to The Institute Reception / Student Services within one week of absence.

6 The Institute staff that receives Medical Certificates is to take a copy and verify it by stating "Original Sighted", initial and date the copy and provide it to the Student Administration for data processing. All medical certificate submitted by the students would be verified by Student Administration with the issuing Medical Doctor.

7. Submission of fraudulent medical certificates is a criminal offence under the Federal laws and attracts severe penalties. The Institute will report all such cases to the Police. Medical certificates not submitted as per the Institute's Medical Certificates Policy will not be accepted.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 99 of 149

## Occupational Health and Safety Policy

1. The Occupational Health and Safety Act 2004 is built on five key principles:
  - a) All people – workers and the general public—should have the highest level of protection against risks to health and safety;
  - b) Those who manage or control things that create health and safety risks in the workplace are responsible for eliminating or reducing those risks.
  - c) Employers should be proactive in promoting health and safety in the workplace;
  - d) Information and ideas about risks and how to control them should be shared between employees and employers; and
  - e) Employees are entitled to be represented in relation to health and safety issues.
2. The Institute has an Occupational Health and Safety (OHS) Committee comprising representatives from training staff, general staff and students to consider issues regarding OHS. The OHS Committee is also responsible for The Institute's Emergency Procedures.
3. The Institute is committed to protecting the health and safety of all persons in the workplace including employees, contractors and other visitors. The Institute demonstrates this commitment through its health and safety management system that is integrated with all organisational activities related to products, services and people.
4. The Institute employees, contractors and visitors have a duty of care including; the responsibility to work safely, to take all reasonable care for their own health and safety, and to consider the health and safety of other people who may be affected by their actions.
5. The Institute will take all reasonable and practical steps to improve work safety conditions and will strive to uphold its core values of safety, knowledge, integrity and leadership in order to achieve its goal of zero harm. The Institute committed to:
  - a) Complying with all applicable health and safety laws, regulations, standards.
  - b) Providing safe plant and equipment workshops and computer labs.
  - c) Implementing risk and hazard management systems which are; relevant and suitable for the organisation's risk exposure as well as identify, promote and continuously improve health and safety performance.
  - d) Ensuring all managers remain directly responsible and accountable for the health, safety and welfare of their employees and provide adequate resources to assist managers in this cause.
  - e) Provision of appropriate Health and Safety Training to all relevant persons.
  - f) Maintaining relevant policies, procedures, systems, information, training, recognition programs, and organisational structures to support and communicate effective health and safety practices throughout Institute.
  - g) Utilising appropriate internal and/or external expertise when required in all related activities.
  - h) Effectively disseminating health and safety information to all employees as part of each business unit's consultative process including forums and publications.
  - i) Maintaining a positive safety culture through encouraging active participation, consultation and cooperation of all employees, contractors and visitors in promoting and developing measures to improve health and safety at work.
  - j) Actively responding to and investigating all incidents, and ensuring injured employees/students are returned to suitable work at the earliest possible opportunity through equitable claims management and rehabilitation practices.

### 6. **Chemical spill procedure**

- 6.1 In the event of a chemical spill the following immediate actions are required to be taken.
  - a) Clear the affected area.
  - b) Check for any persons involved.
  - c) Assess if any persons involved require medical attention.
  - d) Apply first aid if necessary or call an ambulance.
  - e) Cover the spill with flour to absorb the spill.
  - f) Wear appropriate personal protection equipment or clothing before attempting to clean the spill.
  - g) Clean up the spill with a shovel or broom and dust pan.
  - h) Place the hazardous material in heavy duty garbage bags.
  - i) Place the bags in the wheelie bin for disposal.
  - j) Fill out accident report form if any persons were injured or required medical attention of any kind.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 100 of 149

## **Privacy Policy**

1. The Institute has adopted the Australian government's National Privacy Principles as the basis for its policy on information collection, storage and access.

### **2. Why we collect information?**

2.1 The Institute collects personal information for the conduct of its business. That information may be obtained directly from staff and students, from corporate customers, or through a third party who we believe has informed you that your details may be provided to us. The Institute will only store personal details if they are relevant to our business. We do not normally obtain or store information that is deemed by the Privacy Act to be sensitive information.

2.2 We store personal information predominantly to ensure that we can maintain contact with our staff, students, customers and suppliers. This contact may be verbal, electronic or written. The reason for the contact may be to inform, request assistance or to maintain a relationship.

### **3. How do we collect the information?**

3.1 Where practical, the Institute will only collect information directly from you. If we collect it from another source, we will do what is reasonably possible to inform you that we have collected the information.

### **4. How do we store personal information?**

4.1 Your information is held either in paper-based records or in electronic form in computer databases. The Institute takes proper precautions to ensure the security of that information.

4.2 If information is no longer needed, The Institute will either delete it from our systems or de-identify it, so that it cannot be attributed personally. If a credit card is used to pay fees, details of that credit card are only retained for the purpose of that particular transaction.

### **5. When do we use this information?**

5.1 Information collected will only be used when necessary for the conduct of our business and our relationship with our staff, students, customers and suppliers. Information gathered by The Institute in one instance may be used in another instance unless it is expressly denied.

### **6. To whom will we disclose your information?**

6.1 We do not normally disclose your personal information to anyone. If we intend to do so, we will contact you before we do. We do not disclose credit card details to anyone.

6.2 For Students: There are some circumstances in which personal information about students may be shared between The Institute and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition. Information about students will be treated as confidential, but may be made available to Commonwealth and State agencies, as required by regulations/law. The personal contact details of the students may also be shared with the Debt recovery agencies for recovery of dues the student owes to The Institute in case of default of tuition fee payments. Student may access their personal information at any time by writing to the PEO of The Institute and by providing appropriate evidence of identity in accordance with our privacy policy.

6.2.1 The Institute is required to inform the Department of Immigration and Citizenship (DIBP) about:

- a) Changes to a student's enrolment
- b) Any breach by the student of a student visa condition including unsatisfactory course progress

### **7. How can you check the information we hold?**

7.1 The Institute takes all reasonable steps to ensure that information held is accurate and will put into effect any changes designed to improve accuracy that are requested. If staff wish to view information stored please contact the EDP office. The Institute will allow personal information ONLY to be extracted and made available for viewing at a The Institute office (Note: This will not include any passwords or security relevant information). The Institute will not mail or e-mail personal information but will notify staff in a timely manner when it is available for viewing.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 101 of 149

**8. What about our web site?**

8.1 If through a channel of contact you are forwarded to another site or organization The Institute is not responsible for the privacy practices or content of that site or organization. Any activity while at our web site may be monitored. More information on privacy legislation is available from the Federal Privacy Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au).

**9. Can I get more information about my personal information?**

9.1 You can contact the Institute at any of the following:

- a) Email: [info@RhodesCollege.vic.edu.au](mailto:info@RhodesCollege.vic.edu.au)
- b) Post: Level 3, 118 Queen St, Melbourne, Victoria 3000, Australia

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 102 of 149

## **Transfer between Registered Providers Policy**

(Reference: Standard 7 of National Code 2018 - Overseas student transfers)

### **1 Purpose**

1.1 The purpose of this policy is to ensure that international students wishing to transfer between registered training providers do so in accordance with the guidelines of the National Code 2018.

### **2 Background**

2.1 In accordance with the National Code 2018 registered providers are restricted from enrolling transferring students prior to the student completing six months of his or her principal course of study except for the circumstances outlined below. Registered providers from whom the student is seeking to transfer are responsible for assessing the student request to transfer within this restricted period. It is expected that the student request will be granted where the transfer will not be to the detriment of the student.

### **3 Policy**

3.1 The Institute will only record in PRISMS and grant a request for a student to transfer to another RTO in a limited set of circumstances – this is known as Transfer Out.

3.2 The Institute will not accept a student who is currently registered with another provider within the first six months of the student's principal course, except in the following circumstances – this is known as Transfer In:

- a) the original registered provider has ceased to be registered
- b) the original registered provider has recorded a release in PRISMS
- c) the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- d) any government sponsor of the student considers the change to be in the student's best interest and has provided written support of that change

### **4. Procedures**

4.1 Transfer Out - All current students of the Institute requesting a transfer to another registered provider prior to the expiry of the required 6 months of their principal course, must be referred to the Student Administration Officer or, in his/her absence a senior member of staff.

4.2. Requests for Transfers within the first 6 months of the Principal Course - Students wishing to transfer to another provider:

- a) Must have a valid enrolment offer from another provider
- b) Must submit a request in writing to the Institute

4.3 Under Student Visa Regulations, it is not possible for students to transfer to another education institution prior to completing the first six months of the principal course without the approval of the Institute.

4.4 The Student Administration Officer at the Institute will interview all students applying for transfer and consider each request in consultation with the VET Coordinator and provide a written response to the student within 10 working days.

4.5 Requests will be approved when it is considered to be in the best interests of the student.

4.6 A record of the student's request, the assessment of, and decision regarding the request and the Institute response will be retained on the student's file.

The grant of release will be issued at no cost to the student and must advise the student of the need to contact Department of Home Affairs (Immigration Department) to seek advice on whether a new student visa is required.

A sample Grant of Release is at Annexure III of this Policy.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 103 of 149

## 5. Grounds for Declining Requests for Transfers

- 5.1 Application for transfer during the first six months may be refused by the Institute on the following grounds:
- The transfer may jeopardize the student progression through a package of courses
  - Valid letter of offer (which includes name of course and complete details of the provider, including CRICOS code) has not been received by the student
  - The student has outstanding fees to be paid to the Institute for the current study period. The current study period is the study period in which the student applies for a letter of release. If this occurs during holiday time, the application for release will be counted as being during the previous study period.
  - Reasons for requesting transfer primarily relate to enhancing permanent resident opportunities, reduction in attendance requirements at the new provider or current timetable interferes with work arrangements
  - Transfer perceived as detrimental to student's welfare and wellbeing

## 6. Grounds for Granting Transfers

- 6.1 Circumstances in which the Institute will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where the Institute has assessed that:
- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
  - there is evidence of compassionate or compelling circumstances
  - the registered provider fails to deliver the course as outlined in the written agreement
  - there is evidence that the overseas student's reasonable expectations about their current course are not being met
  - there is evidence that the overseas student was misled by the Institute or an education or migration agent regarding the Institute or its course and the course is therefore unsuitable to their needs and/or study objectives
  - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student

## 7. Once the decision has been taken

If a request for release is refused, the student must be provided with written reasons for the refusal. The written reasons should note the decision, the reasons for the decision, the factors taken into consideration and reflect the student's individual circumstances. The reasons for refusal should be sufficiently detailed to enable the student to make an informed decision as to whether to appeal the decision.

- If the request is refused, the student has 20 working days to appeal via the Institute's Complaints and Appeals process. This matter will be advised to students in any letter or verbal advice of refusal.
- If the Institute approves a transfer, any money refunded will be in accordance with the Institute's Refund Policy.
- If a student transfers or cancels his or her enrolment, and if he or she has not maintained satisfactory course progress up to the time of the transfer or cancellation, the process of reporting the student to the Department of Home Affairs will continue even though the student is no longer officially enrolled with the Institute.
- A sample letter for a 'Refusal Letter' for transfer request is placed at Annexure II to this policy.

## 8 Transfer In - Students Transferring from Other Registered Providers

8.1 A letter of offer may be provided to a student who is requesting to transfer to the Institute from another registered provider. In discussion with the student, staff should ascertain if the student has a valid visa and the commencement date of the principal course in order to determine if the student is subject to a 'no transfer' clause. Should a notification appear while creating the eCoE, PRISMS helpdesk may be contacted for seeking clarification. Alternatively, the student may also be asked to sign a statutory declaration indicating that they have completed 6 months of their principal course.

8.2 If applicable, staff must inform the student of the requirement for their release to be recorded in PRISMS by their current provider before an eCoE can be issued. Exceptions to this requirement are where

- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course.
- Any government sponsor of the student considers the change to be in the best interest and has provided

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 104 of 149



written support for the change.

8.3 In all cases students transferring from an existing provider to the Institute will be required to complete an application form, provide necessary evidence of academic and English capabilities, be given a letter of offer, sign an enrolment acceptance agreement and pay required fees prior to the eCoE being issued.

## 9. Responsibilities

- a) It is the responsibility of the Student Administration Officer to receive and process requests for transfer. Requests for transfer may only be granted with the approval of the CEO.
- b) It is the responsibility of the Admissions Officer to advise students wishing to transfer to the Institute from other registered providers, on the requirements of having their release recorded in PRISMS where necessary.

## Annexure 1

### Checklist to record the Release in PRISMS

<input type="checkbox"/>	Verify student welfare related, PR related course, work conflict issues
<input type="checkbox"/>	Valid offer letter provided
<input type="checkbox"/>	Release request received from the student
<input type="checkbox"/>	Does the student have any outstanding fees payable? (if they do, these must be paid before a letter of release can be provided)
<input type="checkbox"/>	Has the student been made fully aware of the study issues involved in the transfer?
<input type="checkbox"/>	Has the student been advised of the need to contact Department of Home Affairs and obtain a new visa if the course they transfer to is not a Higher Education/VET course?
<input type="checkbox"/>	Has the student's enrolment been terminated through PRISMS and informed to the student?

#### Note:

1. All requests, considerations, decisions and copies of grant of release should be placed on student's file for two years after the overseas student ceases to be an accepted student, and
2. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the Institute's refund policy independent of this policy.

Date:

Student Number:

Student Name:

Address

Suburb VIC Postcode

**Response to Application for Course withdrawal and issue of a Grant of Release Template**

Dear (Student Name),

1. This letter is in response to your application dated.....for withdrawal from your course/s at the Institute.
2. The application for course withdrawal was assessed based on the provisions of the Institute's policy on "Transfer between Registered Providers and Standard 7 of the National Code 2018.
3. The reasons for refusal are as follows:

---

---

4. In the best interest of your Studies in Australia, it is recommended that you regularly attend classes at the Institute and achieve satisfactory course progress in the enrolled course/s to maintain your Student Visa Condition.

5. Student may avail of the "Complaints and Appeals" policy of the Institute. To request the Complaints and Appeals Policy, please email [info@rhodescollege.vic.edu.au](mailto:info@rhodescollege.vic.edu.au) or visit our website [www.rhodescollege.vic.edu.au](http://www.rhodescollege.vic.edu.au). The availability of complaints and appeal processes does not remove the right of the student to take action under Australia's consumer protection laws.

Regards,

Student Administration Officer

**Reference:**

1. Standard 7 of the National Code 2018 - Overseas student transfers, which states "Registered providers assess requests from students for a transfer between registered providers prior to the student completing six months of his or her principal course of study in accordance with their documented procedures".
2. The Institute's policy on "Transfer between Registered Providers Policy".

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 106 of 149

Date:

Student Number:

Student Name:

Address

Suburb VIC Postcode

**Grant of Release**

Dear (Student Name),

1. This letter is in response to your application dated.....for withdrawal from your course/s at the Institute.
2. The application for course withdrawal was assessed consistent with the provisions of the Institute’s policy on “Transfer between Registered Providers” and Standard 7 of the National Code 2018.
3. The Institute has determined that it is appropriate that you be released from your enrolment in ..... effective .....
4. In order to maintain your current visa and immigration status you will need to enrol in the course and with the provider you indicated in your application immediately and you are reminded that the change of provider needs to be updated on PRISMS by the new provider at enrolment.
5. You are required to contact the Department of Home Affairs (Immigration Department) to seek advice on whether a new student visa is required.

Regards,

Student Administration Officer

**Reference:**

1. Standard 7 of the National Code 2018 - Overseas student transfers, which states “Registered providers assess requests from students for a transfer between registered providers prior to the student completing six months of his or her principal course of study in accordance with their documented procedures”.
2. The Institute policy on “Transfer between Registered Providers”.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 107 of 149

## Complaints and Appeals Policy

### 1. Purpose

1.1 This procedure outlines the processes for the management of complaints and appeals that are formally lodge with the Institute. The process is at no cost to the student.

### 2. Definitions

- a) **Complainant** - Person who lodges a complaint
- b) **Complaint** - A complaint presented by an individual, or a group, based on the opinion that they are, or have been, receiving treatment that differs from the treatment received by other individuals or groups (including Discrimination). A complaint may also be against the unacceptable behavior of an individual.
- c) **Appeal** – A request to have a decision reviewed. This may be a decision made in terms of reviewing a complaint or an academic decision (e.g. an assessment or Unit of Competency result or some any other decision made by the Institute in its day to day working).
- d) **Discrimination** - is defined as:
  - a. **Status or Private Life** - The Victorian Equal Opportunity Act 2010 stipulates that no person shall experience discrimination on the grounds of that person's status or private life. 'Status' refers to a person's sex, marital status, race, impairment, being a parent, childless or a de facto spouse. 'Private Life' refers to the holding or not holding of any lawful religious or political beliefs and engaging or refusing to engage in any lawful religious or political activities. The Act applies to education and employment.
  - b. **Direct Discrimination** - any decision or action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because a personal characteristic irrelevant to the situation is applied as a barrier.
  - c. **Indirect Discrimination** - attitudes and assumptions which are incorporated into rules, policies and practices, that appear to be neutral or to treat everyone equally, but may in fact disadvantage one group.
- e) **Respondent** – Person/Institute who it is alleged undertook the behavior which resulted in the complaint
- f) **Register** – is the complaints and appeals register maintained to record formal complaints and or appeals (including external) to enable management review and analysis to help ascertain root causes and feed into the continuous improvement process.

### 4. Policy

4.1 The Institute encourages all parties to try to resolve the issue informally if that is possible. This has a number of advantages in term of immediacy, and usually results in the line of communications being opened more. However, it is recognized that this is not always appropriate, e.g. in cases of sexual harassment. If the complaint is not able to be resolved at this stage, the individual with the complaint has the right to consult, in confidence, any one of the following persons or bodies listed below at any time:

- a. Coordinator where the complaint involves a member of staff
- b. The Student Administration
- c. The Director of Studies/VET Coordinator
- d. The CEO
- e. A person designated by the CEO on behalf of the Institute as a complaints adviser

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 108 of 149

4.2 In the event a student (or staff member) is unhappy about a situation and want to lodge a complaint, the Institute undertakes to take the complaint seriously and process it as quickly as possible but with a view of providing a clear answer in a maximum of 10 working days.

4.3 The Institute also recognizes that there are decisions (either as a result of a complaint or as a result of an assessment decision) that students are unhappy about. In this case a student can lodge an Appeal which will review that decision.

4.4 If the complainant or appellant is not happy with the outcome of the internal appeals process then they may request to have that reviewed externally. Institute will support them in the process of applying for that to happen.

4.5 Whilst the sources of a complaint or an appeal will be varied, the process undertaken is essentially the same, so this policy and the process below will apply to both complaints and appeals.

The Institute will ensure that:

- a) All disputes, complaints and appeals will be handled professionally, equitably, confidentially, and in a timely manner, with a view to achieving a satisfactory resolution
- b) All parties will have a clear understanding of the steps involved in the procedure, prior to, and during the carrying out of the procedure
- c) Prospective students are provided with a copy of the policy before making a contract to enrol, and again at course commencement
- d) Relevant staff members are familiar with the policy

## 5. Lodging a complaint or appeal

When lodging a complaint or appeal it is important that as much detail and / or attached evidence is provided to support the case. Further evidence may be asked for if insufficient is attached.

5.1 To lodge a formal complaint the complainant must complete a Complaints and Appeals Form and hand it via reception to the Student Administration

5.2 To lodge a formal appeal the appellant must complete a Complaints and Appeals Form and hand it via reception to the Student Administration

5.3 Institute will acknowledge receipt of the form.

## 6. Common Process

6.1 The complaints/appeals pro-forma will be copied and the copy being given back to the student.

6.2 It should be noted that, at this stage, a formal complaint or appeal is being lodged. All reasonable measures will be taken to finalise the process as soon as practicable or within 10 working days. If for any reason the process has to be extended the Institute undertakes to update the complainant/appellant with the reasons and provide a new target resolution date.

6.3 The student will be advised that there will be no charge incurred.

6.4 The student will be advised that the services of the student advocate are available to support them in their complaint or appeal.

6.5 The Student Administration will, based on the nature of the complaint, arrange a meeting consisting of with the relevant personnel – trainers/assessor/lecturer or other parties that may be involved in some way including, if the student wishes, the student advocate to determine if there is a case to answer or whether the complaint or appeal is legitimate and is upheld.

6.6 If the complaint or appeal is upheld, then the Student Administration will immediately

6.6.1 Notify the claimant/appellant of the outcome

6.6.2 Put a corrective action in place

6.6.3 Ensure any systemic issues are escalated for continuous improvement

6.6.4 Close the case and record the details in the Complaints and Appeals Register and place the documentation

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 109 of 149

on the student file

- 6.7 If the meeting decides that the complaint or appeal should not be upheld, then the Student Administration should
- 6.7.1 Organise a formal review meeting with the Director of Studies/VET Coordinator, the CEO or his designate as appropriate – there should be at least one manager at the meeting
  - 6.7.2 Communicate the date and time to the reviewers and the student advising them to formally present his or her case and that they may bring a 3<sup>rd</sup> party to support their case or help (in case of language or other difficulties)
  - 6.7.3 The meeting will also ask for input from the respondent
  - 6.7.4 Every chance must be given to the complainant/appellant to present their case and new evidence will be accepted if it helps clarify the situation
- 6.8 After the meeting a determination will be made within 3 working days and communicated to the student
- 6.8.1 If the decision is in favor of the complainant or appellant then the Institute will follow the actions as outlined in 6.5 above
  - 6.8.2 If the decision does NOT uphold the complaint then an appeal may be lodged within 10 days of the decision
  - 6.8.3 If the appeal goes against the student, then they must be informed of their rights to lodge an external appeal
  - 6.8.4 A statement of findings in relation to each complaint or appeal that demonstrates the reasons behind the decisions made at each stage will be provided. Evidence that the statement is issued to the student and a copy retained on the student's file and advice will be given to students of the independent bodies available to them
- 6.9 External Appeals
- 6.9.1 International Students will need to appeal to the Overseas Students Ombudsman
  - 6.9.2 Domestic Students will need to contact Victorian Civil and Administrative Tribunal (VCAT) or another mediation services such as LEADR.
  - 6.9.3 The Institute will cooperate with the Overseas Students Ombudsman or VCAT / mediation in providing all documentation related to the appeal. Should an appeal relate to a decision of the Institute to cancel a student's enrolment, and that appeal is rejected even by the Overseas Students Ombudsman, the Institute will advise Department of Home Affairs regarding the cancellation of enrolment and the student's visa may be cancelled
  - 6.9.4 The Institute will implement any reasonable changes to its policies, procedures or other requirements as a result of the determination of the external appeal body
- 6.10 The Institute will maintain the student's enrolment throughout the internal and external appeals process
- 6.11 All documentation relating to the complaint and appeal will be recorded in the student file
- 6.12 External Appeal Bodies
- 6.12.1 The Overseas Student Ombudsman can be contacted at [www.oso.gov.au](http://www.oso.gov.au) full details for students are provided on that site and their services are free
  - 6.12.2 The Victorian Civil and Administrative Tribunal (VCAT) can be contacted at <https://www.vcat.vic.gov.au/>
  - 6.12.3 The student may also contact the ASQA (Australian Skills Quality Authority) by email: [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au) if he or she is dissatisfied with the Institute's complaints and appeals process
- 6.13 The student is also informed in the written internal appeal response, that a student may access and receive the outcome of only one external appeals process before the Institute may report the student to Department of Home Affairs with regards to unsatisfactory course progress (Standards 8 of National Code 2018 - Overseas student visa requirements). If the appeal is unsuccessful, the Institute will cancel the enrolment by reporting to Department of Home Affairs. If the appeal by the student is successful, the Institute will abide the recommendation of the external appeals committee and will not report the student to Department of Home Affairs.
- 6.14 International Students may also contact the Department of Education through the ESOS General Enquiries Phone: 1300 615 262 or online [ESOS Enquiry Form](#), if he or she is dissatisfied with the Institute's complaints and appeals process.

## 7 Complaints and Appeals Register

- 7.1 The Institute will maintain a register of all complaints and appeals with sufficient information to enable the senior management to trace the individual case, and to review all cases to determine whether there are other systemic issues that need to be reviewed.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 110 of 149

## 8 Consumer Rights

8.1 Nothing contained in this Complaints and Appeals procedure prevents a student from exercising their rights to other legal remedies or obtaining advice from other authorities or agencies and protection under Australian Consumer Law.

8.2 Freedom of information and Privacy issues must be considered and adhered to at all times and throughout the process. The original written complaint together with a copy of the acknowledgement and any responses or correspondence related to the complaint is retained in the student's hard file record.

## 9 Publication

9.1 This policy will be published on the Institute website, in the Student Handbook and the Staff Handbook.

### Records:

Complaints and Appeals Application Form  
Diagrammatic representation for publication on student notice boards

### Coverage:

This policy addresses the following Standard Clauses fully or in part from the Standards for RTOs 2015 – 6.1, 6.2, 6.3, 6.4, 6.5 and National Code 2018 - Standard 10.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 111 of 149

## **Deferment, Suspension or Cancellation of Study during Enrolment**

(Reference: Standard 9 of the National Code 2018 - Deferring, suspending or cancelling the overseas student's enrolment)

1. Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.
2. Students may also have their enrolment deferred or suspended due to misbehaviour, which can also be grounds for cancellation of studies.
3. If the suspension or cancellation is initiated by the Institute, then the Institute will notify the student in writing of the intention to suspend or cancel and will include details of how to Complain and Appeal the decision (see below).
4. If a student is not satisfied with the decision of the Institute in all the cases of Deferment, Suspension or Cancellation of Study during Enrolment then the student may complain or appeal (see below).

### **Student requests deferment or suspension**

5. Students may defer commencement of a course or suspend or cancel their enrolment during their course in the following limited circumstances:
  - a) On the grounds of compassionate or compelling circumstances (any request has to be supported by documentary evidence in all cases and will be at the discretion of the Institute)
  - b) Unavailability of a course
  - c) Student visa delay
- 5.1 The Institute may defer commencement of a course when a course is not offered.

### **Institute suspends student's enrolment**

6. The Institute may suspend student's enrolment in the following instances if a student violates any of the Institute's Policies & Procedures, Rules and Regulations.
  - a) If a student is frequently late or absent, for reasons within his/her control
  - b) For late payment of fees and any other charges
  - c) If student destroys or damages the Institute property/resources
  - d) If a student engages in unlawful behavior or misconduct, or conduct contrary to the best interests of the Institute, which include but does not limit to use of offensive language, threaten any staff or co-students, disturb the work in progress or co-students
  - e) If a student misrepresent or omit pertinent facts in his/her application
  - f) If a student disobeys any lawful instruction of the trainers and staff
  - g) If a student turns up for classes without prescribed textbooks, course material, learning materials, and trade course tool kits and proper uniform even after a warning by the trainer
  - h) If a student breaches Workplace Health and Safety (WH&S) (also known as Occupational Health and Safety (OH&S)) regulations, policies, procedures and instructions
  - i) If a student disturbs, harasses, victimizes or bully's other students or members of staff
  - j) When a student misbehaves outlined in the student code of conduct
  - k) As part of an intervention strategy for unsatisfactory course progress
- 6.1 If the Institute initiates a suspension then they must inform the student in writing. The student must also be advised of the rights under the Complaints and Appeals policy and that an administrative action will be initiated by cancelling a student's enrolment and COE.

**NOTE:** during any period of suspension, re-assessment policy applies for any assessments missed and the student may incur "re-sit" fees.

### **Institute cancels student's enrolment**

7. The Institute may cancel a student's enrolment in the following instances:
  - a) Failure to commence the course on scheduled commencement date by failing to attend the orientation session without contacting the Institute within 14 days.
  - b) When a student demonstrates misconduct as outlined in the Enrolment Acceptance declaration.
  - c) When a student has unsatisfactory or erratic course progress, for example, unsatisfactory course progress in non-consecutive study periods.
  - d) When a student doesn't pay the fees on time.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 112 of 149



7.1 Once an action is confirmed and the enrolment is cancelled, Institute is required to notify the Department of Home Affairs (via PRISMS), within 10 working days of cancellation unless a student lodges a complaint or appeal, see below.

### **Compassionate and Compelling circumstances**

8. The Institute must consider whether a request to defer or suspend from a student can be considered compassionate or compelling.

8.1 Compassionate or compelling events are ones that generally are beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include:

- a) Serious illness or injury (where a medical certificate states that the student was unable to attend classes)
- b) Bereavement of close family members such as parents or grandparents (as evidenced by a death certificate)
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- d) A traumatic experience which could include:
  - a. Involvement in, or witnessing of a serious accident
  - b. Witnessing or being the victim of a serious crime (as supported by a police report and/or psychologist report)
- e) The Institute is unable to offer a pre-requisite unit
- f) Inability to begin studying on the course commencement date due to delay in receiving a student visa
- g) Any other reason if found valid at the sole discretion of the Institute (any decision, once endorsed by the CEO is considered final)

8.2 Students will be required to provide evidence of the compassionate or compelling circumstances.

8.3 If student administration is unsure as to grant or deny the request, they should refer the case to the CEO for a determination.

### **Complaints and Appeals against Suspension or Cancellation**

9 For any Institute initiated event or when a student request is denied, the student has the right to enact the Complaints and Appeal Procedure. This includes escalation, in the event the original decision being upheld, to an external mediator.

9.1 All complaints or appeals must be lodged within 20 working days of the decision being notified to the student.

9.2 The suspension or cancellation of the student's enrolment will not take effect until the complaints and appeals process is completed, unless extenuating circumstances relating to the welfare of the student or others apply.

9.3 In these circumstances, the reasons for immediate suspension or cancellation must be clearly documented and communicated to the student.

9.4 Students can access the Complaints and Appeals policy of the Institute by requesting for a copy by e-mail [info@rhodescollege.vic.edu.au](mailto:info@rhodescollege.vic.edu.au)

### **Procedure - Student Application**

10. Prior to applying to defer their course students must ensure that they have paid any outstanding fees and have returned all the Institute property.

10.1 Prior to approving student's deferral request, the student must make arrangements with finance to continue fee payments during deferment.

10.2 Student's requests and supporting documents will be submitted to Student Administration.

10.3 It is the responsibility of the Student Administration Officer, or in his/her absence a nominated staff member, to assess the requests, provide the student with a written notification of the outcome and update systems accordingly.

10.4 All documents submitted, and copies of all communications with the student will be placed on the student file including:

- Application form
- Supporting documentation
- The Institute's decision notification to student

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 113 of 149

10.5 The Institute shall inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and notify the Secretary of Department of Education via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

10.6 Suspension or deferment may result in extra costs as per the re-assessment policy.

10.7 In case of deferment/suspension the missed units are subject to availability. Should the Institute be unable to offer the units, the students did not complete due to deferment, it will be the student's responsibility to seek other arrangements to enable them to complete those units required. In this circumstance students will not be entitled to a refund of fees paid.

#### **Procedure – Institute initiated suspension or cancellation**

10.8 Where Institute initiates a suspension or cancellation, the reasons for the decision must be recorded in the student file. All supporting documentation must also be attached.

10.9 The Institute will write to the student confirming the following:

- Reasons for cancellation/suspension
- If a suspension, the period of suspension and or conditions for re-instatement
- Consequences of decision (including notifying Department of Home Affairs)
- Rights to complain or appeal within 20 working days

#### **Notification of Department of Home Affairs**

10.10 Where a student is suspended, deferred or cancelled, Institute is required under section 19 of the ESOS Act to notify Department of Home Affairs using the PRISMS system. This will be completed as soon as possible

- after the deferment or suspension in the case of a student initiated request, or
- after the 20 working day grace period where the student has a right to complain or appeal and does not exercise that right or
- after the conclusion of the complaints or appeals process (including external appeal)

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 114 of 149

# Access and Equity Policy

## 1. Governing Standards

1.1 Laws and guidelines related but not limited to Access and Equity are available from the related Acts below:  
Commonwealth legislation

- a) Disability Discrimination Act 1992
- b) Disability Standards for Education 2005
- c) Human Rights and Equal Opportunity Commission Act 1986
- d) Age Discrimination Act 2004
- e) Racial Discrimination Act 1975
- f) Sex Discrimination Act 1984

## 2. Purpose

2.1 The purpose of this Access and Equity Policy is to provide a set of principles which underpin the provision of education services by The Institute and a learning environment which is free from discrimination, harassment and victimization.

## 3. Access

3.1 It is on the responsibility of each individual to research and familiarise themselves with these Acts and Legislations. Each State and Territory has relevant Acts that relate to discrimination, disability and/or equal opportunity; employees may wish to review these as well.

- a) Communication – The Institute will use all necessary strategies to inform appropriate employees and students of the services available, their entitlements, and how they can obtain them. The Institute will also consult with their employees regularly about the adequacy, design and standard of services.
- b) Responsiveness – The Institute will be sensitive to the needs and requirements of employees from diverse linguistic and cultural backgrounds and be responsive as far as practical to the particular circumstances of individuals.
- c) Effectiveness – As an educational institution, The Institute will be focused on meeting the needs of employees and students from all backgrounds.
- d) Efficiency – As an educational institution, The Institute will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of all employees.
- e) Accountability – As an educational institution, The Institute will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its employees and Students.

## 4 Related Procedures and Policies

4.1 This Policy should be read in conjunction with all other policies of The Institute applicable to the Staff or Students.

## 5. Equity

5.1 In accordance with the Age Discrimination Act 2004, Racial Discrimination Act 1975, Human Rights and Equal Opportunity Commission Act 1986 and the Sexual Discrimination Act 1985, The Institute is committed to protecting the rights of each individual to ensure no individual participant will be discriminated against (and access to courses will not be limited) on the basis of:

- a) Gender
- b) Sexual orientation
- c) Race

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 115 of 149

- d) Religious or political conviction
- e) Disability (learning)
- f) Age
- g) Training services are delivered in a non-discriminatory, open and respectful manner

5.2 An individual may be excluded from a particular course/ services if:

- a) It is based on a genuine occupational qualification that requires a specific ability that the student may not have
- b) Where a person has a criminal history which impacts on the requirements of the course/ service being provided
- c) A student requires delivery in a language other than that being offered by The Institute in accordance with the relevant Training Package
- d) Delivery of the course imposes undue financial burden on The Institute

## 6. Related Procedures and Policies

6.1 This Policy should be read in conjunction with all other policies of The Institute applicable to the Staff or Students.

## 7. Resources

7.1 This Policy also has a number of Resources that relate to this Policy they are;

- Course Prospectus
- Application Forms
- Student Handbook
- Application, Enrolment and Selection Policy and Procedure

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 116 of 149

## **Records Management and Version Control Policy**

The Institute has an effective administrative and records management procedures in place consistent with the organisation's scope of registration and scale of operations.

This policy and its associated procedures are designed to ensure the integrity, accuracy and currency of Records. Records Management is the responsibility of the CEO.

### **Secure storage, including backup of records**

All records relating to individuals are handled in a way consistent with the Privacy Act 1988 including but not limited to the following:

- All student and staff records will be kept in secured filing cabinets or room and on a computer system that requires a password to access it.
- There is no third party access allowed to student files.
- Students or staff may view their records and any other information recorded about them at any time by making an appointment at the reception.
- Backup copies are made regularly of all essential computer records and a copy of them kept in a secure location off site.
- All other records required by the registering body will be kept as indicated on the table below.

The responsibility for Records Management rests with the CEO. Day to day recording, filing, archiving and destruction of documents will be carried out by the administrative staff under the CEO's direction.

All activities involving the destruction / shredding of documents must be double checked by the CEO before execution.

### **DEFINITIONS:**

#### **Student results**

This is a record of the final assessment outcome for each unit of competency. It must include the code and title of the unit of competency.

#### **Qualifications / Statements of Attainment issued**

This is a record of qualifications and or statements of attainment issued to students. The documents are created in accordance with the Australian Qualifications Framework (AQF) and issued in accordance with the "Issuing Qualifications and Statements of Attainment Policy".

#### **Completed assessment items**

This refers to the actual piece of work completed by the student, or evidence of that work and includes evidence collected for an RPL process. An assessor's completed marking guide/criteria/observation checklist for each student will be sufficient. However, it must have enough detail to allow auditors to form a valid opinion of the standard required. The assessor's checklist should include a summary of feedback given to the student, the name of the assessor and the date of the assessment.

#### **Agents and Brokers Records**

All information related to education agents and brokers that are contracted to work with the Institute.

#### **Assessment Tools**

Assessment tools are the material given to a student defining what has to be assessed and how together with any instructions / questions and associated information that is used by the student to undertake one or more assessments. In addition it also includes the material defined for an assessor including sample answers, assessment instructions, special requirements, set up instructions etc.

Assessment tools may address a cluster of competencies as applicable for holistic assessment.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 117 of 149

## Storage Requirements

All records must be kept securely and confidential information must be safeguarded. Records must be kept to avoid fire, flood, termites or any other pests and be available for perusal by the regulator's auditors at a scheduled audit. A backup of all electronic records must be kept. If only electronic records are kept, the mechanism by which the material can be retrieved must be retained.

Information about a client must not be disclosed to a third party without the written consent of the client. Procedures must ensure clients have access to their personal records.

## Transfer of student results and other records in the event of the RTO ceasing to operate

If the Institute should cease to operate or be a Registered Training Organisation, it must, within 14 days of ceasing, forward all student results, including student records (name, address and any identifier, such as date of birth) to the regulator's office. The documentation is to be complete, accurate and an ordered copy of all student results/details since initial registration. The records must be in the form of an electronic copy or hard copy, and include software details. Copies of qualification/statements of attainment issued to students, and a list of the competencies/modules achieved for each student, must be included.

## Version Control

Formal documents issued by the Institute will be subject to Version Control. Each version will have a version number and issue date in the footer.

Enhancements to the document will be either major or minor. Major changes will increase the number by one e.g. 1.0 to 2.0. Minor amendments will increase by a point e.g. 2.0 to 2.1.

A copy of superseded documents will be retained on the Institute server. In general, documents will be converted to a read only format (.pdf) for issuance to students and or staff. Source documents will be secured and not available for general access.

## Procedures

Physical Documents relating to both student and staff will be stored in filing cabinets whilst the student is current, and move to archive and retained in accordance with the table below once the student is no longer enrolled. Electronic information will be stored on servers that are in a secure area, and electronically protected from unauthorised access.

Computer systems will be backed up and copies of data will be kept off site in accordance with a regular IT back up schedule.

Students and Staff may apply to see their own information held by the Institute. In order to do this, they must complete a request form which must be approved by either the CEO or the Director of Studies. Administration Staff may copy section of the file for the student or staff member, but they should not be left with the file.

Academic Records will be moved from the files for current students to archive after a student has had their Certificate or Statement of Attainment issued and their continued enrolment at the Institute ceases.

The Administrative records of a student will be moved to archive once the enrolment ceases.

## Privacy and Student Access

Except as required under the VET Quality Framework, the National Code or the Higher Education and Skills Group contract or by law, information about a student will not be disclosed to a third party without the written consent of the student.

Access by students to their personal records is available upon request to the Student Administration by completing an "Application to View Participant Records" form. Students will be contacted by administration to discuss a suitable time to view their file and once a student can confirm their identification.

Student's access to the file will be granted only once written notification is received and the CEO or their delegate has validated the student's identification.

Access shall be provided within 5 working days of confirming the student's identification.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 118 of 149

Information that may be accessed includes progress, personal details and any relevant details of the student's enrolment that Institute has collected.

Where records are identified as inaccurate, the student may request the record to be amended.

Students will be granted full and immediate access to records of their competency completion on request.

**Coverage:**

This policy addresses the following Standard Clauses fully or in part from the Standards for RTOs 2015 – 1.8, 3.1, 7.4.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 119 of 149

### Retention Table

Item	Description	Period and number to be retained
Student results	Records to show each unit of competency and result and the date of result. Record of qualification obtained (if any)	Keep 100% for 30 years as per clause 3.2 and Schedule 5 of the VET Quality Framework
Qualifications/ Statements of Attainment issued	A record of qualifications obtained (or statement of attainment) issued to each individual student with enough information to reproduce the qualifications/statements of attainment if required.	Keep 100% for 30 years
Completed assessment items	All the assessment material provided by the student and marking information and competency cover sheets (Including RPL assessment material)	All to be retained for a minimum of 12 months following the completion of marking.
*Assessment tools	Student assessment tools and assessment procedures and assessors' marking guides / criteria / observation checklist (this refers to the master copy).	Keep a master copy of all assessment instruments tools/procedures used for 2 years. This is to cover the possible requirement to produce evidence as to how a person was assessed as competent.
*Work Based Training Documents	All assessment material including logs, supervisor observation sheets, and any other material used in the assessment.	Minimum of 2 years after student completes qualification.
Staff Records	All staff records including Skills matrices, copies of qualification and agreements.	Minimum of 1 year after the cessation of employment or contract.
Agents and Brokers Records	All information, application, review documentation and other communications relating to education agents.	For the life of the relationship with the agent and for 2 following cessation of the agency agreement.
Student Enrolment Records	All hard copy files of student's enrolments are retained and then destroyed after 2 years of the student ceasing enrolment. (For international students the date for cessation is the end date of the COE or the date of notification of cancellation to PRISMS).	
Fees paid and refunds given	Information consistent with the requirements of the Australian Taxation Office and/or ESOS Act and Tuition Assurance Fund is maintained and retained by the institute. All fees paid and refunds given to students are retained for a minimum period of 7 years from date of transaction.	
Accidents or critical incidents	All files relating to accidents causing reportable injury to staff or students and any files relating to the occurrence or management of critical incidents are retained for a period of 7 years from the date of the injury or critical incident.	
Complaints and appeals	All files relating to complaints and appeals (other than appeals relating to assessment results) should be retained for a period of 7 years.	
Internal Audit Reports		Minimum 2 years after completion and submission to Management.
External Audit Reports	Formal reports produced by the regulator's auditor.	Minimum of 5 years (length of registration before renewal).

\* For student records relating to HESG funding – this is increased to 7 years.



## Issuing Qualifications and Statements of Attainment Policy

### Policy

The VET Coordinator is responsible for ensuring the Institute issues Testamurs in accordance with the Australian Qualifications Framework (AQF) version 2 – Jan 2013 and with the Standards for RTOs 2015 – Standard 3.1 to 3.4 and Schedule 5.

Testamurs issued by the Institute are Certificates together with an associated Academic Transcript (for qualifications that have been completed successfully) or Statements of Attainment where a student has been assessed as competent in one or more Units of Competency. Original Testamurs are issued free of charge, for the Units or Qualifications that the student has paid for. Each Testamur is numbered and registered and can be validated as issued by the Institute to ensure that fraudulent copying or alteration can be detected.

If a student subsequently requests a copy/re-issuance of a Testamur, the Institute will provide a copy providing the appropriate fee is paid and that the Institute is satisfied that the applicant is bona fide.

### Procedure – Issue of Testamur

To issue a Testamur the particular Unit(s) or Qualification must have been paid for in full.

Once a student has completed a Unit of Competency then the results are entered on to the Student Management System. When a student completes a course, the issuing process will commence and will be completed within 30 days of the last Unit being assessed (or in the event of a Statement of Attainment the student has withdrawn (for whatever reason)).

Where ALL Units of Competency are marked as competent, then a Certificate will be issued. Where one or more Units of Competency have been completed, then a Statement of Attainment will be issued.

Administration is tasked to check that the Student Management System records are accurate as this data will be used to generate the Testamur. Prior to issuance Administration must check with finance that all fees have been paid. Where a Certificate is due there should be no fees outstanding. Where a Statement of Attainment is due, the units that have been paid for should be identified to ensure that no Statement of Attainment is issued for Units where fees are outstanding.

Administration will also verify that the student has a verified Student Identifier (USI). No document can be issued without a verified USI unless they, exceptionally, are Exempt. This should be recorded on the Student File. Administration must work with the student to get the USI prior to document issuance.

Where fees are outstanding Finance and Administration will agree with the student how the fees outstanding will be settled prior to issuance of any documentation.

If the payment is up to date, the request will be forwarded to the VET Coordinator to go through the academic results of the student. If student meets the course requirements, he/she will be awarded the Qualification and issued a Certificate together with an Academic Transcript. If the student meets the requirements for one or more Units, but not the whole qualification then a Statement of Attainment will be issued.

NOTE: No Testamur may be issued until the Student Identifier has been obtained and verified as correct (see Student Identifier policy). This number is NOT to appear on any Certificate or Statement of Attainment.

The processing time is limited to a maximum of 30 days.

### Validity of the Institute Testamurs

For a Testamur document to be valid then in addition to the information required to be on the document as defined by the Schedule 5 of the Standards for RTOs 2015, the document will have:

- Signature of the CEO or VET Coordinator
- A Red Seal affixed to Testamur and embossed with the Institute Seal
- Unique Certificate/Statement of Attainment number
- Be printed on Secure Paper (that will identify a copy if one has been made in an attempt at fraud)

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 121 of 149

For Certificates, an additional Academic Transcript will be issued that will detail the Units of Competency that the student has completed to be awarded the Qualification. This Academic Transcript will carry the same unique certificate number.

If a replacement Testamur has been issued (see below), then in addition to the above, the word “DUPLICATE” will be stamped across the document(s) – and will be computer generated and in red colour.

### **Request for Replacement Testamurs**

If the Institute receives a request to subsequently re-issue a testamur, then reasonable steps will be taken to ascertain that the requestor is the bona fide student or has the authority to request such a replacement (e.g Agent).

The request is triggered by completion of the “Request for Reissuing Qualifications Form”.

If the student resides in Australia then they must produce evidence equivalent to the “100 point check” to substantiate their identity. At least one type of photo identification must be presented. For example a current passport (Australian/Foreign – 70 points), a current driving licence (Driver licence/Learner’s permit/Boat licence – 40 points) and a current Medicare card (25 points) can be presented. If the evidence is sent as copies, then they must be certified as originals as for a Statutory Declaration.

The student must be able to support their request with information such as approximate date of graduation or other similar information on request.

If the request is via a 3rd party then the request must be supported by Statutory Declaration made by the student as to why the 3rd party is to receive the copy testamur. The Statutory Declaration should include certified copies of the 100 point check information.

If the student is non-resident in Australia, then they must provide the equivalent to a Statutory Declaration (as prescribed in their local legal environment) and must include a certified copy of their passport (including photograph) for verification purposes.

The normal processing time to issue a replacement Testamur qualification is 10 working days. To issue a replacement Testamur qualification or statement of attainment, the fee of AU \$150.00 must be paid up front.

### **Record Keeping**

Each Testamur issued carries a unique Certificate Number. This number is generated by the Student Management System (SMS). The SMS holds all the information required to recreate a certificate at any time (see re-issuance above).

The register is available for printing on approval of the Senior Management.

The information in the SMS will be held in accordance with the Records Management and Version Control Policy and the requirements of the regulator. The information sufficient to reprint the Testamur will be held for a minimum of 30 years.

This data can be extracted and provided to the Regulator on request or in the event that the Institute ceases to be registered as an RTO for whatever reason.

### **Coverage:**

This policy addresses the following Standard Clauses fully or in part from the Standards for RTOs 2015 - 3.1, 3.2, 3.3, 3.4, 3.6.

---

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 122 of 149

# My Student Survival Page

**EMERGENCY 000** or **112 from my mobile (to override key locks)**

## Government Departments

Department of Home Affairs  
**131 881** [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

**ATO** – Australian Taxation Office  
Tax File Number: **132 861** [www.ato.gov.au](http://www.ato.gov.au)

## Health Cover

**AHM** (Australian Health Management)  
**134 246** [www.ahm.com.au/oshc](http://www.ahm.com.au/oshc)

## International Student Visa conditions

As the regulation and requirements of visas change, please follow the link below to see a full list of **mandatory** and **discretionary** student visa conditions [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 123 of 149

# SECTION 5

## Social and Cultural

[www.RhodesCollege.vic.edu.au](http://www.RhodesCollege.vic.edu.au)

CRICOS Provider Code: 02992E

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 124 of 149

**Queens Group Pty Ltd (T/A) RHODES COLLEGE**

## Section 5: Social and Cultural

<b>S No</b>	<b>Topic</b>	<b>Page No</b>
1	Adjusting To Life in Australia	119
2	Culture Shock	120
3	Overcoming Culture Shock, Recognition, Be Objective, Set Goals	120
4	Australian Culture: Social Customs, Greeting People, Clothing Customs, Polite Behaviour	121
5	Australian Slang	122
6	Responding to an Invitation	123
7	Tipping	123
8	Public Holidays & Special Celebrations: New Year, Australia Day	123
9	Easter, Easter Traditions, Anzac Day	124
10	Labor Day, Queen's Birthday, Melbourne Cup Day,	125
11	Christmas	125
12	Sports & Recreation	126
13	Entertainment	128
14	Eating Out	130
15	Religion & Faith	131
16	Home Fire Safety	133
17	Sun Safety: Sun Protection	135
18	Beach Safety: Remember the F-L-A-G-S	136
19	The Surf Environment, Rips	136
20	Surf Skills, Escaping From a Rip, Negotiating the Surf	137
21	Bush & Outback Safety: In the Bush, Advice for Motorists Caught in Bushfires	137
22	In the Outback	139
23	Storm safety	140
24	Dangerous Animals & Plants	140
25	Bites and Stings	141
26	Anaphylaxis – allergic reactions General First Aid for Bites & Stings	141
27	Acknowledgement	146

## Adjusting to Life in Australia:



While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

### ➤ Listen, observe and ask questions

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

### ➤ Become involved

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

### ➤ Try to maintain a sense of perspective

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

### ➤ Maintain some of the routines and rituals you may have had in your home country.

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

### ➤ Keep lines of communication open with those at home.

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

### ➤ Sense of humour

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

### ➤ Ask for help

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

### ➤ Finally, relax and enjoy the journey!

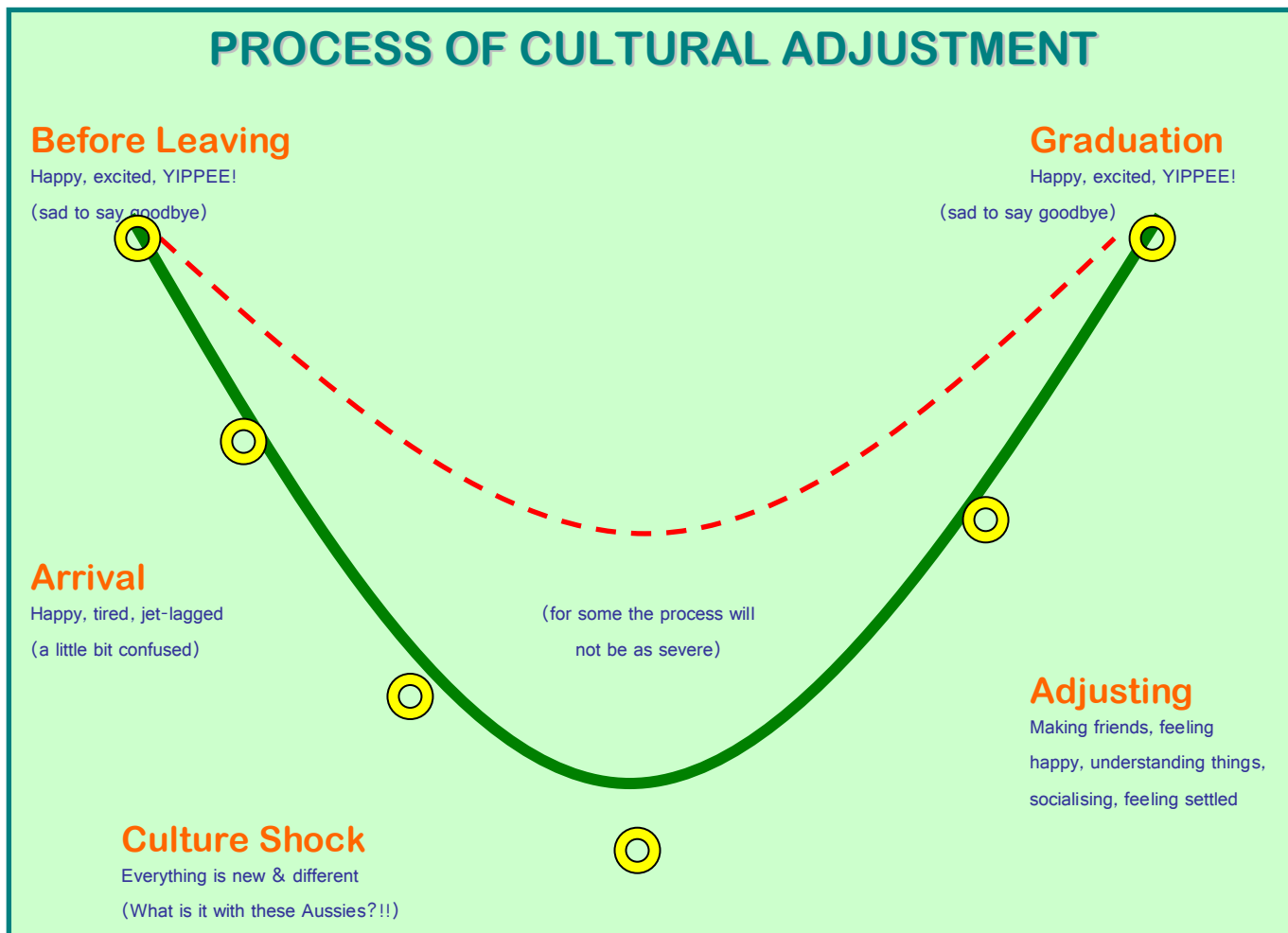
(Source: Macquarie University)

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 126 of 149

# Culture Shock:



**Culture shock** is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.



## Overcoming Culture Shock

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

- Recognition:** First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.
- Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!
- Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new

language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.

4. **Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)

## Australian Culture:



### Social Customs

#### Greeting People

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians **look at the eyes of the people** they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.



You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

#### Clothing Customs

The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards. Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.

Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches. People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.



#### Polite Behaviour

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, 'Excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'Excuse me' or 'pardon me' if we burp or belch in public or a person's home.



You should always try to **be on time** for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, '**Bless you**' when you sneeze. This phrase has no religious intent.

## Australian Slang

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

- **Bring a plate** - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.
- **BYO** - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- **Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.
- **Fortnight** - This term describes a period of two weeks.
- **Barbeque, BBQ, barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.
- **Snag** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.
- **Chook** - The term chook means a chicken, usually a hen.
- **Cuppa** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.
- **Loo or dunny** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'
- **Fair dinkum** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'
- **To be crook** - to be sick or ill.
- **Flat out** - busy.
- **Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaller'. This also means you are not obliged to shout.
- **Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.
- **How ya goin?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.



For more information on Australian slang visit: [www.cultureandrecreation.gov.au/articles/slang](http://www.cultureandrecreation.gov.au/articles/slang)

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 129 of 149

## Responding to an Invitation

- **What could I be invited to?** If you get an invitation to lunch, dinner, barbeque, party, wedding, birthday, or any type of event you will usually respond with a letter or phone call. The midday meal is called lunch, and the evening meal is called dinner or 'tea'. 'Tea' can also mean a cup of tea or 'cuppa'. If invited for tea, the time of the event is a good sign of whether your host means dinner or just a cup of tea. An invitation to tea, for anytime after 6pm (1800 hours) usually means dinner.
- **How are invitations made?** Invitations can be written or spoken. Written ones usually ask for RSVP, (which is *repondez s'il vous plait* in French) and means please reply. You should reply whether you intend to go or not. The invitation will tell you how to reply and when the reply is expected. Your host may be specific about how many people are invited. If your host invites the whole family, you should tell your host how many people would go. Usually a family is the parents and their children.
- **What if I do accept an invitation?** When you accept an invitation to a meal, it is also usual to tell the host what you cannot eat. It is perfectly okay to say that you are a vegetarian and do not eat meat or that you are Muslim or Jewish and do not eat pork. **It is not polite to arrive late** and you should make a telephone call to your host to explain if you are going to be late.
- **What if I cannot accept an invitation?** You may not always be able to accept an invitation. The best way to refuse is to say, 'thank you, unfortunately I/we have other plans at that time'. To say that you are too busy may seem extremely rude, even if it is true. Once you accept an invitation, you should only cancel if something arises where you cannot go. You should also explain the reason to your host. To cancel because you got a better invitation from somewhere else can seem very rude, and can affect new friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you check your plans and reply to them later.

(Source: Department of Immigration)

## Tipping

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.

## Public Holidays & Special Celebrations:



Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

### New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. **January 1** is a public holiday.

### Australia Day

Australia Day, **January 26**, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.



Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 130 of 149

## Easter

Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday, or get together with family and friends. Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.

### Easter Traditions

- **Shrove Tuesday or Pancake Day:** Shrove Tuesday is the last day before Lent. In earlier days there were many foods that observant Christians would not eat during Lent such as meat and fish, eggs, and milky foods. So that no food was wasted, families would have a feast on the shroving Tuesday, and eat up all the foods that wouldn't last the forty days of Lent without going off.

Pancakes became associated with Shrove Tuesday because they were a dish that could use up perishable



foodstuffs such as eggs, fats and milk, with just the addition of flour.

Many Australian groups and communities make and share pancakes on Shrove Tuesday. Selling pancakes to raise money for charity is also a popular activity.

- **Hot Cross Buns:** Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water. The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter.

A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.



- **Easter Eggs:** Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.
- **The Easter Bunny:** Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world.

The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

## Anzac Day

Anzac Day is on **April 25** the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a



Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 131 of 149

War Memorial in one of the Capital Cities around Australia for either the traditional “Dawn Service”, which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.

ANZAC Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen’s League) Club to experience a traditional game of “**TWO-UP**”. A game of chance played by the ANZACS where money is waged on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families and friends on this day, the atmosphere is one of “mate-ship” and friendliness to all and the experience of a game of two-up is a memorable one.

## Labor Day

Labor Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labor Day originated in Australia as a means of giving ‘working people’ a day off and recognising the roots of trade unionist movements and workers’ rights.

## Queen’s Birthday

The Queen’s Birthday holiday celebrates the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also Queen of Australia, where the Queen’s Birthday is a public holiday celebrated on a Monday but on different dates. Having the Queen’s Birthday on a Monday, results in a three-day long weekend.

## Melbourne Cup Day

The Melbourne Cup is a 2 mile international horse race run on the **first Tuesday of November each year** attracting the finest racehorses from around the world. Known as the “race that stops a Nation” due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory “Cup Day Breakfast”, lunch, party or barbeque to celebrate Melbourne Cup. It is traditional to run a “Cup Sweep” where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people wagering money. After the race is won, the prize pool is divided into amounts for 1<sup>st</sup>, 2<sup>nd</sup>, & 3<sup>rd</sup>, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the “Spring Racing Carnival” which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It’s a very colourful time to be in Melbourne.



## Christmas

Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. Christians believe that Jesus is 'the son of God', the Messiah sent from Heaven to save the world.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 132 of 149

# Sports & Recreation:



The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas and our English heritage also has an impact on some northern hemisphere Christmas traditions which are followed.

In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus. On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.



Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places which have developed an international reputation for overseas visitors to spend Christmas Day in Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day.

**Carols by Candlelight** have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are televised live throughout the country, to smaller local community and church events.

Christmas in Australia is also associated with two major sporting events:

- **The Boxing Day Test:** December 26 is the opening day of the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.
- **The Sydney to Hobart Yacht Race:** the "Sydney-to-Hobart" is Australia's most prestigious yachting race and on the calendar of international yacht racing, and begins 26 December in beautiful Sydney Harbour.

(Source: Australian Government – Culture and Recreation Portal)



### **City Baths**

Melbourne City Baths is your total health, fitness and wellbeing centre. In this unique, heritage-listed building, the Baths offers a wide and diverse range of services and facilities, from the largest swimming pool in the CBD to its state-of-the-art gymnasium and cardio studio. It also includes a comprehensive range of group fitness and wellness programs to suit all fitness levels and interests.

#### **Location**

City Baths

438 Swanston Street,

Melbourne VIC 3000

Tel.:9663 5888

[mcb@melbourne.vic.gov.au](mailto:mcb@melbourne.vic.gov.au)

[www.melbournecitybaths.com](http://www.melbournecitybaths.com).

### **Etihad Stadium**

Etihad Stadium (previously known as Telstra Dome) is one of Australia's leading multi purpose venues designed to cater for major sporting and entertainment events hosting up to 55,000 seated patrons. The stadium is situated in the heart of Melbourne's Docklands precinct, just minutes away from the CBD.

Etihad Stadium is the only football stadium in the Southern Hemisphere with a fully retractable roof, taking only 8 minutes to close. Etihad Stadium not only plays host to AFL matches but has also to many international entertainment acts and sporting events including, U2, Robbie Williams, Barbara Streisand and Bon Jovi, The State of Origin, ICC World XI Cricket Series, The Melbourne Victory Grand Final as well as hosting the International Rugby 7's at the 2006 Commonwealth Games.

#### **Location**

Etihad Stadium

130-148 Harbour Esplanade

Docklands VIC 3008

Tel.:8625 7700

[enquiries@telstradome.com.au](mailto:enquiries@telstradome.com.au)

[www.telstradome.com.au](http://www.telstradome.com.au)

### **Flemington Racecourse**

Flemington is the best-known and oldest continuing metropolitan racecourse in Australia. It is the most significant racing heritage site in the country and in 2006 it was placed on the National Heritage List. The first race meeting held here was on the rough river flats beside the Maribyrnong River in March 1840 when Melbourne as a town was barely five years old. Flemington has also been a great centre for horse training.

#### **Location**

500 Epsom Road

Flemington VIC 3031

[customerservice@vrc.net.au](mailto:customerservice@vrc.net.au)

[www.flemington.com.au](http://www.flemington.com.au)

## **MCG**

Since the Melbourne Cricket Club moved to the ground in 1853, the MCG has established a marvellous history, hosting international cricket including the first-ever Test and the 1992 World Cup final, countless VFL/AFL Grand Finals, and the 1956 Olympic Games.

### **Location**

Mcg 120 Brunton Avenue

Jolimont VIC 3002

Tel.:9657 8888

[contactus@mcg.org.au](mailto:contactus@mcg.org.au)

[www.mcg.org.au](http://www.mcg.org.au)

## **Rod Laver Arena**

Since 1988, Rod Laver Arena has been best known as the venue for the Australian Open tennis finals; however it is also where almost every famous entertainer in the world has performed. The stadium's versatile nature has seen everything from rodeos, motocross, swimming championships and basketball to children's shows.

### **Location**

Rod Laver Arena, Melbourne Park

Batman Avenue

Melbourne VIC 3004

Tel.:9286 1600

[enquiries@mopt.vic.gov.au](mailto:enquiries@mopt.vic.gov.au)

[www.mopt.com.au](http://www.mopt.com.au)

## **Melbourne Park**

### **Description**

Melbourne Park (originally called the National Tennis Centre) is best known as the venue for the Australian Open tennis Grand Slam tournament, held here since its construction in 1988. The area incorporates Rod Laver Arena, Vodafone Arena, Margaret Court Arena, over 20 outside courts and the Melbourne Park Function Centre.

Melbourne Park's venues host all manner of sport and entertainment, functions and exhibitions. Major tenants include Tennis Australia and NBL team South Dragons.

### **Location**

Melbourne Park

Batman Avenue

Melbourne VIC 3004

Tel.:9286 1600

[enquiries@mopt.vic.gov.au](mailto:enquiries@mopt.vic.gov.au)

[www.mopt.com.au](http://www.mopt.com.au)

## **Entertainment:**



## **Melbourne Zoo**

Be filled with wonder as you explore the award-winning Melbourne Zoo. With more than 300 species of animals from all over the world, you won't believe that you're only 4km from the CBD. Stroll with the lush tropical surrounds of the Asian and African Rainforests and be amazed by the rich wildlife that plays an important role in education, research and conservation.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 135 of 149

Walk the award-winning Trail of the Elephants and see our Asian elephants, watch the orang-utans swing through their exciting new sanctuary and visit the gorillas in their rainforest. See Australia's unique wildlife – penguins, koalas, kangaroos, platypus and wombats, plus much, much more.

### **Location**

Melbourne Zoological Gardens

Elliott Avenue

Parkville VIC 3052

Tel.:9285 9300

[mz@zoo.org.au](mailto:mz@zoo.org.au)

[www.zoo.org.au](http://www.zoo.org.au)

### **Eureka Skydeck 88**

Nothing you have ever experienced will prepare you for the inspiring views from the highest viewing platform in the Southern Hemisphere at Melbourne's Eureka Tower, currently the world's tallest residential building. Two dedicated lifts propel visitors to Level 88 in under 40 seconds and only Skydeck 88 can give you the world's only "Edge Experience" – a switchable glass cube which slides out from the building – with you inside!

Apart from the unforgettable panorama, Skydeck 88 entertains the entire family with a host of activities and fascinating facts.

### **Location**

7 Riverside Quay

Southbank VIC 3006

Tel.:9693 8888

[info@eurekaskydeck.com.au](mailto:info@eurekaskydeck.com.au)

[www.eurekaskydeck.com.au](http://www.eurekaskydeck.com.au)

### **Docklands**

Why not discover a fresh perspective of the city at Melbourne Docklands, just minutes from the city centre. Situated on the sparkling Victoria Harbour, Docklands is fast becoming one of the world's most exciting urban domains with a dynamic mix of residential, commercial, retail and leisure activities.

A thriving hub for locals and visitors, the ever changing Docklands is a picturesque playground filled with award-winning restaurants, stylish bars, relaxing cafes and promenades, spectacular urban art, historical wharves, marinas and parkland.

Hunt down bargains at DFO Spencer Street, go open air shopping at Harbour Town, Waterfront City, or take in the local shopping strip vibe of Merchant Street, Victoria Harbour.

And then, when your feet (or wallet) can take no more, wind down at a café in front of a sparkling marina.

### **Federation Square**

Federation Square is Melbourne's meeting place and unique cultural precinct, and is one of the most visited tourist attractions in Victoria - receiving over 40 million visits to date.

Federation Square is home to The Ian Potter Centre: NGV Australia; ACMI; Champions – The Australian Racing Museum; and the National Design Centre, as well as a wide range of restaurants, cafés, bars and shops. The Melbourne Visitor Centre is also located at Federation Square, providing a one-stop shop for information on Melbourne for local, interstate and international visitors alike.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 136 of 149



### **Location**

Federation Square  
2-20 Swanston Street  
Melbourne VIC 3000  
Tel.:9655 1900  
[info@fedsquare.com](mailto:info@fedsquare.com)  
[www.fedsquare.com](http://www.fedsquare.com)

### **Melbourne Museum**

Melbourne Museum explores life in Victoria, from our natural environment to our culture and history. Located in Carlton Gardens opposite the historic Royal Exhibition Building, the award-winning Melbourne Museum houses a permanent collection in eight galleries, including one just for children. Highlights include a complete skeleton of a blue whale, the Bunjilaka Aboriginal Cultural Centre, a living rainforest, the racehorse Phar Lap and an IMAX theatre on site.

### **Location**

Melbourne Museum  
11 Nicholson Street  
Carlton VIC 3053  
Tel.:13 11 02  
[www.museumvictoria.com.au/MelbourneMuseum/](http://www.museumvictoria.com.au/MelbourneMuseum/)

### **Her Majesty's Theatre**

Her Majesty's Theatre, affectionately known as 'The Maj', is one of Australia's leading theatres, combining comfortable seating, exceptional sightlines and the industry's greatest productions. Modern facilities and its rich, historic setting and beautiful Art Deco interiors make The Maj a venue of choice.

### **Location**

219 Exhibition Street  
Melbourne VIC 3000  
Tel.:8643 3300  
[jesse@hmt.com.au](mailto:jesse@hmt.com.au)  
[www.hmt.com.au](http://www.hmt.com.au)

## **Eating Out:**



Melbourne hosts a wide variety of restaurants, these being some of the most visited restaurants.

### **R.Bar**

The R.Bar features an exclusive menu consisting of traditional northern Italian cuisine, which features only the freshest ingredients. A young and vibrant bar is situated below the restaurant, so it is always possible to have that cocktail, or, perhaps a hearty breakfast. The establishment caters for special functions, all of which are individually tailored to suite your style.

67 Beach St  
Port Melbourne VIC 3207

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 137 of 149

## **Brunetti**

Brunetti began trading in 1985 as an authentic Italian Pasticceria located in Carlton, Melbourne. Since then, the business has grown into one of Melbourne's iconic cafes, and has branched off into the heart of Melbourne's CBD, the City Square.

214 Flinders Lane  
Melbourne VIC 3000

## **The Point**

Dining day or night, the view from The Point Restaurant is one of the best Melbourne has to offer. The space is stylish and modern, combining award winning cuisine by Bocuse d'or competitor, Executive Chef Scott Pickett and an impressive wine list. The Point showcases Australia's finest beef from Victoria, Cape Grim Tasmania and the Clare Valley South Australia, delivering our guests with a contemporary approach to classic dishes

Aquatic Dr Melbourne Grand Prix Circuit, VIC 3206 - (03) 9682 5566

## **Gaylord Indian Restaurant**

Offering tandoori food with all the ingredients in the right places, the familiar dishes of this inner-city Indian bear a distinct resemblance to the suburban variety most of us are used to, but far surpass it in quality. Northern Indian cuisine is given the respect it deserves, by people who understand the complexity of the spices and scents and know how to get the best out of the traditional tandoori oven. The worn, cosy environment and great-value meals are enough to inspire the sort of loyalty normally reserved for the aforementioned local takeout.

4 Tattersalls La  
Melbourne 3000 VIC  
Phone: (03) 9663 3980

# **Religion & Faith:**



## **Christianity**

### **St Mary Star of the Sea Catholic Church**

33 Howard Street  
West Melbourne, VIC 3003, (03)9328 3203

### **Coptic Catholic Church**

103 Wellington St  
Flemington, VIC 3031  
(03) 9376 8773

### **Hawthorn West Baptist Church**

36 Barton Street  
Hawthorn, VIC 3122  
(03) 9818 8964

### **Faith Baptist Church**

111 Anderson Road  
Fawkner, VIC 3060  
(03) 9018 9538

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 138 of 149

## **Islam**

### **Islamic council of Victoria**

66 Jeffcott St,  
West Melbourne, VIC 3003  
(03) 9328 2067

### **Islamic Society of Victoria**

90 Cramer Street  
Preston, VIC 3072  
(03) 9470 2424

### **Newport Mosque**

1 Walker St  
Newport, VIC 3015  
(03) 9391 0449

## **Judaism**

### **Melbourne City Synagogues**

488 Albert Street  
East Melbourne, VIC 3002

### **Synagogues St Kilda Hebrew Congregation**

12 Charnwood Grove  
St Kilda, VIC 3182  
(03)9537 1433

### **Elwood Synagogue**

39 Dickens Street  
Elwood, VIC 3184  
(03) 9531 1547

## **Hinduism**

### **Kundrathu Kamaran Temple**

139 Gray Court  
Rockbank, VIC  
(03) 9747 1135

### **Shirdi Sai Sansthan**

32 Halley Avenue (corner of Toorak Road and Eddy Street)  
Camberwell, VIC  
(03) 9762 8232

### **Melbourne Murugan Temple**

17-19 Knight Avenue  
Sunshine, VIC 3020  
(03) 9310 9026

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 139 of 149

## **Buddhism**

### **Buddhist Society of Victoria**

71-73 Darling Street  
East Malvern, VIC

### **Quang Ming Buddhist Temple**

18 Burke Street  
Maribyrnong, VIC

## **Sikhism**

### **Sikh Temple Melbourne**

127 Whitehorse Road,  
Blackburn, VIC 3130  
(03) 9894 1800

### **Gurdwara Sahib**

116 Tyler Street  
East Preston, VIC 3072

## **Jainism**

### **Melbourne Shwetambar Jain Sangh**

3 Rice Street  
Moorabbin, VIC 3189  
(03) 9555 2439

## **Home Fire Safety:**



International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Follow the fire safety tips below to help you reduce the chance of fire in your accommodation:

### **Smoke Alarms**

When you are sleeping you cannot smell smoke. Smoke alarms save lives. They wake you and alert you to the danger from smoke and fire. You **MUST** have a smoke alarm where you live, it is the law. All homes must have a smoke alarm on each level. Landlords are legally responsible for installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. If you live on campus there will be a smoke alarm in your room. If you live off campus in a house or flat there must be a smoke alarm outside your bedroom.



Look after your smoke alarm, it can save your life.

- Test your smoke alarm monthly by pressing the test button.
- DON'T remove the battery
- DON'T take the smoke alarm down
- DON'T cover the smoke alarm
- Replace the battery in your smoke alarm yearly.
- Regularly vacuum over and around your smoke alarm to remove dust and debris to keep it clean.
- If there is no smoke alarm or it does not work report it to your landlord.



## Electricity

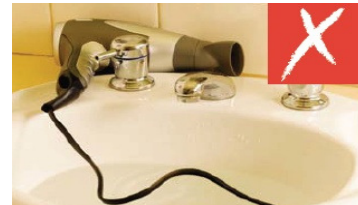
The safe use of electricity assists in preventing house fires.

- **Improper use of power boards and double adaptors can lead to fires.**
- A double adaptor or a powerboard plugged into another double adaptor or powerboard creates a danger of overloading the system. For safety, use a single extension cord rather than joining shorter cords. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating.



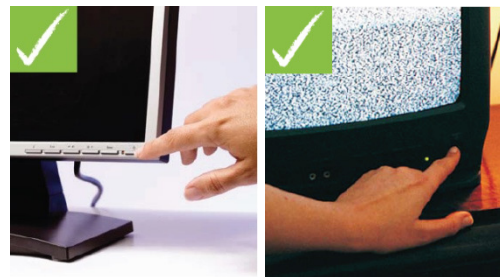
- **Be careful to keep electrical appliances away from water.**

A hair dryer takes time to cool down. For safety, allow this to happen on an inflammable surface before storing it.



- **Computers, monitors and TVs can overheat and cause fires even when not in use.**

They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, not only with the remote control.



- **Light globes can become very hot.**

It is dangerous to cover a lamp with any type of fabric. To dim a lamp it is recommended that a lower wattage globe is used.



## Heaters

It's nice to keep yourself warm in the cooler weather, but remember heaters are a major cause of house fires.

- Read and follow the operating instructions for your heater.
- All clothes and curtains should be at least one metre from the heater.
- Turn off all heaters before you leave your room or go to bed.
- Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and fires are extinguished.



## Candles, Oil Burners and Cigarettes

Candles, oil burners and cigarettes can all be dangerous fire hazards.

## Cooking

Most house fires start in the kitchen.

- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
  - DO NOT use water to put out an oil fire.
  - Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, "If Safe To Do So".
- Turn off the cooking appliance before you leave the room or go to bed.
- 



## Plan Your Escape

In a Fire:

1. Get down on the floor. Crawl to the door.
2. Get out of your room.
3. Close the door. This prevents smoke and fire from spreading
4. Alert others.
5. When outside stay out.
6. Call **000**.



(Source: Metropolitan Fire Brigade, Melbourne. [www.mfb.vic.gov.au](http://www.mfb.vic.gov.au))

## Sun Safety:



Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

## Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are **six simple steps** you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
5. Wear UV protective sunglasses
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.



# Beach Safety:



Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

## Remember the F-L-A-G-S and Stay Safe

**F** Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach.



**L** Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.

**A** Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.

**G** Get a friend to swim with you - so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult.

**S** Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.

And remember – **NEVER**

**Never** swim at unpatrolled beaches

**Never** swim at night

**Never** swim under the influence of alcohol

**Never** run and dive into the water

**Never** swim directly after a meal



## The Surf Environment

### Rips

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing a drag effect. **The larger the surf the stronger the rip.** Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

### Identifying a Rip

The following features will alert you to the presence of a rip:

- darker colour, indicating deeper water
- murky brown water caused by sand stirred up off the bottom
- smoother surface with much smaller waves, alongside white water (broken waves)
- waves breaking further out to sea on both sides of the rip
- debris floating out to sea



Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 143 of 149

- a rippled look, when the water around is generally calm

## Surf Skills

### Escaping From a Rip

If you are caught in a rip:

- Don't Panic - stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore
- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help.
- Remember to stay calm and conserve your energy.

### Negotiating the Surf

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.

When going out through the surf, negotiate the shallows by a high hurdle type of stride until the breakers reach your waist or until your progress is slowed.

Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.

Your hands can be dug into the sand in front at arm's length for stability and as a pull forward when ready to surface.

If the water is deep enough, bring your knees up under your body so you can get a good push off the bottom, like an uncoiling spring. This gives added force to your next dive. Repeat this process until in chest-deep water, then start swimming.

If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the bottom; instead duckdive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).

Stick to your predetermined path on the swim out.

Check your position by occasionally raising your head for a quick look when swimming on top of a swell.



(Source: Surf Lifesaving Australia)

## Bush & Outback Safety:



Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

In the Bush

Be prepared if you plan some time in our bushland. Plan your hike. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.



- Check the weather forecast and be prepared for unexpected changes in weather.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 144 of 149



- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map.
- **Never walk alone.** Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- **Never dive** into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.



## Advice for Motorists Caught in Bush Fires

Bush fires are common occurrences in Australia during our often long hot summers. If you are in smoke and fire-affected areas, you should stay off the roads. If you must get in the car, put your headlights on, dress in protective clothing and footwear and make sure you take food and water - you could be stuck for long periods if your journey is blocked by road closures. Turn the car radio on and keep it tuned to local stations for bush fire updates

- If you are caught in the middle of a bush fire, park the car immediately and remain calm
- Look for a clear area, preferably off the road. Areas clear of grass or bush are safest - they will not sustain fires of high intensity
- Do not leave the vehicle. Many people have lost their lives by exiting the vehicle only to be trapped on foot in the open. Your vehicle will help protect you from radiant heat, the chief danger
- Switch the ignition off. It is unlikely that a vehicle's fuel tank will explode from the heat of a passing bush or grass fire
- Close all windows and vents or turn vents to recycle
- Put the headlights on so that the car is as visible as possible, especially to fire tankers
- Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket. Do not use synthetics, which may give off toxic vapours or melt
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute. During this time it will be hot, noisy and frightening. It will last a short time even though it may seem longer
- If you have water, drink it
- Never attempt to drive through smoke or flame. Crashes can occur when drivers run off the road, striking trees or other cars
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding
- Do not proceed until you are satisfied that the fire has passed and that you are not likely to be trapped a second time
- Falling trees and branches are a hazard during and after intense fires. Do not park or drive under trees
- Exit the area as quickly as possible. Remember fire vehicles may be trying to enter the area and your presence may hinder fire fighting operations.

(Source: NRMA)

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 145 of 149

## In the Outback:



Australia's outback is vast. Our remote wilderness areas have few towns and facilities, often with large distances between them, so be aware and plan your trip.

- When planning each day of travel spend some time to calculate how long it will take to drive between destinations. Be realistic about how far you can drive in a day.
- Inform family and friends or the local police of your travel plans. The local police can also provide helpful advice on facilities and road conditions.
- Always carry a current road map.
- Make sure your vehicle is in good working order and has been serviced recently.
- Use a four-wheel drive vehicle on unsealed roads in remote areas. Take extra care when driving these vehicles. For example, drive at reduced speeds on unsealed roads.
- Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle.
- **If you have trouble with your vehicle, don't leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you.**
- Hire appropriate emergency communication equipment, such as a satellite phone or an Emergency Position Indicating Radio Beacon device (EPIRB).
- Obey road closure signs and stay on recognised routes.
- Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately.
- Australian wildlife and livestock often graze on the roadside and can stray onto the road. Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it.
- During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles.

(Source: Visit Victoria. com)



## Storm Safety:



Storms can happen anywhere and at any time of the year. Storms are more common during storm season – from October to the end of April, but it is important to be aware all year round.

Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings, and damage trees and powerlines.



You can also be indirectly affected by storms even if your property is not damaged; such as losing power, or access roads being cut.



The SES is responsible for managing the clean-up and helping people during and after a storm.

During a storm, there are some things you can do to stay safe:

- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders.
- Listen to your radio for weather updates.
- Don't use a landline telephone during an electrical storm

If you are caught outside during storm

- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.
- If in a group – spread out, keeping people several metres apart.

## Dangerous Animals & Plants:



Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them - they are not used to close contact with humans and may hurt you

If you are visiting any of Australia's beautiful parks or forests:

- **Be wary of animals in their natural habitat.** Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.
- **Never feed or play with wildlife.** Native animals are by nature timid, however, having been provided food from people, may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland:

- **Take care to avoid marine stingers.**
- Do not enter water where crocodiles may live.

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 147 of 149

## Bites and Stings

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being stung or bitten.

The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or **000**.

## Anaphylaxis – allergic reactions

**Anaphylaxis is a severe allergic reaction** that can occur in sensitive individuals from exposure to any chemicals foreign to the body, including bites and stings, plants, or medications. Parts of the body, for example the face or throat swell up so much that the patient can't breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop. **For any patient who shows signs of anaphylaxis, call 000 for an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital.**

### General First Aid for Bites and Stings

For bites or stings from these creatures seek first aid assistance straight away, stay calm, and as immobile as possible.

- all species of Australian snakes, including sea snakes
- funnel web spiders
- blue ringed octopus
- cone shell stings

For all other bites and stings:

- Seek or apply basic first aid.
- Wash with soap and water and apply an antiseptic if available. Ensure that the patient's tetanus vaccination is up to date
- Apply an ice-pack to reduce local pain and swelling
- Pain relief may be required eg. paracetamol or an antihistamine (to reduce swelling, redness and itch)
- The patient should seek medical advice if they develop any other symptoms or signs of infection.

[www.health.qld.gov.au/poisonsinformationcentre/bits\\_stings](http://www.health.qld.gov.au/poisonsinformationcentre/bits_stings)

(Source Queensland Health)

Student Handbook - International Students	Version: 11.0	Issue Date: 01 October 2019	Review Date: 01 July 2020
Managed By: VET Coordinator		Authorized By: CEO	Page 148 of 149

## Acknowledgements

This project could not have been completed if it were not for all the wonderful international student resources that have been developed to support international students and programs throughout Australia. This is specifically to acknowledge the International Student Handbooks and online support services developed by the following education providers from whom examples of 'best practice' were sought:

[Australian National University](#)

[Central Queensland University](#)

[Charles Darwin University](#)

[Curtin University of Technology](#)

[Griffith University](#)

[Education and Training International WA](#)

[La Trobe University](#)

[Macquarie University](#)

[Monash University](#)

[Education Queensland International](#)

[Queensland University of Technology](#)

[Southbank Institute of Technology](#)

[Study Queensland](#)

[Study Victoria](#)

[TAFE NSW](#)

[TAFE Queensland](#)

[TAFE South Australia](#)

[University of Adelaide](#)

[University of Melbourne](#)

[University of New South Wales](#)

[University of Queensland](#)

[University of South Australia](#)

[University of Sydney](#)

[University of Tasmania](#)

[University of Wollongong](#)