**TABLE OF CONTENTS**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Welcome</strong></td>
<td>5</td>
</tr>
<tr>
<td>About ALTEC</td>
<td>6</td>
</tr>
<tr>
<td>Core Principles</td>
<td>6</td>
</tr>
<tr>
<td><strong>Campus Location and Information</strong></td>
<td>8</td>
</tr>
<tr>
<td>Campus Location</td>
<td>8</td>
</tr>
<tr>
<td>How to Get There by Public Transport</td>
<td>8</td>
</tr>
<tr>
<td><strong>Pre-Enrollment Information</strong></td>
<td>11</td>
</tr>
<tr>
<td><strong>Academic Life</strong></td>
<td>15</td>
</tr>
<tr>
<td>Payment of fees</td>
<td>17</td>
</tr>
<tr>
<td>Course Progress</td>
<td>18</td>
</tr>
<tr>
<td>Plagiarism</td>
<td>18</td>
</tr>
<tr>
<td>Assessments &amp; Reports</td>
<td>18</td>
</tr>
<tr>
<td>ESOS Framework and Your Rights</td>
<td>19</td>
</tr>
<tr>
<td>Protection for overseas students</td>
<td>19</td>
</tr>
<tr>
<td>Your rights</td>
<td>19</td>
</tr>
<tr>
<td><strong>Student Administration</strong></td>
<td>21</td>
</tr>
<tr>
<td>International Student Transfer</td>
<td>21</td>
</tr>
<tr>
<td>Course Duration: Deferral, Suspension and</td>
<td>21</td>
</tr>
<tr>
<td>Cancellation of Enrolment</td>
<td>21</td>
</tr>
<tr>
<td>Change of Course</td>
<td>21</td>
</tr>
<tr>
<td>Student Complaints &amp; Appeals</td>
<td>22</td>
</tr>
<tr>
<td><strong>Completing Your Studies</strong></td>
<td>24</td>
</tr>
<tr>
<td><strong>Miscellaneous Information Students’ Property</strong></td>
<td>26</td>
</tr>
<tr>
<td><strong>Key Policies and Procedures</strong></td>
<td>28</td>
</tr>
<tr>
<td>Harassment Policy and Complaint Procedure</td>
<td>28</td>
</tr>
<tr>
<td>Anti-Discrimination and Bullying Policy and Procedure</td>
<td>28</td>
</tr>
<tr>
<td>Health and Safety Policy and Procedure</td>
<td>28</td>
</tr>
<tr>
<td>Critical Incident Policy</td>
<td>28</td>
</tr>
<tr>
<td>Access and Equity Policy</td>
<td>29</td>
</tr>
<tr>
<td>Student Admission and Enrolment Policy and Procedure</td>
<td>29</td>
</tr>
<tr>
<td>Student Fees Policy</td>
<td>29</td>
</tr>
</tbody>
</table>
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Policy and Procedure</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee Refund Policy and Procedure</td>
<td>29</td>
</tr>
<tr>
<td>Student Orientation Policy and Procedure</td>
<td>29</td>
</tr>
<tr>
<td>RPL and Credit Transfer Policy and Procedure</td>
<td>30</td>
</tr>
<tr>
<td>Deferral, Suspension, and Cancellation of Enrolment Policy</td>
<td>30</td>
</tr>
<tr>
<td>Course Progress Policy and Procedure</td>
<td>30</td>
</tr>
<tr>
<td>Reassessment Policy and Procedure</td>
<td>30</td>
</tr>
<tr>
<td>Course Completion within Expected Duration Policy</td>
<td>30</td>
</tr>
<tr>
<td>Student Complaints and Appeals Policy and Procedure</td>
<td>31</td>
</tr>
<tr>
<td>Issuance of Statement of Result, Statement of Attainment, Award, and Data Provision</td>
<td>31</td>
</tr>
<tr>
<td>Policy and Procedure</td>
<td>31</td>
</tr>
<tr>
<td>International Student Transfer Policy and Procedure</td>
<td>31</td>
</tr>
<tr>
<td>Change of Course Policy and Procedure</td>
<td>31</td>
</tr>
<tr>
<td>Plagiarism and Academic Misconduct Policy</td>
<td>31</td>
</tr>
</tbody>
</table>

## Appendix A

<table>
<thead>
<tr>
<th>Guide</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Student Guide</td>
<td>33</td>
</tr>
<tr>
<td>Guide to studying &amp; living in Australia</td>
<td>33</td>
</tr>
<tr>
<td>About Australia</td>
<td>33</td>
</tr>
</tbody>
</table>

## Local Information

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About Victoria</td>
<td>36</td>
</tr>
<tr>
<td>Academic year, qualifications and duration of study</td>
<td>38</td>
</tr>
<tr>
<td>Preparing for your Australian study journey Checklist of things to do</td>
<td>39</td>
</tr>
<tr>
<td>before leaving home</td>
<td>41</td>
</tr>
<tr>
<td>Entry into Australia</td>
<td>43</td>
</tr>
<tr>
<td>Financial matters</td>
<td>43</td>
</tr>
<tr>
<td>Settling into life in Australia</td>
<td>44</td>
</tr>
<tr>
<td>Society and Culture</td>
<td>46</td>
</tr>
<tr>
<td>Getting around</td>
<td>48</td>
</tr>
<tr>
<td>Health matters</td>
<td>49</td>
</tr>
<tr>
<td>Working in Australia</td>
<td>51</td>
</tr>
<tr>
<td>Safety matters and the law</td>
<td>52</td>
</tr>
<tr>
<td>Useful links and information</td>
<td>54</td>
</tr>
</tbody>
</table>
WELCOME
WELCOME

Welcome to ALTEC.

Thank you for considering Australian Learning, Training and Education Centre (ALTEC) as your education and training destination in Melbourne, Australia. This handbook provides useful information about student life in Melbourne and ALTEC courses to help you make a decision on your qualification and career choices.

ALTEC is committed to providing a positive and resourceful learning environment to all its students to enhance their learning experience at ALTEC. ALTEC is further committed to student welfare with students as the prime focus of the operations. At ALTEC, students have access to all levels of management to express their concerns, views and suggestions. ALTEC believes in continuously improving its services in both academic and administrative areas that add value to student experience at the college.

ALTEC would like to welcome you as a new student. All the best wishes,

Pankaj Goel
CEO
ABOUT ALTEC

ALTEC has been operating within the Vocational Training and Education sector since 2008 as a registered training organisation, delivering a range of skill courses to domestic and international students.

ALTEC is managed by a team of highly qualified and experienced executives and program managers with years of professional experience in their respective fields. The top management team consists of senior managers who are highly qualified and boast a strong and distinguished academic background in education and training.

ALTEC is constantly engaged in developing new and skill oriented learning programs for its students and forming alliances with corporate partners, industry bodies and universities. ALTEC envisages articulation arrangements with prominent universities, corporate training and government-funded training programs in the near future as part of its strategic initiatives. Focusing on its expertise of developing and providing vocational education programs, ALTEC envisions expansion of its operations in the overseas markets, most notably India and the Sub-continent, where it can leverage its marketing networks, brand image and industry associations in creating long-term business opportunities.

ALTEC is a corporate member of The Australian Institute of Management (AIM) and a program partner of CPA Australia. ALTEC is also an accredited Training Provider for Institute of Certified Bookkeepers (ICB) and an Accredited Training Centre for International Software Testing Qualifications Board (ISTQB) catering to both Corporate and individual clientele.

CORE PRINCIPLES

ALTEC has as its primary purpose the provision of education and is committed to supporting free intellectual inquiry and nurturing a culture of scholarship throughout the organisation.

The objects for, which the college is incorporated, are to foster and direct the systematic study of its core academic programs by teaching and research in a manner and at a level comparable to the standards of Australian institutions and universities by:

Establishing itself as a distinctive and responsible education provider within the vocational education and training sector in Australia and overseas Awarding vocational qualifications in business, accounting, information technology and other disciplines equivalent to awards offered in Australian TAFE institutions and universities, and delivering the related courses in a variety of modes; and Engaging in student-centred teaching and learning, that advances skills, knowledge, encourages free and open inquiry, and enhances the pursuit of academic excellence; and Facilitating each faculty’s realisation of the full potential of its formational, educative and scholarly endeavour; and Fostering and enhancing a culture of research and scholarship across the college that leads to new skills, knowledge and original creative endeavour; and Promoting the study of business, accounting, information technology and other disciplines in the wider community; and Underpinning these objects through governance, procedural rules, policies, financial arrangements and planning, and quality assurance processes which are sufficient to ensure the academic integrity of the college’s learning and teaching activities, and business endeavours.
CAMPUS LOCATION AND INFORMATION

CAMPUS LOCATION

Ground and First Levels 574,
St. Kilda Road Melbourne VIC 3004

Phone: 03 9529 1783 Fax: 03 9530 2675
Email: info@altec.vic.edu.au

Public Transport in Melbourne

Myki is Melbourne’s ticket system to travel on the city’s trains, trams and buses in Zones 1 and 2, including V/Line services to other regional areas. It is a durable smartcard that stores value and can be used over and over again.

A full fare myki card costs $6. A concession (Note: International students are not eligible for concessions), seniors or child myki card costs $3. When you buy a myki card it has no value on it, you must top it up before you travel.

You can buy a myki from:

1. Any retailers where you see the myki sign
2. All 7-Eleven stores
3. The customer service centre or ticket window at Premium Stations
4. Myki machines (full fare myki only) at all metropolitan train stations and some accessible tram stops and bus interchanges
5. Online at: myki.com.au
6. By calling: 1800 800 007


HOW TO GET THERE BY PUBLIC TRANSPORT

By Tram:

You can catch any of these Trams No. 3, 5, 6, 16, 64 (over-night tram) and 67, departing from Stop 13: Federation Square/Swanston St to Stop 26: Moubray St on St Kilda Rd. Trams run approximately every 2-3 minutes at peak hours and every 10 minutes during off-peak hours.

Yarra Trams tramTRACKER® App

You can get real-time tram arrival information with Yarra Trams tramTRACKER® using mobile, iPhone or mobile internet applications. Download the app you need here.

By Train:

Melbourne’s train network, operated by Metro, services the metropolitan area with 15 train lines. Trains normally run from 5.00am til midnight, Monday to Thursday, with extended hours to around 1am on Friday and Saturday nights.

To reach the college by train, you can: Take a train to Flinder’s Street and catch one of the above trams. Walking distance (5-10 minutes) from Prahran Station
Route Timetables


International Student Guide

In addition to this handbook, ALTEC has produced a separate International Student Guide that contains useful information about Australia, Melbourne, pre-arrival, settling-in, and culture and social adjustments. This guide can be downloaded from the college website at: http://www.altec.vic.edu.au or requested from the college administration in person or by email.

A shorter version of the guide is also provided at the end of this handbook.
PRE-ENROLLMENT INFORMATION

How do intending students apply for admission in the college?

Students need to first complete and lodge college’s Application Form for International Student alongside all relevant documents.

Prospective students may apply directly or through an Education Agent for an admission in their desired course(s). The courses can also be packaged to offer an academic pathway for students looking for a specific educational outcome.

How does the college formalise the enrolment?

Once an application is received with the relevant documents, the college determines if the applicant meets the entry requirements in the intended course(s).

Once all the enrolment conditions have been met, the college extends an offer letter to the applicant along with a copy of the Student Agreement. This agreement aims to ensure the obligations and rights of both the registered provider and student are clearly set out, including the course money payable and services to be provided (The National Code: Standard 3).

The college’s enrolment process is guided by the Student Admission and Enrolment Policy and Procedure.

This policy outlines the procedure for approving admission applications and enrolling students in the relevant courses or units of competency.

Once the offer has been accepted and the enrolment conditions have been made, the college issues an eCoE to the students (in the case of international students) which can be used for applying a student visa in student’s home country.

What other information is provided to prospective students as part of the enrolment process.

All intending students are provided with an information pack that includes a copy of college’s Student Fees Policy, Fee Refund Policy and Procedure, Student Code of Conduct, and a Student Handbook. The Student Handbook is also available on the college’s website and provides essential information to students to plan and organise their travel arrangements.

The College’s website contains further pre-departure information and link to various resources for the student’s information.

What is TPS?

From 1 July 2012, the TPS has replaced the Tuition Assurance Scheme (TAS) arrangements and the ESOS Assurance Fund.

The Tuition Protection Service or TPS is now a placement and refund service for international students. All providers (both public and private) will contribute annually to the TPS.
How the (LLN) skills development is supported by the RTO for learners with non-English background?

For all learners, LLN are key underpinning skills that will support their vocational learning, the development of their employability skills and their workplace communication skills whatever level of course or training they are undertaking (The Crux of the Matter, DET, 2011). Accordingly, ALTEC will embed LLN (Language Literacy and Numeracy) principles within its delivery, learning and assessment tasks.

ALTEC uses Australian Core Skills Framework (ACSF) as a reference to assess current LLN skill levels. The ACSF provides:

- A consistent national approach to the identification of the core skills requirements in diverse personal, community, work and training contexts.
- A common reference point for describing and discussing performance in the five core skill areas.

Further information on ACSF and assessment resources can be viewed at:


Pre-training LLN assessments will be conducted during student orientation program to identify specific LLN needs of the students. These needs will be addressed through classroom learning and assessment activities over the duration of the program.

What RPL or Credit Transfer arrangements are in place to assess pre-training RPL eligibility of the students?

ALTEC provides RPL and Credit Transfer opportunities to all its prospective and existing students. The college has a comprehensive RPL and Credit Transfer Policy and Procedure in place to support its commitment for recognition of prior learning.

ALTEC recognises all National qualifications achieved within the AQF framework and provides credits for equivalent competencies achieved into its courses.

The college has RPL assessment resources for all its courses that are validated each year as part of college’s quality and continuous improvement framework. RPL assessment is conducted in accordance with the principles of assessment and the rules of evidence.

The college follows AQF’s “National Principles and Operational Guidelines for Recognition of Prior Learning”.

Under the AQF, each qualification Guideline provides for an RPL pathway as an ‘alternative’ or ‘non-institutional’ access point or source of credit. This keeps the system of qualifications open to recognition of the value of learning achieved outside the formal system, as part of every day living in a continuum of learning throughout one’s life.

Is there a fee for RPL or Credit Transfer?

The college does not charge any fee for Credit Transfer applications.

RPL is an extensive process and the RPL fee is equivalent to a single unit fee on a pro-rata basis based on the total course fee.

Further information and resources can be found at:


How does the college ensure access and equity in its programs?

Access refers to the ability to enter training regardless of racial, religious, cultural or language backgrounds or physical attributes.

Equity is about ensuring that all people have the support that they need to access, participate and achieve to Their full potential.

The college has an Access and Equity Policy in place that ensures that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location. The college staff, trainers and assessors adhere to the principles and practices of access and equity in the provision of education and training service.
ACADEMIC LIFE
ACADEMIC LIFE

Student Orientation Student Orientation is a welcome and orientation program for new students commencing their studies at the college.

The program consists of presentation, campus tour, enrolment and information that helps new students settle into their new study environment.

All incoming students are expected to attend the college’s orientation program.

The orientation session provides all new students with information about the training, assessment and support Services provided and their responsibilities as student, key policies that impact upon their course progress and completion, and their rights and obligations at the college.

Students who miss the scheduled orientation session will be provided with a copy of the orientation presentation and information handed out during the session, and given an opportunity to attend the next program if they wish to do so.

How do students start their student life at the college?

Following the orientation session, students are provided with their Student ID, student diary and details of their college network accounts.

The students are provided with their timetables and extended any further assistance they may need through college’s student support system including the Student Welfare Officer.

The college is committed to providing a positive and a culturally vibrant learning experience to all of its students; and ensuring student safety, welfare, and general well-being through a client-focussed approach and continuous engagement. Students are free to contact anyone from the college administration and management, if they need more information or discuss any specific issues.

What support services are provided to students, especially international students who just begin their studies?

All incoming students are expected to attend a student orientation session on arrival. The College’s Student Orientation session is aimed at supporting students to adjust to study at the college and to life in Australia in general. The college invites guest speakers from various government agencies (e.g. DIBP) and industry for the benefit of the students.

Student Orientation Policy and Procedure outlines the organisational and operational program structures for orientation.

The college also conducts a survey at the end of the orientation session to collect data for continuous improvement.
Students with LLN Needs

For all learners, LLN are key underpinning skills that will support their vocational learning, the development of their employability skills and their workplace communication skills whatever level of course or training they are undertaking (The Crux of the Matter, DET, 2011). Accordingly, ALTEC will embed LLN principles within its delivery, learning and assessment tasks.

ALTEC uses Australian Core Skills Framework (ACSF) as a reference to assess current LLN skill levels.

LLN needs may be identified through student’s self-assessment (pre-enrolment), during student orientation, and/or trainer/assessors’ recommendations. These needs will be addressed through classroom learning and assessment activities over the duration of the program. ALTEC may refer students to appropriate levels of English language programs within the RTO or external providers depending on the specific needs/requirements of the student.

Student Cards

You will receive an ALTEC student card on commencement. Student card must be carried at all times when on campus and produced to verify identification when asked by college staff members.

Library Services

All students have access to ALTEC Library. The maximum period of lending for most books is 3 weeks. Certain periodicals and other learning resources may be available for loan for 1 week only or could be for reference only. All items will be labelled accordingly. You can produce your Student ID Card to borrow items from the library.

Students are encouraged to make maximum use of this facility. However loss of borrowed items would result in the Student having to bear the cost of the item to be purchased as new.

Health & Safety on Campus

The College will take every practical step to provide and maintain a safe and healthy work environment for all employees and students. To this end ALTEC abides by the responsibilities specified by the Victorian OH&S Act2004 and subsequent state and federal amendments. If the Students observe a safety hazard, they can report this to a staff member, who would ensure that the necessary steps are taken to eliminate or reduce potential risk.

Timetables

Timetables are displayed on the College Notice Board in level 1. A list of students that belongs to each group is displayed on the Notice Board as well. Each student can refer to the list of names, find the group you are allocated to and find the relevant class according to the Timetables.

The new timetable for the new term will be updated one week prior to the Term commencement and will also be available on the ALTEC website.

Student Welfare Officer

ALTEC understands that being in a new country, is a new environment and engaging in your studies can be quite challenging. We are ready to help you through the process of your adjustment to the life in Australia and in fact through any of the issues you may face while studying at ALTEC.

The college has appointed a full-time, on-site student welfare officer to provide student welfare related services including (but not limited to) accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programmes promoting social interaction, religious and spiritual matters, and stress-management.

Students will need to make an appointment to meet the Student Welfare office. Urgent matters will be attended to promptly on advice of the front desk (initiated by the student) or college staff members.
Current Address Details

Students on an International Student Visa no longer need to keep DIBP informed of their home address in Australia, as DIBP 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. If you have changed your address, please obtain a ‘Change of Details Form’ from the Reception and fill it up and hand it back to them.

Is the college attendance based?

No. The college has adopted and implemented the Department of Education and Training and Department of Immigration and Border Protection (Formally DIAC) approved course progress policy and procedures for its courses. Therefore, Standard 11 of The National Code 2007 does not apply.

However, missing classes and remaining absent without college’s approval may impact on your course progress and course duration.

Payment of Fees

Tuition fees, are fees we receive, directly or indirectly, from an overseas student or intending overseas student, or another person who pays the fees on behalf of an overseas student or intending overseas student that are directly related to the provision of a course that ALTEC is providing, or offering to provide, to the student.

Tuition fees are clearly shown against each course of study in ALTEC’s Offer Letter as well as Student Agreement.

What other types of fees may be charged along with the tuition fees?

Other types of fees may include,

Application Fee Materials fee RPL fee Reassessment Fee Late Fee

The college includes all the applicable fees for a student in the Student Agreement/ Confirmation of enrolment. Any fee type that is not included in the Student Agreement/ Confirmation of enrolment is not charged.

Are the fees refundable?

The only refundable fees are the tuition fees. Fee refunds will be based on unexpended (unused) tuition fees.

How much fee does a student have to pay prior to commencement?

As per the recent changes to the Education Services for Overseas Students Act 2000, effective 1 July 2012, only up to 50% of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less: See Study Period below).

If a student enrolls in packaged courses (e.g. Cert IV + Diploma + Advanced Diploma), only up to 50% of the tuition fee of the first course may be collected prior to student commencement.

What does the college do with the pre-paid fees?

ALTEC keeps the initial prepaid tuition fees in a separate pre-paid fees account within 5 business days of receiving them. This account can only be drawn down when the student commences the course.
ALTEC has established a mechanism for ensuring pre-paid tuition fees are separated from day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.

**What if ALTEC’s agents collect any fees on behalf of ALTEC?**

Under the obligations placed under Standard 4 of the National Code 2007, agents who collect prepaid tuition fees from international students do so on ALTEC’s behalf and in that case, from a legal aspect, the actions of an agent are the acts of ALTEC. ALTEC’s agreement with agents must specify the responsibilities of the education agent and the registered provider and the need to comply with the requirements of The National Code 2007.

**What if the students have any difficulty in paying their fees?**

ALTEC recognises that some students may face financial difficulties due to unforeseen circumstances in their personal or family situation.

ALTEC has a fee arrange system in place by which students can choose to pay the fees by instalments, or a later date as mutually agreed. The students must apply for fee extension or fee instalments using appropriate forms.

**COURSE PROGRESS**

**What is Course Progress?**

Course Progress is the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competence (The National Code 2007).

**PLAGIARISM**

ALTEC treats plagiarism as cheating. Cheating and plagiarism is a serious offence, and will be treated seriously. The college imposes severe penalties on students who cheat and plagiarise.

To avoid plagiarising, it is very important to acknowledge all sources in all assignments submitted for marking. Acknowledgement may be in the form of footnotes, endnotes or any other textual references. A reference list must be included at the end of an assignment if any acknowledgements have been made within the assignment, including sources that have been referred to but not cited within the assignment.

Penalties for plagiarism are severe. A student who is identified as cheating or plagiarizing will receive 0%

**ASSESSMENTS & REPORTS**

The Students are provided with a Learner Guide for each unit of competence. The Learner Guide specifies the Assessment, submission guidelines, timeline and Assessment criteria for each individual assessment.

ALTEC Assessment and Reassessment Policies specify the following requirements which students must be aware of. These are available on the ALTEC website.
Student survey

Student and learner surveys help us improve quality of our courses and students services. ALTEC collects feedback data at regular intervals to help it evaluate quality training and assessment across all of its operations.

We request that you undertake surveys when arranged by your facilitator or course coordinator.

ESOS FRAMEWORK AND YOUR RIGHTS

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students.

These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code (2007).

PROTECTION FOR OVERSEAS STUDENTS

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at: [http://cricos.education.gov.au/](http://cricos.education.gov.au/). CRICOS registration guarantees that the course and the education provider at which you are studying meet the high standards necessary for overseas students. Please check carefully that the details of your course including its location and match the information on CRICOS.

YOUR RIGHTS

The ESOS framework protects your rights, including:

Your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare. Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement. Your right to receive the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course. Your right to know: How to use your provider’s student support services; Who the contact officer or officers are for overseas students; If you can apply for course credit; When your enrolment can be deferred, suspended or cancelled; What your provider’s requirements are for satisfactory progress in the courses you study; If attendance will be monitored for those courses; What will happen if you want to change providers; and How to use your provider’s complaints and appeals process.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

Satisfy your student visa conditions; Maintain your Overseas Student Health Cover (OSHC) for the period of your stay; Meet the terms of the written agreement with your provider; Inform your provider if you change your address; Maintain satisfactory course progress; If attendance is recorded for your course, Follow your provider’s attendance policy; and If you are under 18, maintain your approved accommodation, support and general welfare arrangement.
STUDENT ADMINISTRATION
STUDENT ADMINISTRATION

INTERNATIONAL STUDENT TRANSFER

Does the college have a policy in place to deal with international student transfers to and from other providers?

The college has a comprehensive International Student Transfer Policy and Procedure in place to ensure that all transfers are compliant with the standard.

COURSE DURATION: DEFERRAL, SUSPENSION AND CANCELLATION OF ENROLMENT

How does the college ensure that its students complete their courses in the intended time-frame?

The college has implemented a Course Completion with Expected Duration Policy to ensure that students complete their studies within the expected duration of the course and ALTEC only extends the duration in the circumstances outlined in Standard 9 of the National Code of Practice for providers to international students.

This policy is further complimented by college’s Deferral, Suspension, and Cancellation of Enrolment Policy, and Course Progress Policy and Procedure.

Students are required to complete their studies within the time-frame indicated on their CoE and student visa. The ALTEC shall endeavour to ensure all students are given the opportunity to complete their studies within this time-frame. A copy of each student’s CoE will kept on the student’s file and variations to the CoE will also be retained within the student file.

Withdrawing from a course of study

Students intending to have their enrolment cancelled through course withdrawal must first speak to their course coordinator or the Director of Studies. Reasons given by the student for course withdrawal should be discussed and appropriate advice obtained. After these measures have been taken, and the student still wishes to withdraw from their studies, a Withdrawal from Course Form must be completed by the student and submitted to the Director of Studies. Prior to applying to withdraw from their program, students must ensure that they have paid any outstanding course fees and library fines and have returned all library resources to the library. The Withdrawal from Course Form can be obtained from college reception.

CHANGE OF COURSE

Students may choose to change a course of study if they think that the current course does not lead to their intended career or professional outcomes.

As the course of course may have long-term implications on a student’s career and academic aspirations, the college will discuss and ascertain the reason(s) for a change of course with the student prior to making a decision on the application. The college will ensure that the change of course is not being sought merely as a convenience by the students and may decline such request if the stated reasons fail to clearly demonstrate the need for a change of course. Entry requirements for new courses, including any prerequisites, must be met and procedures for enrolment in the new course must be consistent with relevant requirements under Student Admission and Enrolment Policy & Procedure.
Students, who wish to change their current course of study, and transfer to an alternative course within ALTEC, should obtain a Change of Course Form from the college reception. They should fill this form out according to the forms instructions, paying special attention to the reasons for which they wish to change their course of study. The Completed and signed form should, then, be submitted to the Course Coordinator of their current course.

**STUDENT COMPLAINTS & APPEALS**

In the event that a student has a complaint concerning any matter in relation to the college, there is a process in place to ensure that the complaint can be resolved amicably. Students have access to a complaints procedure if they feel they have been unjustly treated, undermined, vilified or harassed in any circumstances. All the complaints will be treated in complete confidence.

A complaint can be lodged in writing by letter or by email or in person. A student can lodge their complaint with any member of staff but should preferably lodge their initial complaint with the Student Welfare Officer. The student must lodge their complaint with only one member of staff at the college. If the complaint needs to be escalated, the staff member will follow the complaint policy. A written record of the complaint will be kept on the student file.

The college treats all complaints in confidence and will seek the permission of the student before discussing the complaint with any party mentioned or named in the complaint. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

ALTEC is committed to providing fair, safe and productive study environment to all of its students. It recognises that in some instances student may not agree with certain decisions, including assessments decision, made in relation to various academic or administrative matters. Students have the right to appeal the decisions. Consideration of appeals will be dealt with fairly, consistently, promptly, with sensitivity to all parties and in accordance with ALTEC’s policies and quality principles.

ALTEC will appoint an Appeals Committee comprising of at least three of the following senior staff members; CEO Director of Studies Campus Manager Student Welfare Officer.

All the appeals will be heard by the committee on a designated date. Minutes of the meeting will be taken and filed.

**General Conduct**

ALTEC expects its students to: Inform themselves of the colleges rules and policies affecting them and comply with its Code of Conduct at all times Treat all college staff, other students, and visitors to the college with courtesy, tolerance and respect. Abstain from bullying, harrassing, and any other lawful activity or unacceptable student behaviour whilst on campus or representing the college or an activity or an event including the online environment. Not engage in behaviour that is perceived to be threatening or intimidating or causes any person the fear for their personal safety or well being Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harrassment, including sexual harrassment Adhere to course requirements and classroom norms established in class Abide by the conditions of the student agreement Make timely payment of any fee, charge or penalty imposed by the college If your behaviour is disruptive or unacceptable, disciplinary action may be taken against you. A trainer/assessor can ask you to leave the classroom or refuse entry to the classroom if your behaviour is disruptive or dangerous. If your behaviour threatens the safety of others, interferes with the duties of staff or other students’ study or damages or threatens the college property, you may be suspended.
coMPleting Your s tudies
Completing Your Studies

What is a Testamur?

A testamur is defined by the AQF as “an official certification document that confirms that a qualification has been awarded to an individual”.

What guidelines does the college use in the format and content of its testamurs and statement of attainments?

The college complies with Australian Qualifications Framework (AQF) Qualifications Issuance Policy and follows the templates suggested by AQF.

The college ensure that all testamurs and statement of attainment meet the (AQF) requirements. Each testamur also contains the words, “The qualification is recognised within the Australian Qualifications Framework”.

What is a Statement of Attainment?

A Statement of Attainment is issued by the college when an individual has completed one or more units of competency from nationally recognised qualification(s)/courses(s).

When is a Statement of Attainment Issued?

A statement of attainment is only issued if a learner successfully completes one or more units of competency or modules or an accredited short course, but does not meet the requirements for a qualification (as specified in the Training Package). The statement of attainment will list all of the units of competency or modules achieved.

What are Learning Pathways?

Learning Pathways are formally approved links to enable students to enter and move between courses and programs in different sectors or within the same sector. Pathways may link courses and programs in the same or different areas of study. (Students may also develop their own informal learning pathways.)

ALTEC is committed to providing learning pathways, within and across sectors, to facilitate the movement of students between chosen courses and qualifications. Such pathways may include access to qualifications within the college, articulation arrangements and/or credit granted within qualifications.
MISCELLANEOUS INFORMATION STUDENTS’ PROPERTY
MISCELLANEOUS INFORMATION STUDENTS’ PROPERTY

Please do not leave any valuables on Campus unattended. The College is not responsible for the security of personal belongings.

Lost Property

Lost property should be handed into reception. If you have lost anything, ask at the Reception.

Right of Search

To safeguard you and to ensure that there is no abuse with regard to the removal of College property or equipment, the College reserves the right to search any employee or the contents of parcels, bags or luggage entering or leaving the premises. Any search conducted will be in the presence of a third person and you will have the right to ensure that another independent witness is present if so required.

Unauthorised Notices

Students are not permitted to display notices, student information or ‘other’ without the express approval of the Campus Manager. When approval is given, the notice, student information or ‘other’ must include the name and contact details of the person responsible for providing such information.

Privacy

The College upholds the Commonwealth Privacy Act. You can be certain that all your personal details will remain confidential unless you specify otherwise. Equally, please respect the right to privacy and confidentiality of all other Staff, and of the students. This includes, but is not limited to:

Not revealing contact details of any student or staff without their written permission. This includes e-mail addresses. Only discussing a student’s results with appropriate staff members, such as the Campus Manager or your Course Coordinator. Only discussing a student’s fees with appropriate staff members, such as the Book-Keeper or Finance Manager. Alerting the Operations Director or the CEO if there is any breach of privacy, so that the issue can be resolved quickly.

Access & Equity

In Victoria, it is against the law to discriminate against anyone because of:

Age, race or gender Disability Industrial activity Lawful sexual activity/orientation Marital, parental or carer status Physical features (other than accessories such as dreadlocks, piercing or tattoos) Political or Religious beliefs or activities Pregnancy

Every student at the College has fair and equal access and equity, appropriate to their respective study programs.
KEY POLICIES AND PROCEDURES
KEY POLICIES AND PROCEDURES

HARASSMENT POLICY AND COMPLAINT PROCEDURE

ALTEC aims to create a working environment which is free from sexual harassment and where all members of staff are treated with dignity, courtesy and respect. This policy outlines the responsibility all employees have in ensuring the workplace is free from sexual harassment. Please request a copy of this policy and procedure from the college if you did not receive one at orientation.

ANTI-DISCRIMINATION AND BULLYING POLICY AND PROCEDURE

This policy underscores ALTEC’s commitment for providing a safe and healthy learning environment free from discrimination and bullying. Bullying is totally unacceptable at ALTEC. All students, staff members and other members of the college are expected to treat each other with respect.

The college is an equal opportunity employer and education provider. All employees, potential employees and students are treated as fundamentally equal, without regard to race, sex, marital status or any other factor not applicable to their situation. Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

HEALTH AND SAFETY POLICY AND PROCEDURE

ALTEC is committed to providing and ensuring a safe and healthy working and learning environment for staff, Students and visitors to the college in accordance with its legislative obligations. This policy affirms ALTEC’s commitment to occupational health and safety and reflects the value the college places on the health and wellbeing of its staff members, students and people who visit or attend college for various reasons.

This policy recognises that the health and safety of all employees, students and visitors within the college is the responsibility of college management. In fulfilling this responsibility, management has a duty to provide and maintain so far as is practicable a working environment that is safe and without risks to health.

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

CRITICAL INCIDENT POLICY

The purpose of this policy and procedure is to provide a clear and systematic process that protects the interests and welfare of all individuals who are involved in critical incidents. The college undertakes to exercise a duty of care to all individuals who access its services and visit its premises.

From time to time, events of a critical nature may occur that require immediate, systematic and comprehensive organisational processes. Being witness to, or being involved in a critical incident can have a deep and lasting impact on individuals and groups. Early and appropriate action during and following a critical incident can do much to assist in minimising the effects of these incidents on the interests and welfare of involved parties. With these things in mind, the college:

Supports pro-active strategies which will help minimise the occurrence of some critical incidents
Encourages the early identification of potentially critical incidents within the college
Ensures critical incidents in the workplace are managed in line with established quality management and occupational health and safety objectives and emergency or disaster
procedures Provides clearly accessible and understood directions for all personnel caught up in a critical incident Assists people to cope with critical incidents by providing appropriate practical and psychological support Provides appropriate assistance to people who may require longer term assistance Ensures ongoing training, support and review of the critical incident management team.

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

ACCESS AND EQUITY POLICY

The purpose of this policy is to ensure that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location. The college staff, trainers and assessors adhere to the principles and practices of access and equity in the provision of education and training services.

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

STUDENT ADMISSION AND ENROLMENT POLICY AND PROCEDURE

This policy is intended to provide a broad framework, and minimal requirements for determining admission to coursework programs of the college. This policy outlines procedure for approving admission applications and enrolling students in the relevant courses or units of competency.

This policy also sets out the procedure for determining eligibility requirements for Australian citizens and Permanent residents for admission into government funded programs under the provision of Skills for Victoria Service Agreement.

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

STUDENT FEES POLICY

This document sets out a policy for collecting and managing student fees. It also addresses changes to the ESOS Act 2000 commencing 1 July 2012 Related policy and procedure to this document is Fee Refund Policy and Procedure.

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

FEE REFUND POLICY AND PROCEDURE

The purpose of this policy is to ensure that ALTEC adopts a refund policy that is fair to students who have valid reasons for requesting refunds and who give ALTEC sufficient notice, while at the same time protecting ALTEC from suffering economic loss that may be caused by refund requests that are not submitted within the required timeframe.

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

STUDENT ORIENTATION POLICY AND PROCEDURE

This policy and procedure relates to supporting students to adjust to study at the college and to life in Australia as part of the College Student Orientation Programme. The Institute is committed to providing all enrolled students with the opportunity to attend an age and culturally appropriate orientation program which not only satisfies regulatory obligations but proactively works towards equipping students with all the relevant resources and information which the college believes will be of benefit to them in realising their goals as students of the college and visitors to this country.

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.
RPL AND CREDIT TRANSFER POLICY AND PROCEDURE

Purpose of this policy and associated procedure is to ensure quality, integrity and consistency in recognising and assessing prior learning and competencies. The procedure for claiming Recognition of Prior Learning (RPL) and Credit Transfer ensures compliance with the VET Quality Framework and underpins the AQF National Principles and Operational Guidelines for Recognition of Prior Learning.

The National Principles and Operational Guidelines for Recognition of Prior Learning (RPL) represent a set of national cross-sector guidelines to support implementation of RPL as an important element of Australian education and training. At ALTEC the granting of RPL and Credit Transfers will be established and maintained in accordance with;

- AQF National principles and operational guidelines for Recognition of Prior Learning (TAFE) Procedure Standards for NVR Registered Training Colleges (SNR)

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

DEFERRAL, SUSPENSION, AND CANCELLATION OF ENROLMENT POLICY

Standard 13 of The National Code allows students to defer commencement of studies, take a leave of studies, or temporarily suspend their studies during their program where compassionate or compelling circumstances exist.

Standard 13 states that registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

This policy outlines the circumstances for the application, assessment and approval of the deferment, suspension, leave of absence or cancellation of enrolment when instigated by either student or ALTEC and subsequent reporting requirements via PRISMS.

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

COURSE PROGRESS POLICY AND PROCEDURE

The purpose of this policy is to ensure that students studying at the college maintain satisfactory course progress throughout the duration of their studies. This policy and associated procedure also provide the framework for dealing with unsatisfactory progress and taking remedial actions.

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

REASSESSMENT POLICY AND PROCEDURE

This policy establishes how post-assessment feedback, results and reassessment are planned and conducted. Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

COURSE COMPLETION WITHIN EXPECTED DURATION POLICY

Purpose

The purpose of this policy is to ensure that students complete their studies within the expected duration of the Course and ALTEC only extends the duration in the circumstances outlined in Standard 9 of the National Code of Practice for providers to international students.

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.
STUDENT COMPLAINTS AND APPEALS POLICY AND PROCEDURE

Purpose of this policy is to ensure that all current and prospective students of ALTEC are given access to free, effective and fair complaints resolution and appeals processes.

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

ISSUANCE OF STATEMENT OF RESULT, STATEMENT OF ATTAINMENT, AWARD, AND DATA PROVISION

POLICY AND PROCEDURE

The purpose of this policy is to maintain consistency and quality in issuance of Statement of Result, Award and Statement of Attainment that comply with Australian Qualifications Framework (AQF) and VET Quality Framework (VQF).

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

INTERNATIONAL STUDENT TRANSFER POLICY AND PROCEDURE

The ESOS Act 2000 and National Code 2007 impose obligations on registered providers of education services to overseas students studying in Australia on a student visa (international students). Under Standard 7 of the National Code 2007, registered providers are restricted from enrolling a student in a course of study, where that student is transferring from another provider and has not yet studied six months of their principal course of study.

The purpose of this policy is to ensure the college meets the requirements of the Education Services for Overseas Students (ESOS) Act 2000 and Standard 7 of the National Code of Practice 2007 (The National Code) in respect of managing requests from international students who seek to transfer between CRICOS registered providers of education and training services (registered providers).

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

CHANGE OF COURSE POLICY AND PROCEDURE

This policy relates to changes to enrolment where students wish to change their course of study, but maintain ALTEC as their course provider. This policy does not apply to situations where currently enrolled students wish to change to another provider or where students enrolled with another provider wish to transfer to ALTEC. Current ALTEC students who wish to discontinue their current course of study for valid reasons, and transfer to an alternative course within ALTEC are able to do so according to the stipulations of this policy.

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.

PLAGIARISM AND ACADEMIC MISCONDUCT POLICY

The purpose of this policy is to maintain the integrity of the assessments and provide a consistent approach in dealing with plagiarism and student misconduct issues in the academic works. Plagiarism occurs when a student endeavours to pass off another person’s work or ideas as their own.

Please request a copy of this policy and procedure from the school if you did not receive one at orientation.
APPENDIX A
APPENDIX A

INTERNATIONAL STUDENT GUIDE

GUIDE TO STUDYING & LIVING IN AUSTRALIA


As more and more people look to give themselves the skills required in a competitive global environment, an Australian education has become one of the most sought after in the world. Here you’ll find teaching of internationally renowned quality, matched with one of the world’s finest student support systems, and a superb living environment.

Australia is home to some of the world’s leading educational institutions, academics and researchers who are conducting universally acknowledged research that attains the highest standard when measured against international benchmarks.

Our areas of academic excellence include medical and health sciences, physics, chemistry, information technology, Asia-Pacific studies, biotechnology and astronomy. Australia is also well regarded internationally for its graduates in engineering and business studies, the arts and social sciences.

The success of our alumni underlines the global relevance of an Australian education. Our best-known achievers have won countless international awards, including eight Nobel Prizes.

We also boast a diverse range of education credentials and courses along with an enviable quality of life, cultural and sporting activities. These add to an all-round learning environment, with plenty of opportunities for students’ aspirations and ambitions.

The Australian education sector is the natural choice for students seeking an education that provides global reach, ongoing growth and development, and ultimately the very best return-on-investment.

ABOUT AUSTRALIA

Fast Facts

Population over 22.5 million The only country that is also a continent, Australia is situated in the Southern Hemisphere in the southwest Pacific Ocean. Nearest neighbours to the north are Papua New Guinea and Indonesia (about an eight-hour flight from Sydney). New Zealand lies to the east, about a three-hour flight away.

Almost one in four Australians was born overseas. You will meet people from all corners of the globe who have settled in Australia – from Europe and Asia, to Africa, the Middle East and the Americas.

Australia is a country of innovation. Australian scientists have invented many world-changing technologies including: the black box flight recorder, the heart pacemaker, ultrasound, the influenza vaccine, the bionic ear, wireless internet, Google Maps and spray-on skin for burn victims.
States and Territories

Before outlining the opportunities that await you when studying in Australia, a quick geography lesson will help you understand the layout and makeup of this diverse and beautiful country.

Australia has six states and two territories, each with its own distinctive history, personality and attractions. The six states are New South Wales (NSW), Victoria (VIC), South Australia (SA), Queensland (QLD), Western Australia (WA), South Australia (SA), and Tasmania (TAS). The two territories – the Northern Territory (NT) and the Australian Capital Territory (ACT) – are partly self-governing, and partly controlled by the federal government. New South Wales: www.visitnsw.com.au Capital: Sydney State Population: 7.544 million (Sep 2014) Climate: Jan: 66–80 °F, 19–27 °C - July: 46–60 °F, 8–16 °C


LOCAL INFORMATION
LOCAL INFORMATION

ABOUT VICTORIA


Hugging the tip of the Australian east coast, Victoria is Australia’s second-smallest state, covering 227,600 square kilometres – roughly the size of the British Isles.

Packed into such a compact area is a wealth of diverse regional areas and attractions, from sweeping coastline and pristine beaches to national parks and forests teeming with wildlife to wineries, lakes and mountains offering skiing, climbing and hiking. Best of all, many of Victoria’s unique and varied landscapes are easily accessible as day trips from Melbourne.

**Seasons and climate**

Despite its small size, the Victorian climate varies across the state. The north is much drier and warmer weather than the south. Australia’s seasons are the reverse of those in the northern hemisphere. The climate can be characterised as warm to hot in summer (December to February), mild in autumn (March to May), cold and damp in winter (June to August), and cool in spring (September to November).

**Melbourne**

Victoria’s capital, Melbourne, sits on the Yarra River and around the shores of Port Phillip Bay. Lauded for its sense of style and elegance, Melbourne boasts glamorous festivals and events, Australia’s best shopping, a lively passion for eating and drinking, and a flourishing interest in the arts. Restored and preserved nineteenth-century architecture, built following the discovery of gold, provides a heady reminder of a prosperous age, while beautifully tended parks and gardens present a therapeutic respite from the pace of city life.

**Events**

Melbourne and Victoria host some of Australia’s most prestigious events throughout the year, including the Spring Racing Carnival culminating in the Melbourne Cup in November, the Australian Open Tennis Championships in January, the Formula 1™ Australian Grand Prix in March, the Melbourne International Arts Festival in October, the Melbourne International Comedy Festival and the Melbourne International Flower and Garden Show in March and April. Your tastebuds will be rewarded with a number of food and wine events around the state.
About Melbourne


Melbourne is a maze of hidden laneways, opulent bars, exclusive restaurants and off-the-beaten-track boutiques. Here you can soak up culture, hit the sporting grounds, taste the dynamic food and wine scene, dance til dawn or wander the parks and leafy boulevards. Visit Federation Square, the city’s landmark cultural space, and enjoy a sunset beer on the St Kilda promenade. Shop till you drop on funky Brunswick Street or upmarket Chapel Street. Wander Southbank’s cafes, bistros and bars and get a world tour of cuisines in Carlton, Richmond and Fitzroy. Take an Aboriginal Heritage Walk through the Royal Botanic Gardens and cheer with a capacity crowd at the Melbourne Cricket Ground.

Melbourne CBD

Melbourne is the largest business, as well as residential area, in the municipality.

The central city is Melbourne’s business and financial centre. It encompasses the central city grid, plus the area between Victoria and Latrobe streets. The central city is home to retail, financial, legal, administrative, recreational, tourist and entertainment facilities and operates 24 hours a day, serving a wide variety of residents, workers and visitors.

The over-supply of office space in the central city during the 1990s coupled with the City of Melbourne’s Postcode 3000 initiative has led to a resurgence in inner-city living. The central city’s population has more than doubled since 2001.

Leafy St Kilda Road, one of Melbourne’s famous boulevards and corporate addresses, is lined by a mix of office, residential and mixed use towers.

Melbourne includes many major parks and gardens including the Royal Botanic Gardens, Kings Domain (which contains Government House), Queen Victoria Gardens, and Alexandra Gardens. The area also includes important sports facilities such as Olympic Park and Melbourne Park, home to a variety of sporting and entertainment events such as the Australian Open Tennis Championships.

Further information

Map of the central city (PDF. 632kb) Economic and Demographic Profile – Melbourne

Socio-Economic Index for Areas (SEIFA) 2006 – Melbourne

Cultural precincts (Greek precinct and Chinatown)

That’s Melbourne – Laneways and arcades Links

Visit Melbourne: http://www.visitmelbourne.com


City of Melbourne: http://www.melbourne.vic.gov.au

Public Transports in Melbourne: http://ptv.vic.gov.au
ACADEMIC YEAR, QUALIFICATIONS AND DURATION OF STUDY

Universities

The Australian university academic year begins in late February to early March. Orientation for new students usually takes place in mid- to late February. The second semester typically begins in late July. Most universities have two semesters, with exams in June for semester one and in November for semester two. There is a 4-to-6 week break between semesters, with the long summer holiday being held from December to February.

With many academic programs you have the choice of commencing your study during either the February or July intake. However, for programs such as medicine or dentistry there is only one intake a year, which is in February. The start dates for Australian universities can be found by visiting www.universitiesaustralia.edu.au and navigating to the “Australian Universities” page.

The most common qualification offered in Australia is the Bachelor’s Degree, which requires three to four years of full-time study, depending on the discipline, consisting primarily of course work. Some universities offer a “Bachelor’s Degree with honours” to the best performing students, while others offer an additional year of study, which is then known as an Honours Degree.

Specialised research training and professional development are offered through Master’s and Doctoral degrees, usually of one to two years’ duration in the case of Master’s degrees, and three years in the case of PhDs.

Vocational Education and Training (VET) colleges

The academic year for most Technical and Further Education (TAFE) and Vocational and Education Training (VET) colleges is based on two semesters. The first usually commences in February and ends in June, while the second runs from July to November. Entry for most courses is available in both February and July.

TAFE and VET colleges specialise in courses that provide you with skills for a particular industry or trade, or prepare you for further education. These range from Certificate courses across four levels (Certificate I, II, III and IV that take from 6 month to one year), Diploma courses (one to two years) and Advanced Diploma courses (two to three years). Diplomas and Advanced Diplomas are qualifications that can be accredited toward other higher education.

ELICOS colleges

English Language Intensive Courses for Overseas Students (ELICOS) are offered by a large number of Government-regulated private schools, as well as VET colleges, TAFEs and university-affiliated schools. ELICOS has been developed to allow you to develop your skills in English as a second language as well as provide a foundation for further academic study.

ELICOS courses are held throughout the year and range from four to 48 weeks of full-time study, depending on which program you choose. Entry to courses is available at frequent intervals (usually every five weeks) though may vary from one school to the next.

Orientation

Orientation plays an important role in helping you quickly become familiar with your institution and its teaching style. Many international students find the Australian way of teaching to be quite different from what they are used to. In Australia, the focus is on practical learning that encourages creative, independent thought and debate. Teachers aim to provide a thorough understanding of a topic rather than just teaching the right words, phrases or formulas to remember for exams.

Classes Universities

Classes at Australian universities are a mixture of lectures and tutorials. A lecture might be attended by up to 200 students from different courses within a discipline, whereas a tutorial is much smaller, with only about 30 students in attendance. During tutorials you get the chance to discuss the information provided in your lecture with other students and your teacher. Attending all your lectures is very important as it enables you to understand and contribute to tutorial discussions.
VET colleges

At TAFE and VET colleges, lectures and tutorials are generally not separated. That is, the presentation of information and its discussion occurs at the same time. Tutorial support is provided for some subjects where it is recognised that some students may need additional guidance or more intensive tuition in particular topics. In such cases the tutorials act more as a remedial class, and attendance may not be compulsory.

ELICOS colleges

English language classes are largely held in a classroom environment, with time allocated for supervised self-access study.

Student support services

Institutions are required to support international students in adjusting to study and life in Australia, as well as achieving their learning goals and attaining the learning outcomes of their course. In addition to providing ongoing access to dedicated international student support staff, your institution should provide you with information on:

- Orientation
- Academic progress
- Further study
- Accommodation

They will also be able to provide you with information about which academic or administrative personnel you should contact if you require any assistance with your course and enrolment or any personal difficulties you may be encountering.

PREPARING FOR YOUR AUSTRALIAN STUDY JOURNEY CHECKLIST OF THINGS TO DO BEFORE LEAVING HOME

Apply for a passport, and make sure the passport is valid for a minimum of more than 6 months prior to your journey.
Apply for a student visa. Make contact with the Australian educational institution where you plan to study to confirm your enrolment and start date and check if your institution or college has an airport greeting service. Arrange for immunisations and medications from your doctor. Apply for a credit card and/or arrange for sufficient funds to be available for you to access in Australia. Confirm overseas access to your funds with your bank. Make travel arrangements, including travel insurance. Advise your educational institution of your travel details. Arrange accommodation for at least your first week in Australia, if not longer. Arrange transport from the airport to your accommodation, and change enough currency into Australian dollars before you leave so that you can catch a taxi or make a phone call in the event of an emergency. When packing your bags, make sure you include the name and contact details of your institution’s international representative.

Important documents

Prepare a folder of official documents to bring with you to Australia, including:

- Valid passport
- Printout of your student visa confirmation letter
- Your institution’s offer of a place/admission letter
- Electronic Confirmation of Enrolment (eCoE)
- Receipts of payments (e.g. tuition fees, OSHC, bank statements)
- 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 prescriptions
- Photocopy of credit/debit card(s)
- Prescriptions and generic names of medications
- Reference letters for potential employers/landlord.

Insurance

Travel insurance: It makes good sense to take out travel insurance. Although most travel is incident free, cancelled flights and lost luggage, when they happen, can end up costing you a lot of time and money.
Health insurance: All student visa holders entering Australia must have Overseas Student Health Cover (OSHC) for the duration of their stay. OSHC will help you pay for any visits to the doctor during the time you are in Australia. Go to the Overseas Student Health Cover page for information on what your OSHC will cover.

How much money do you need

Bring enough Australian currency in cash for your first few days in Australia, however do not carry large amounts of cash on you. Instead, make sure you have about A$1500–$3,000 in travellers’ cheques (in your name) so that you can start establishing yourself and setting up your new home quickly. Please note that if you are carrying more than A$10,000, or equivalent currency, you must declare this to Customs officials when you enter Australia. [See Financial Matters for more information.]

Accommodation upon arrival

If you are a school-aged student, you will need to arrange a homestay, boarding or similar accommodation in advance of your arrival. If you are a university, TAFE/ VET or ELICOS college student, you will need to arrange temporary accommodation for your first few days in Australia while you look for something more permanent. Your educational institution might be able to help you, or you can look up hostels and book online at www.yha.com.au.

There are a number of internet booking services for last-minute bookings at hotels and short-stay apartments. These include www.getaroom.com.au and www.wotif.com, however hotels can be expensive, and in major cities commence at upwards of A$150 per night.

Clothing and seasonal considerations

Australian students dress informally. In general, comfort is the paramount consideration and you will find most of your peers at university and college wearing jeans and T-shirts or jumpers on campus. However, many school students wear uniforms.

Summer in Australia runs 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 Australian year, you may need to bring winter clothes.

Prescription medications

If you plan to bring prescription drugs into Australia, it is essential you refer to the Therapeutics Goods Administration (TGA) website for full information about what is allowed. For more information visit www.tga.gov.au and select “For travellers & visitors” from the “Consumers” menu.

A huge range of medications is available in Australia, so another option is to have your prescriptions filled at a pharmacy when you arrive. To do this, you will first need to get valid prescriptions from a doctor in Australia.

Adaptors and converters

The standard voltage for electrical items in Australia is 240 volts. Most laptop computers and chargers for cell phones, MP3 players and digital cameras automatically adjust to 110 or 240 volts, but some electronic products may require a transformer as well as a converter.

Electrical plugs in Australia have three flat pins, one of which is a ground pin. You may need to buy an adaptor or have plugs changed when you arrive in Australia.
Bringing your computer

To most of us these days, our computer is our lifeline. To ensure that you can bring your computer with you to Australia, you need to be aware of Australian customs regulations. If you are undertaking a short course, and not intending to stay in Australia for more than 12 months, the Australian Customs Service will allow you to temporarily import your computer without paying duty or the Goods and Services Tax (GST). In some cases, this may also apply if your stay is less than 24 months, however, this depends on a number of conditions, including the value of your computer.

If you are staying in Australia for more than 24 months, and you have owned and used your computer for more than 12 months prior to arriving in Australia, you will also be allowed to bring it in, tax free. However, as you may be required to provide proof of the date of purchase and the purchase price, you should bring a receipt. If the computer cost more than A$400 and is less than 12 months old, or if you do not have a receipt, you may be required to pay a 10 per cent GST.

To make sure you are fully aware of what you can and cannot bring into Australia, visit http://www.border.gov.au/Trav/Impo

ENTRY INTO AUSTRALIA

Australian Immigration

You have just arrived in Australia and cannot wait to get outside and get started on the next leg of your journey. But when you first arrive, you will be required to make your way through Australian immigration. An immigration officer will ask to see your completed incoming passenger card (given to you on the plane) and your passport.

The immigration officer will check your documents and may ask you a few questions about your planned stay in Australia. You may also have to show your Confirmation of Enrolment.

Clearing Customs in Australia

Once you have cleared the immigration checkpoint you will enter the baggage hall where you can claim your luggage and proceed to Customs and baggage examination.

People arriving in Australia clear Customs through one of two channels: the green channel is for those with ‘nothing to declare’; the red channel for those with ‘something to declare’. You must to declare any food, plant materials and animal products. For more information about what you can and cannot bring into Australia, visit http://www.agriculture.gov.au/import or http://www.border.gov.au/Trav/Impo

Regardless of the channel you follow, your luggage, including your hand luggage, may be x-rayed inspected or checked by a detector dog team.

If you do not have anything to declare, follow the green channel. If you do have something to declare, follow the red channel.

As you go through the red channel of Customs, an official will ask you to open your luggage so that it can be inspected.
If the Customs official decides that an item is not quarantined, you will be allowed to keep it and move through the Customs checkpoint. If the item is quarantined, it will either be confiscated and destroyed, or held for decontamination and returned to you at a later date.

If you go through the green channel, you may be subjected to a random check and asked by a Customs’ official to open your luggage for inspection. Australia has strict quarantine laws so it is important to declare all the items you are carrying on the incoming passenger card. Those who do not declare honestly risk fines and prosecution.

**Student visa conditions**

The Department of Immigration and Border Protection (DIBP) is the Australian Government department that manages everything relating to student visas.

It is very important that you are fully aware of, and meet, all the conditions of your visa. Visa conditions are set out in the letter of approval sent with a visa or on a visa label. There may be special conditions for students on scholarships, so if you are on a scholarship, it is important to read and understand all these conditions.


Unfortunately, a number of students abuse the law each year. For example, they may work longer hours than permitted by their visa or they may overstay their visa. Breaking these conditions can cause a visa to be cancelled and this has serious consequences: under the law, a student may be required to leave Australia and not allowed to return for three years after the visa is cancelled.

**Changing or extending a student visa**

If your circumstances change and you want to change your course or provider, or you wish to stay in Australia longer, contact the The Department of Immigration and Border Protection (DIBP) office for advice on how to make these arrangements.

It is also important to ensure your visa does not expire while you are in Australia. If you remain in Australia for more than 28 days after your student visa expires without obtaining a new one, you may not be allowed to return for three years.

If your student visa expires before you have finished your course of study, or if you wish undertake further study, you should contact your nearest Australian visa office. You can only extend your stay in Australia if your do not have a “No Further Stay” condition on your current student visa.

If you need help in understanding any of these conditions, contact the The Department of Immigration and Border Protection (DIBP) or visit [http://www.border.gov.au/Trav/Stud/More/Visa-conditions](http://www.border.gov.au/Trav/Stud/More/Visa-conditions).

FINANCIAL MATTERS

Australian currency

Australian currency is denominated as follows:

Notes: $5, $10, $20, $50, $100
Coins: 5c, 10c, 20c, 50c, $1, $2

There are no 1c or 2c coins; these were taken out of circulation some years ago. Items in Australia are priced down to single cents (for example $2.99) but when you pay, the total will be rounded up or down to the nearest five cents. Thus $2.99 becomes $3.00, and $12.42 becomes $12.40.

As with all currencies, the Australian dollar exchange rate can vary over short periods of time. You can find the current exchange rate at www.xe.com.

Setting up a bank account

To open a bank account in Australia must show several pieces of personal identification, each of which is allotted certain number of ‘points’. You will need 100 points of identification to establish your identity as the person who will be named on 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 need additional documentation. To open an account you’ll also need a minimum deposit (this can be as little as A$10).

As a student, you may be able to open an account with special student benefits. Many banks have ‘student accounts’ that offer a regular savings account with zero, or minimal, fees for transactions. To qualify for such an account, you will need your student ID card from your institution to prove you are a student. For a comparison of accounts in banks throughout Australia, visit www.banks.com.au

Most bank branches are open from Monday through Thursday 9.00 am to 4.00 pm, and on Fridays from 9.00 am to 5.00 pm (except public holidays). Some branches have extended trading hours during the week and may open Saturdays – check with your individual bank. Automatic Teller Machines (ATMs) are open 24 hours a day.

Credit cards

The most widely accepted credit cards in Australia are MasterCard, Visa and American Express. Some retailers may impose a surcharge on purchases made with a credit card, with many charging more for the use of cards such as American Express or Dinner card.

Most businesses accept credit cards as payment, but may set a minimum credit card purchase of A$10 or $15.

It’s best to check with your credit card company about any fees they may charge for foreign transactions.
SETTLING INTO LIFE IN AUSTRALIA

Accommodation

Finding the right accommodation is one of the biggest challenges facing any new international student, and finding a place in your price range can be even harder. It is extremely important that you factor the high cost of housing into your budget before you come to Australia, and that you are able to access sufficient funds to cover possible rent increases.

If your educational institution has an International Office, contact the staff well in advance of your arrival for information on housing options on and off campus. They might be able to provide you with links to accommodation boards on your institution’s website, or within the community. Also, regularly check websites such as www.domain.com.au and www.realestate.com.au that list rental accommodation as well as shared accommodation, as does www.gumtree.com.au. On arrival, your college or university notice boards are also good places to find opportunities for shared and independent rental accommodation.

If you have rented accommodation in your home country, consider getting references from your former landlord(s). Providing copies of these to an Australian real estate agent when you apply for a property can show that you have a proven record as a good tenant. You should also be prepared to provide the real estate agent with a bank account statement showing that you have enough money to pay for your accommodation.

Types of accommodation

There are many different types of accommodation available in Australia, so you should be able to find something that suits your needs. Most accommodation, except homestay, does not include electrical items, furniture, bedding or kitchen utensils. Cheap household goods are often advertised for private sale in newspapers and on campus notice boards, and can also be purchased from charity or opportunity shops and secondhand stores.

Here’s a guide to what to expect from various accommodation options. Figures quoted are for accommodation only. Other living costs are additional (except homestay, which usually includes some meals).

Homestay (about A$180 to $290 a week)

Homestay is when you live with an Australian family in their home. It is popular with younger students and for those studying short-term English courses. Single or shared rooms are available and the costs vary. Meals are usually included, but cheaper self-catering homestay is also available.

You should pay for your homestay rent and deposit (usually the equivalent of four weeks’ rent) on arrival (if you have not paid before arriving in Australia). Make sure you get a receipt each time you pay the rent.

Hostels, backpackers and guest houses (about A$90 to $160 a week)

Hostels are usually run by organisations such as Youth Hostels Australia and the Young Men’s Christian Association (YMCA) but may also be operated by private or commercial organisations. Students share kitchen and bathroom facilities. This accommodation is usually a short stay option.

Boarding schools (about A$10,000 to $15,000 a year)

Many private secondary schools provide accommodation, meals and laundry services for international school students. Tuition fees are in addition to the boarding fees. You will live in a dormitory with other students of the same sex and be supervised by adults.
Campus accommodation (about A$150 to $280 a week)

Most universities and some VET and English language colleges offer a variety of accommodation on or near campus such as apartments, residential colleges or halls of residence. The cost varies depending on the type of accommodation.

Residential colleges are slightly more expensive and provide accommodation with meals. They may also have sporting and social facilities, tutoring, libraries and computer facilities.

Halls of residence are located on or near institution campuses and are generally cheaper than residential colleges. Students usually have meals and some cleaning services provided.

If you are interested in this type of accommodation, contact your institution and apply early. Places are in high demand, and in Australia you are not guaranteed a room by simply being accepted for study.

Rental accommodation and tenancy agreements

Shared accommodation (about A$100 to $250 a week) and rental accommodation (about A$250 to $500 a week).

Renting a house or flat, either on you own or with others, is a popular choice for many international students. However, the shortage of rental properties across Australia means that the cost of accommodation is rising, and competition for places is getting tougher.

The Residential Tenancy Act in each state protects the rights of both the tenant and landlord, and a Tribunal determines unresolved disputes. You should make sure you are aware of your rights, and can find more information about tenancy laws from your state’s Residential Tenancy Tribunal (see the list below).

Before looking for a place to rent, gather information on the types of properties available, the costs, and good locations. Ask your educational institution, other students or real estate agents and check campus notice boards, student and local newspapers or visit websites such as those mentioned above.

Residential Tenancy Assistance – State by State


Queensland www.rta.qld.gov.au Residential Tenancy Authority 1300 366 311

Western Australia www.docep.wa.gov.au Department of Consumer and Employment Protection 1300 304 054

South Australia www.ocba.sa.gov.au Office of Consumer and Business Affairs 08 8204 9544


ACT www.ors.act.gov.au Office of Regulatory Service (02) 6207 3000

Northern Territory www.consumeraffairs.nt.gov.au Consumer Affairs 1800 019 319
SOCIETY AND CULTURE

Having friends to support you and share your time in Australia will make a big impact on your happiness during the time you spend studying.

The best place to find people who have similar interests is probably on campus. Student unions and associations have many clubs and societies, ranging from sporting clubs such as cricket, hockey and football to drama clubs, cultural clubs, book clubs, and English-language clubs. In addition, most faculties have their own association or society, which provide a great opportunity for social interaction with your peers.

Many larger campuses also have nationality-based students groups such as Malaysian, Indian, Chinese, or Indonesian student societies, for example, and several others. There is also a representative body for all international students in Australia called the Council of International Students.

Sporting clubs are very popular with Australians and there are likely to be several in the area in which you live, if not on the campus where you study. Together with community groups and volunteer organisations, these represent great opportunities to meet likeminded people and gain insight into life in Australia. Your local church, mosque, temple or other place of worship also can help you to feel like part of the Australian community.

Joining groups associated with your home community can also be a good way of finding support in Australia. You also might find it to be a good way of introducing your new friends to your culture and heritage. Here are some handy website links to find groups in your area.

New South Wales - www.crc.nsw.gov.au
Victoria - www.multicultural.vic.gov.au
Queensland - www.multicultural.qld.gov.au
Western Australia - www.multicultural.online.wa.gov.au
South Australia - www.multicultural.sa.gov.au
Tasmania - www.mcot.org.au
Australian Capital Territory - www.communitiesonline.org.au
Northern Territory - www.mcnt.org.au

Libraries

Aside from your educational institution’s libraries, you will also find public libraries in each city and town. Most libraries are open six or seven days a week. They stock books, CDs, DVDs, newspapers, magazines, journals and e-books, and in many cases, provide free internet services. If your library does not have what you are looking for, you can usually ask them to order it for you from another library.

There is no charge for borrowing items, but you will need to join the library and obtain a membership card. Late return of items will usually incur a small fee.
Australian Culture and society

In Australia, you may notice some differences in etiquette, lifestyles and values to what you are used to back home. Australians are informal, which can take some adjustment, especially if you are more accustomed to a culture where ritual is important and where levels of status and authority are clearly distinguished and carefully respected. These are not obvious characteristics of Australian culture and you will be expected to be able to accept a wide range of people on an equal basis in informal situations.

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 don’t understand. This will reduce the chance of confusion or misunderstandings.

Here are some tips on Australian culture:

Addressing people

Australians usually have a first or given name and a family name or surname. People of your own age or younger are usually addressed by their first names. When speaking to people older than you, call them Mr, Mrs or Ms followed by their surname until you know them well, or they ask you to address them by their first name.

Greetings

Good morning, good afternoon and good evening are formal greetings. Informal greetings are hello or hi.

Please and thank you

Say please when requesting something and thank you when anything is provided to you.

Personal space

Australia is a big country with a small population, so we’re used to having plenty of personal space. It’s unusual to be in a situation where you must stand shoulder-to-shoulder with others. Try to leave at least an arm’s length of space.

Dress

Australians tend to dress casually. If more formal dress is required, you will usually be told. You should feel free to dress in the way you feel is culturally appropriate for you.

Queuing

People queue when they are waiting in turn for something (such as a taxi, bus, at a ticket counter, or for a cashier). Never push ahead of others or ‘jump the queue’ – it won’t be tolerated.

Punctuality

If you can’t keep an appointment or invitation, or are running late, always call to explain before the event.

Smoking

Smoking is banned in government buildings, on public transport including domestic and many international flights, theatres, shopping centres and many indoor and outdoor public meeting places. Many restaurants may not allow smoking by law. Always ask for permission to smoke.
Equality

All individuals have equal social, legal and political rights in Australia and should be treated equally.

Spitting

Spitting in public is illegal and can cause offence.

Littering

Australia is environmentally conscious and littering is illegal. If you litter, you may be fined.

GETTING AROUND

Public transport

There are many transport options in Australia that will get you around town or across the country. Australia’s Public transport system is comparably safe and affordable – and, in some cases, it’s even free. Depending on where you live it can include trains, buses, trams and ferries.

Sydney: For information on buses, ferries and trains, go to http://www.transportnsw.info/


Brisbane: Information on Brisbane’s bus, train and ferry routes and connections, go to http://translink.com.au/


Canberra: For information, go to https://www.action.act.gov.au/


Many public transport services in Australia are ‘pre-paid’ – so you need a ticket before you board the bus, train, tram or ferry. You can buy tickets at train stations and ferry wharves, as well as newsagencies and many convenience outlets.

Your own transport

If you are staying in Australia for any length of time you may decide to purchase your own transport. A reasonable secondhand bicycle can be bought for about A$200 and a good second-hand car can be purchased for less than A$10,000.

If you buy a car, you are responsible for registration, repairs, fuel, insurance and service costs. All motor vehicles must be registered before being driven on the road. You must register it in your name and provide the state or territory car registration board with your driver’s licence details and your residential address in Australia.

Registration information is available at www.australia.gov.au – follow the link to registration and licences from the “transport” menu.
Note: It is compulsory to buy third party insurance which will cover the damage to other cars or property if you have an accident.

If you plan to be in Australia for a period of no more than three months, you can drive with an international driver’s licence or a valid overseas driver’s licence. You must carry a translation if the document is not in English. If you plan to stay longer than three months, you will need to obtain an Australian driver’s licence by taking a test on highway codes and regulations. Contact the Roads and Traffic Authority in your state or territory for more information on Australian driver’s licences and road rules.

**Taxis (Cabs)**

Metered taxis operate in all major cities and towns. You can call a taxi and book your journey by phone, over the Internet or by waiting at taxi ranks that are located at transport terminals, main hotels and shopping centres.

You can often hail a taxi on the street. A taxi is vacant if the light on the roof sign is on.

There is a minimum charge on hiring and then a charge per kilometre travelled. Common Cab providers in Victoria

- Silver Top Taxi – 131 008 13CABS - 13 22

**HEALTH MATTERS**

**Overseas student health cover**

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive.

The Department of Immigration and Border Protection requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You might find that your institution has an agreement with a specific OSHC provider. You can choose to take out OSHC with this provider, or with the Australian OSHC provider of your choice. The websites listed below provide detailed information on what they cover:

- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)

Your OSHC will help you pay for any medical or hospital care you may need while you’re studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as: extra OSHC provided by some OSHC providers international travel insurance, or general treatment cover with any Australian private health insurer.

You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)
Going to the doctor

Australian doctors are highly skilled and well educated, and you’ll receive excellent care in a clean and sanitary environment.

Unless you are in a life-threatening situation, you should always first consult a medical practitioner at either a medical centre or private surgery. Hospital emergency rooms are solely for life-threatening and emergency situations.

You can visit most medical centres without an appointment, however, private medical general practitioners (GPs) usually require an appointment. A search for Medical Practitioners or Medical Centres in the Yellow Pages – www.yellowpages.com.au – will help you locate those in your local area.

The cost of visiting a doctor will usually be partly covered by OSHC. However, you may have to pay the fee at the time of your doctor’s appointment and later seek reimbursement from your OHSC provider.

The below information shows the differences between services at a private surgery and at a medical centre

Private surgery

You must book an appointment in advance. You will rarely get to see a doctor on the same day you call. In some areas of the country you may have to wait up to two weeks. No appointment is necessary. You can walk into a medical centre at any time, put your name on the list and you will be called when a doctor is ready for you. This may be a few hours. You must pay to see the GP, about A$50–$100 for a 20-minute consultation. You will be able to see the same doctor each time you visit, so the GP will become familiar with your medical history. Usually only open weekdays during normal working hours.

Medical centre

No appointment is necessary. You can walk into a medical centre at any time, put your name on the list and you will be called when a doctor is ready for you. This may be a few hours. Some medical centres offer “Bulk Billing”, which means that you will only need to pay the difference between the fee and the OSHC refund.

You will probably see a different GP each time you visit, meaning that you may have to explain your medical history each time you visit. Open extended hours and often every day.

Going to the dentist

Dentists are listed in the Yellow Pages. OSHC may partially cover the costs of dentists’ fees. It is important to read the OSHC policy and know what kinds of dental procedures are covered.

Further information about prescription medications

The Australian Government has put strict rules and regulations in place on medical treatment in order to protect health and make it difficult for people to abuse prescription medication.

In Australia, doctors write prescriptions, chemists dispense prescription medicines, and the patient has to sign for the medication when it is bought from the chemist.
WORKING IN AUSTRALIA

Permission to work

If you have a student visa, you will be eligible to work while in Australia. Please remember your right to work is tied to several conditions. Some of these include: Not starting to work until you have commenced your course of study. Working a maximum of 20 hours per week during the term and unlimited hours when your course is not in session.

You may only work if the Department of Immigration and Border Protection (DIBP) considers your course to be ‘in session’ – that means, for the duration of the advertised semesters (including periods when exams are being held).

Your Confirmation of Enrolment is still in effect if you have completed your studies.

For a full list of mandatory and discretionary student visa conditions, go to http://www.border.gov.au/Trav/Stud.

Types of work

International students often find work in retail, hospitality and administration. The wage you receive will depend on the kind of work you do and your age. You may be paid more for working on Sundays or public holidays. Tutoring younger students in the field you are studying or in your native language is also a good way to earn money. Student tutors can earn about A$40 an hour.

Finding work

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

Online:


Newspapers:

Visit www.newspapers.com.au to see a listing of the major Australian newspapers. You can select your state or territory to browse a database of Australian regional newspapers. Local newspapers have a ‘help wanted’ or jobs section.

University job boards: Most Australian universities have a careers service office with a job board listing local employment opportunities.

The Australian Government also has a listing of job boards in Australia at www.jobsearch.gov.au/KeyLinks/Pages/JobBoards.aspx

Your rights and responsibilities in the workplace

Before you step into the workplace, make sure you’re aware of your legal rights as an employee and your responsibilities to your employer. Don’t assume that because you’re an international student that you don’t have rights – you do.

You can find more information from the Fair Work Ombudsman at www.fairwork.gov.au or on the telephone information line 13 13 94.
Pay

You are entitled to receive at least the basic rate of pay that applies to your age and job classification. Many employers will pay you at a rate above the basic rate. You should also note the following:

Your employer must pay you the correct rate of pay for all the hours you attend work. They must pay you on a regular basis-casual and part-time workers are often paid either weekly or every two weeks for work they have already undertaken. That is, you are paid in arrears, not in advance.

Your pay slip must include your employer’s information (including their Australian Business Number, or ABN), the number of hours you are being paid for, the amount you have paid in income tax, your superannuation payment and, of course, how much you have been paid. You should not have money taken out of your pay to cover things such as a customer leaving without paying. You should be paid for ‘trial work’.

If you need help with an employment query or dispute, you can contact the Fair Work Ombudsman at www.fairwork.gov.au or on 13 13 9

SAFETY MATTERS AND THE LAW

Obeying the law

It’s important to remember that when you’re living in Australia you need to be aware of, and follow local laws and rules.

Being granted a student visa includes signing a document called the Australian Values Statement; the student agrees to respect the values and to obey the laws of Australia during their stay. Failure to comply with Australian laws (including state and territory laws) can result in a fine or the cancellation of the visa and possible deportation and conviction of a serious crime it can result in imprisonment. There is a comprehensive outline of Australian law and the legal system at www.nla.gov.au/oz/law.htm

Personal safety

Australia is a safe and secure study destination with a very low crime rate. However, as with anywhere in the world, it is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

The activities surrounding a public place can vary through the course of the day. 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. 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.

Public transport in Australia is comparatively safe. However you should still exercise the same caution as you would at home.

Keep your belongings close to you and know where they are at all times. Keep valuables, like your wallet, in a safe place. If you’re travelling at night, travel with friends if possible and sit close to the driver. Where possible, stay in well-lit, busy areas when walking between train or bus stations and your home. Always be aware of your surroundings, including where your fellow passengers are sitting.
If someone is making you uncomfortable or goes so far as to threaten you, tell the driver, use the emergency button or lever to stop the vehicle or call for help. Always be alert at train stations, tram and bus stops. Never hang around train stations or bus stations at night. If you must use public transport at night, check the timetable and try to arrive right before the train or bus to minimise the amount of time you spend waiting. Train carriages nearest the drivers are left open and lit.

Australia’s emergency phone number is 000 (zero zero zero), which is a free call from every phone in Australia, including mobile phones. (Please note that many newer digital phones require the user to dial 112, the international standard emergency number. Consult your mobile phone carrier if you are not sure how to access the 000 emergency phone number.)

You should call 000 if you are in a life-threatening situation and need the help of the police, fire brigade or ambulance service. This includes if you are witnessing a crime in progress. However, do not call 000 if it is not an emergency, for example if you have a cold and need to see a doctor, if you are lost and need directions, or if you are locked out of your house.

**Returning home**

The time you spend studying in Australia will change you, and you should expect that your friends and family will have changed in your absence as well.

Many Australian education institutions run “Returning Home” seminars that cover topics such as resettling, how to get your exam results, making travel arrangements, preparing for your future career, and joining alumni associations.

Whether you return home, remain in Australia or take up an opportunity in a third country, you have the chance to apply the skills, knowledge and experience you have gained while studying in Australia to the next chapter in your life.

**Career planning**

Your Australian qualifications will have you prepared for wherever life takes you – and whatever challenges it brings with it.

As your studies draw to a close, you will want to start preparing yourself for the transition to work by researching the job market in your home country, or looking at the opportunities that your new qualifications could lead to in other countries.

If you are studying at an Australian university, the International Office will be able to provide you referrals and assistance with career planning, both here in Australia and overseas opportunities available to you, as well as inform you about important considerations such as visa eligibility.

Further information about career planning can be found by following the International Student Resources link at [www.graduatecareers.com.au](http://www.graduatecareers.com.au).

**Alumni associations**

International students who study with an Australian institution are Australian alumni. You will find alumni associations established by your university and there may be Australian alumni networks in your own country.

Australian alumni networks can: Assist you in maintaining the personal, business, institutional and educational links and friendships you have made while studying in Australia. Help you with business and job opportunities back home and around the world. Provide a matrix of understanding and support within a community of graduates who have shared your experience of leaving home to study in Australia and returned home as alumni.

USEFUL LINKS AND INFORMATION

On living and studying in Australia

The Australian Government www.australia.gov.au
Study in Australia www.studyinaustralia.gov.au
Education in Australia www.education.gov.au
The Department of Foreign Affairs and Trade (for contact details of your country’s embassy) www.dfat.gov.au
The Department of Immigration and Citizenship (for immigration and visa information) www.immi.gov.au
The Australian Taxation Office www.ato.gov.au
Tourism Australia http://www.tourism.australia.com
Wages and working conditions www.fairwork.gov.au

Important numbers


In an emergency

Australia’s emergency phone number is 000. This is a free call from every phone in Australia, including mobile phones. Call 000 if you are in a life-threatening situation and need the help of the police, fire brigade or ambulance service. This includes if you are witnessing a crime in progress. If you are deaf or have a speech or hearing impairment, you can call 106 using a text phone (TTY) or a computer with modem access, to request police, fire or ambulance assistance. Do not use these numbers if it is not an emergency.

ALTEC

Gr & Level 1, 574 St Kilda Road Melbourne VIC 3004
Phone: 03 9529 1783 Fax: 03 9530 2675