

Student Handbook

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1.0 About Gateway Business College

1.1 Mission Statement

Our Vision

Our vision at Gateway Business College (GBC) is to become one of the leading RTOs in the Australian market and successively the international market. In order to progress to our vision, we count on healthy academic environment for staff, trainers and learners, honesty and integrity, hard work, and excellent quality training packages including trainers, facilities and resources.

Our Mission

Our objective is to strive to offer the best training and education programs possible. It is our intent to develop an organisation of quality and integrity that offers our clients nationally endorsed qualifications in a flexible learning environment.

Our Values

At GBC we believe that certain corporate values are the path to success, our values are:

Integrity

Doing the right thing enhances our reputation, which adds to your certificate value. In addition, doing the right thing means doing it once and for good, which is more time and cost efficient to our College.

Quality

Only top quality services and products are offered to our learners. We spend the time, money and effort in order to ensure that our trainers are experienced and skilful trainers, using first quality resources in modern recent facilities.

Learner-oriented approach

In GBC we listen to you and your needs in order to help you achieve your best after the course. Teaching methods can be customised in a fashion that is more efficient with the various groups yet compliant with GBC policies and procedures.

Teamwork

We are strong believers in teamwork where people can present different ideas and techniques in order to come up with the best scenario possible for all stakeholders. We believe that the 'whole' of the organisation is greater than the sum of its parts.

1.2 Our Organisation

Gateway Business College is a trading name owned by Sicop Education and Technology Pty Ltd which is privately owned and operated.

Key Personnel include: CEO, Accounts Manager, Training Manager, Trainers and Administration Staff.

Students are also supported throughout their study program by College administrative, academic and welfare staff.

1.3 GBC Details

Physical Address Level 2, Suite 5B & 6A, 1-17 Elsie Street, Burwood NSW 2134

Postal Address PO Box 2389, Burwood NSW 2134

Phone 02 9715 3048

Facsimile 02 9715 3094

Email info@gatewaycollege.com.au

Web Site www.gatewaycollege.com.au

Where are we- Location, Access and Parking!

Inner West Sydney provides its residents a wide range of accommodation and opportunities for visitors to experience a multi-cultural lifestyle. It is approximate 10 km from the CBD, and Darling Harbour.

Getting there is easy due to the excellent public transport systems – trains, buses and well-constructed roads.



1.4 GBC - Hours of Operation

Monday – Sunday 0800 hours – 2030 hours

1.5 Campus Services and Facilities

Academic Services

Academic services and advice can be accessed by students both online and in person at the College. Our staff will happily provide advice and information about anything from enrolments, student handbooks, available courses and library facilities.

At the College, students are able to use a fully equipped computer lab where they can either work in air-conditioned comfort, or access resources via the local library. Text books will be provided for students to use in class.

GBC staff, from management through office administration, to teachers and trainers is friendly, experienced and highly educated. They have a deep understanding of industry needs which is beneficial to students in today's economic climate.

Facilities

GBC facilities include a relaxing student lounge, complete with access to tea, coffee, soft drinks and snacks; and restrooms are available.

Modern, well-equipped air-conditioned training rooms will provide students with an environment conducive to learning and developing the skills and knowledge required to achieve successful outcomes.

1.6 English Language

All courses at Gateway Business College will be presented in the English language. Students will be required to possess a high level of English Language and proof will be required for a level of International English Language Testing System (IELTS) 5.5 or equivalent.

English Language Tests for Student Visas											
Test	Test Score Band										
IELTS	4.0	4.5	5.0	5.5	6.0	6.5	7.0	7.5	8.0	8.5	9.0
TOEFL iBT	31	32	35	46	60	79	94	102	110	115	118
PTE Academic	29	30	36	42	50	58	65	73	79	83	86
Cambridge English: Advanced (CAE)	32	36	41	47	52	58	67	74	80	87	93
OET	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass
TOEFL PBT	433	450	500	527	550	n/a	n/a	n/a	n/a	n/a	n/a

1.7 Introduction to Australia

The Country

Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests. Australia is the sixth largest country in the world and has the lowest population density per square kilometre.

Australia has 16 world heritage listed properties with its historic townships, bustling cities, vivid landscapes and exotic flora and fauna all adding to its unique appeal.

Much of Australia's exotic flora and fauna cannot be found anywhere else in the world and the lifestyle is one second to none.

Culture and Customs

The culture and customs consists of a rich tapestry of nationalities including traditions, legends, myths and folklore. The indigenous 'Dream time' forms the base of tens of thousands of years of spiritual aboriginal art and culture.

Language

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

Tipping

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 5%) should you feel you have received exceptional service.

Public Holidays & Special Celebrations

Holiday	2016	2017
New Year's Day	01.01.2016	02.01.2017
Australia Day	26.01.2016	26.01.2017
Good Friday	25.03.2016	14.04.2017
Easter Saturday	26.03.2016	15.04.2017
Easter Sunday	27.03.2016	16.04.2017
Easter Monday	28.03.2016	17.04.2017
Anzac Day	25.04.2016	25.04.2016
Queen's Birthday	13.06.2016	12.06.2017
Labour Day	03.10.2016	02.10.2017
Christmas Day public holiday	25.12.2016	25.12.2017
Boxing Day	26.12.2016	26.12.2017

1.8 Sports & Recreation

Clubs & Organisations

A wide variety of clubs and organisations exist in South West Sydney. Belonging to a club or organisation is a great way to meet new friends. Maybe you would like to consider getting involved in a new sporting activity. The friendly staff in Student Support Services will be happy to help you find a club that could suit you.

Eating Out

There are restaurants to cater for all tastes – the international cuisine in South West Sydney is extensive. Go to <http://www.diningout.com.au> for ideas of where to go either for a quick snack or a dinner party with friends.

Religion & Faith

Because of its cosmopolitan population, Inner West Suburbs provide an extensive range of options.

Remember, the friendly staff members at GBC are always happy to help with your enquiries. If they don't know the answer, they will make it their business to find out and get back to you.

Sun Safety

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are six simple steps you can follow to reduce your risk of skin cancer and protect your skin:

- Minimise your time in the sun between 10 am and 3 pm
- Seek shade
- Wear suitable clothing that provides good sun protection
- Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
- Wear UV protective sunglasses
- Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

Beach Safety

Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

States and Territories

Australia is made up of six states and two territories.



Time Zones

Sydney clocks are set on Australian Eastern Standard Time and are changed for Daylight Savings Time between October and March each year.

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

1.9 ESOS Legislative Framework

The Education Services for Overseas Students, or ESOS Act, provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students.

Legislation

The Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

[ESOS ACT, Regulations, National Code and Legislative Instruments](#)

Tuition Protection Service

The Tuition Protection Service (TPS) is a placement and refund service for international students. The TPS replaces the Tuition Assurance Scheme and the ESOS Assurance fund. Visit the [TPS website](#) for more information.

Standards

The National Code is a legislative instrument of the ESOS Act and applies to providers of education to students on student visas in all sectors. National Code requirements are in addition to the standards for specific sectors.

[National Code and Explanatory Guide](#)

[National standards for ELICOS providers and courses](#)

[National Foundation Program standards](#)

Information for students

The Australian Government is committed to ensuring you have a great education experience in Australia. The ESOS Act and related laws protect international students through:

- The ESOS legislation and recent reforms
- The National Code
- The Overseas Students Ombudsman
- The Tuition Protection Service

2.0 Pre Arrival

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (the National Code) states certain requirements must be met before you can be accepted for enrolment into a course. It is necessary for many of these requirements to be met in order for you to be granted an International Student Visa.

Some of the conditions which you will need to meet include a minimum level of English language proficiency, educational qualifications or work experience required by the specific course into which you wish to enrol. A determination also needs to be made as to whether course credit can be applied for previously gained educational qualifications or work experience that may be relevant to your chosen course. Amongst other things you will need to have an understanding of the course content, length of time it will take to complete the chosen course, as well as the method of course delivery and assessment methods.

You need to be aware that not all countries have the same requirements for the granting of student visas. Your country will have a numerical assessment made such as Level 3, 4 5 for example and this will determine how quickly the application process occurs.

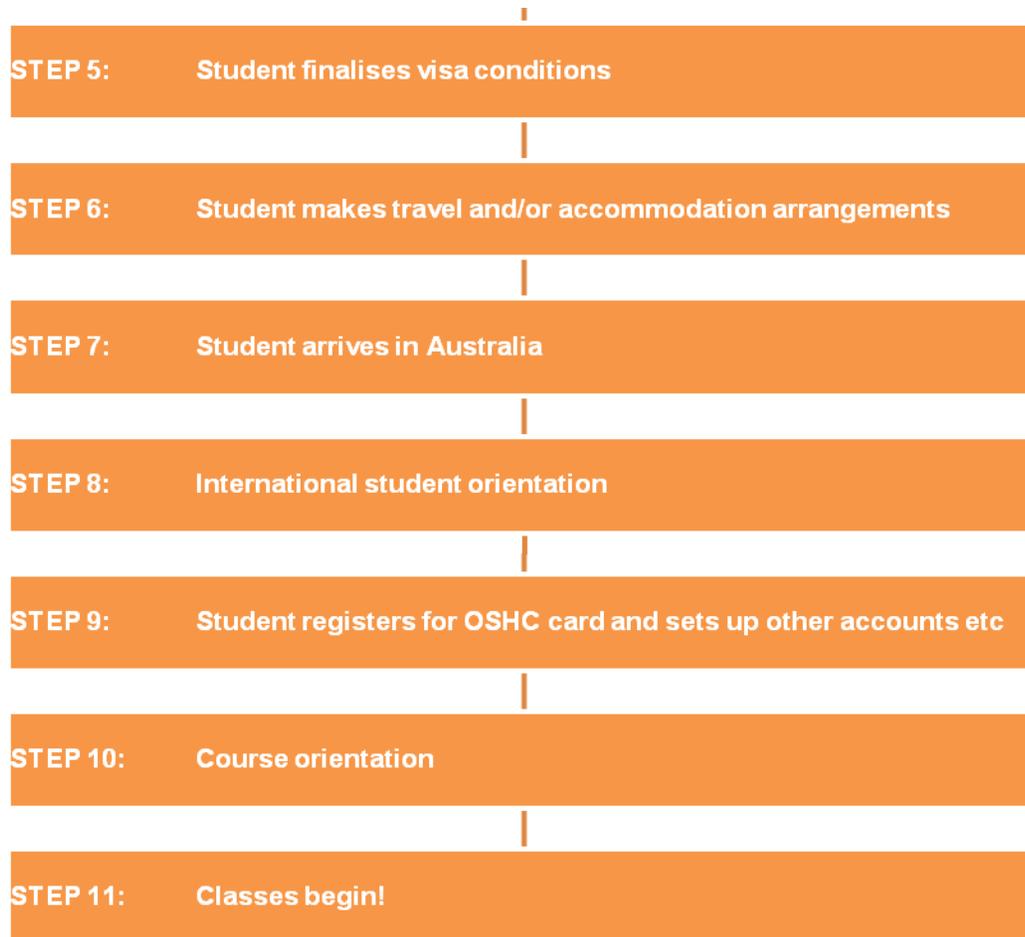
Before you can lodge your application you will need a letter from your Australian education provider offering you a place in a course as well as an electronic confirmation of enrolment certificate issued by that provider if you are requested to do so.

2.1 Step by Step Visa Application

To assist you in the process of applying for an International Student Visa to study in Australia please work your way through the Step-by-Step process outlined on the next page to ensure you have covered all tasks necessary to achieve a successful application.

2.1.1 Application Step-by-Step Process Model





2.2 “Things to Do “Checklist

The following checklists have been prepared to assist in your preparations for studying in Australia.

Before Leaving Home:

- Arrange student visa
- Make contact with institution
- Arrange for immunisations and medications from my doctor
- Arrange sufficient funds
- Confirm overseas access to your funds with your bank

- Make travel arrangements
- Arrange insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
Name and contact details of an institution representative
- Enough currency for taxis, buses, phone calls etc. in the event of an emergency
- Important documents
- THIS HANDBOOK!
- Passport
- Letter of offer
- eCoE
- Certified copies of qualifications & certificates
- Travel insurance policy
- ID cards, drivers licence, birth certificate (or copy)

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

Upon arrival in Australia:

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

2.3 Visa Information

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

In order to apply for a student visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. You must ensure you allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Immigration and Border Protection (DIBP)

The Australian Government's Department of Immigration and Border Protection (DIBP) provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

Visit: www.border.gov.au/ for the latest information.

IMPORTANT: Once you arrive in Australia you must ensure GBC has your current address at all times. If, for any reason, DIBP (Department of Immigration and Border Protection) wishes to contact you they will rely on the address GBC has for you.

Dependent's visas for family members

Some students bring their family (spouse/partner and children) with them to Australia. You can apply to bring your family on a dependent's visa if you are enrolled in a formal tertiary course which lasts for at least one year. If you are planning on bringing your family with you, you should seek information from the Australian Consul or Embassy in your country about visa requirements. Dependent's visas are issued by DIBP.

Usually, your family members will need to have a health examination and you will need to provide supporting documents, such as marriage and birth certificates, passports and proof of sufficient income to support your family in Australia. You will also need to pay the family rate of health cover to ensure your family has health insurance while in Australia.

A dependent visa will allow your family members to stay with you in Australia for the duration of your course. If your course of study is shorter than one year, or if you want other family members (such as parents or siblings) to visit you, each of them will need a visitor's visa (not a dependent's visa). A visitor's visa is usually issued for three months.

Migration Agents

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

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making

international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents.

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

Visa conditions

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

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress and attendance requirements
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- If you change education provider you must inform your current education provider within seven days of issue of an eCoE
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days
- You must not work unless you have been granted permission to do so
- You must leave Australia before your visa expires

For a full list of mandatory and discretionary student visa conditions please visit:

<http://www.border.gov.au>

2.4 Arranging Travel

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

Documents

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

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

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

What to Bring

Students are often surprised by how strict Australian Customs Services and Quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items.

Visit the Australian Quarantine and Inspection Service (AQIS) homepage: www.aqis.gov.au

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

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For Sydney the hottest months are January and February. If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive. In Sydney nights can be cold during winter, on occasion getting as low as 4 degrees, however the days during winter are usually in the low 20's and sunny. Obviously there are rare exceptions to these temperatures. Summer on the other hand can be very hot, with our hottest days reaching 39-42 degrees, though the extremely hot days are usually the exception.

Clothing

On campus, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months. On campus and on work placement however, clothing must meet minimum requirements in terms of workplace health and safety legislation, in that it must provide safe covering, in particular footwear in certain circumstances must be protective.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Other items you might need to include (most can also be purchased in Australia)

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



The standard voltage for electrical items in Australia is 240V 50 cycles. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

Bringing your Computer

Bringing a PC or laptop into Australia may be a little more complicated. Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AU\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies. To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority before making any purchases. <http://www.acma.gov.au/>

Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Austel Approved in order to function in Australia.

2.5 Arranging Accommodation

When you arrive in Burwood where are you going to stay the night? It is much better to know the answer to this question before you leave home. There are two types of accommodation to consider: temporary and permanent.

Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport. Sydney's cultural diversity caters to many different lifestyles and the costs of transport, food and entertainment is very competitive and often better than most other Australian capital cities. The Sydney lifestyle can be enjoyed, even on a student budget.

Types of Accommodation

Our objective is to strive to offer the best training and education programs possible. It is our intent to develop an organisation of quality and integrity that offers our clients nationally endorsed qualifications in a flexible learning environment. GBC is not a residential College and therefore does not offer on-campus accommodation, however there is a range of other accommodation options from which students can choose such as homestay, student housing and rental accommodation.

Homestay

Homestay accommodation provides a homely, safe environment in a range of settings such as host families, share houses and units in single or shared rooms. They are often close to transport and shops. Visit the following websites to see some of the homestay accommodation available in Sydney.

- Home Stay Experience
<http://www.ozhomestay.com.au/>
- Home Family Stay Sydney Student Accommodation
<http://www.auzziefamilies.com/>

Student Housing

There are a number of purpose built homes in Sydney that accommodate students only. For an example of what is currently available you can access the following website where you can specify your individual requirements.

- Accommodation for Students - <http://www.studyaccommodation.com/>
- Casual Accommodation New South Wales - <http://au.easyroommate.com/>

Rentals

Private rental arrangements can be made through local real estate agents where you will be able to rent modern, self-contained and furnished apartments to suit your budget.

Rental Rates & Weekly Living Expenses

Weekly rental rates will be determined by whether you are simply renting a room in a share house, or you are renting an entire house or apartment and for a single person could range from say \$140 to \$250 for a single room in rental accommodation to \$600 per week for a house or a large apartment.

Temporary accommodation

If you have not already arranged permanent accommodation, you will need temporary accommodation for a few days or weeks while you look for something more permanent. Contact International Student Services for assistance with this.

Permanent accommodation

It takes a student, on average, between two and four weeks to find suitable accommodation. There is a variety available for you to choose e.g. share housing, homestay, etc). It is easier for you to make this choice once you arrive in Burwood, though you will need temporary accommodation at first, as noted above. It is important to inspect rental accommodation before signing a rental agreement.

Things to Keep in Mind When Renting:

Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than A\$1,000 dollars. The bond is usually set at four weeks' rent.

A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

The landlord/agent must give you a 'Bond Lodgement' form with details about how much bond you have paid. This should be signed by both you and the landlord/agent. The landlord/agent must lodge this form and your bond with the Office of Fair Trading (OFT) Renting Services within 7 days.

Renting Services will send you an advice slip and a rental bond number. Keep these in a safe place with your residential tenancy agreement.

If you do not receive an advice slip, contact Renting Services (phone 133 220) to find out if the bond has been lodged. It is an offence for the landlord/agent not to lodge the bond – they can be fined up to \$2,200.

Signing a Lease

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

Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you.

Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

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

Inspecting a Potential Property

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

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

We strongly recommend that you inspect any permanent accommodation before you sign a lease.

Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date.

The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

Restrictions

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

Choosing a Roommate

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

It's important to establish ground rules which everyone agrees upon at the beginning. If you do, it will make life much easier as studies begin and pressures increase. If everyone agrees to the ground rules, everyone knows each other's expectations and it is easier to address small issues early.

Some questions you could ask are:

Food

- Do you and your roommates expect to share the costs of buying everyday items such as toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone?
- Will you have a general kitty for food, or will each person look after themselves
- If you are buying food as a group, who will take care of the preparation, washing up, etc.?
- If you are answering an advertisement for a roommate; what does the rental price cover?
- Does it include utilities, or are they split equally when the accounts are due?
- Who will pay them and how will you all know they have been paid?
- Does anyone in the group have specific food needs (allergies, preparation needs)

Cleaning

- Who will clean what? How often?
- Decide exactly what "clean and tidy" means to you.
- Will you hire a cleaning company to keep things under control?
- If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

Personal Habits & Individual Needs

- How much privacy do you need?
- What hours do you usually:
 - Sleep?
 - Study?
 - Relax?
 - Socialise?
 - Shower?
 - Wash clothing

Smoking & Drugs

- Do you prefer to have a smoker or non-smoker as a roommate?
- Is a smoker alright as long as they smoke outside the residence? (Many rental agreements will forbid smoking inside the premises)
- Clarify your stance on the use of alcohol and/or illicit substances.

Music & Television

- What are your musical likes and dislikes?
- Do you watch TV every day or just once in a while?
- Do you like to study with or without music/TV?

Personality Traits & Communication

- How do you perceive yourself?
- How do others perceive you?
- Do you enjoy being around a lot of people - or just a few friends?
- Are you more comfortable by yourself?

What about overnight visitors?

- When conflicts arise, how do you go about resolving them?
- How do you behave when you're happy - angry?
- What are the things that bother you most?

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

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

Housekeeping

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

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

Kitchen Stoves & Ovens

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

Refrigerators

Refrigerators should be defrosted periodically, when ice or frost in or around the freezing unit becomes evident. To defrost a refrigerator, one should turn it off, empty it, and allow the water from the melting frost to drip into a pan or the tray beneath the freezer.

This may take overnight, but can be done more rapidly if one puts a pan of hot water in the freezer. When the ice has melted, one should empty the tray of water into the sink. It is not a good idea to use sharp instruments to chip off the ice as they may damage the freezer and your eyes. A solution of baking soda and water can be used to clean the inside of the refrigerator. Some refrigerators automatically defrost themselves.

The cooling grills on the back of a refrigerator should be vacuumed periodically to remove dust build-up, to enable the unit to refrigerate more efficiently. A refrigerator that does not work efficiently will cost you more on your electric utility bill.

Disposal of Rubbish

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

Cleaning Kitchens

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

Cleaning the Bathroom

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

Cleaning Floors

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

Cleaning Products

Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully in order to understand proper uses and dangers of the products.

(Warning: Keep all cleaning products out of reach of children and do not mix products!)

Maintenance & Fixtures & Fittings

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

Home Fire Safety

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Plan Your Escape

In a Fire:

- Get down on the floor. Crawl to the door. (In Australia we say – get down low and go go)

- Get out of your room.
- Close the door. This prevents smoke and fire from spreading
- Alert others.
- When outside stay out.
- Call 000.

Child Care

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

Many schools offer before- and after-school care programs these usually operate as follows:

- Mornings: 7:30am - 8:45am and Afternoons: 3:30pm-6:00pm).
- Children who need these programs must be registered with the school.

2.6 Schooling in Australia

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

- It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 1st August of that calendar year are eligible to start school the following year. Children whose birthday is after the 1st August must wait one more year. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. GBC will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

Social Activities

To help you settle into life in South West Sydney and make new friends, we strongly suggest you join a local sporting, recreational, church or other group. Please talk to our Student Services representative about various groups available in this area.

Experiencing Culture Shock

What is culture shock?

Firstly, it is important to recognise and accept that culture shock is a normal but unpleasant and at first negative

Experience but handled well it can have positive effects such as:

- learning experience
- increase intercultural understanding
- enhancement of self-efficacy

Calling Emergency Services

In Australia dial **000** from any phone (including mobiles) for fire, police or ambulance services. Emergency Services operators answer this number quickly and to save time will say, “Police, Fire, or Ambulance”.

If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information, which will help them to respond. Be ready to respond to such questions as:

- where are you? (note street names and the closest intersection),
- what has happened and to whom; what their condition is.

The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

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

Calling Police

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

Belmore St
BURWOOD 2134
Phone: 02 9745 8499
Fax: 02 9745 8411
Open 24 hours

Calling Fire

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

Ambulance

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

State Emergency Service

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

Public Telephones

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

Sundays are an excellent day to make interstate or international calls due to all day discount rates. Pre-Paid telephone cards offer competitive calling rates to all countries 24 hours per day. Pre-Paid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience stores.

Making Phone Calls within Australia

To make international phone calls:

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

To make domestic phone calls

☎ Dial – the area code + phone number

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



Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from Overseas

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

Example: International access number +61 2 9999 3662

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia.

If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: <http://www.mobiles.com.au/mobile-phone-plans/>

Computer & Internet Access

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

Australia Post

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



Small Letters

The cost of posting a small letter for distribution in Australia is an **AU.60¢** postage stamp which you affix to the envelope.

A small letter has the following characteristics:

- no larger than 130mm x 240mm
- no thicker than 5mm
- maximum weight 250g.

Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent

manner. That is why it is necessary to address your mail clearly and correctly. The information below demonstrates how.

For more information on how to address a letter see the document, 'Addressing Small Letters' in your information pack.

Getting Around Sydney

Public Transport:

Transport choices are many and varied, catering for residents and the large number of visitors to the City. <http://www.131500.com.au/>

Road

The trip from Burwood to Sydney Coast is a 15 minute journey.

Taxis

There are numerous taxi services from which to choose and taxi stands exist all around the e\area. For bookings or visit <http://www.taxiscombined.com.au/contactus.htm> for more information

Buses and Trains

Buses services are also available from one suburb to the other. To identify train and bus times and prices visit.

Airlines

The Sydney area has frequent domestic services from Sydney to domestic and international destinations.

Ferries and water taxis

There are a number of ferries and water taxis operating in Sydney, providing a unique transport service for visitors and residents of the Sydney.

How to Shop

Bargaining/Haggling

When shopping in Australia you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price.

However, there are exceptions to this rule.

There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include:

- at garage sales
- community markets
- second hand dealerships
- at electrical goods' stores
- furniture shops
- when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price

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

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

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

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

Purchasing an Item

The most common methods of purchasing items are by cash or **EFTPOS**. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion) from more than 103,000 merchants across Australia.

Just swipe your key card through the EFTPOS card reader, select your account type and enter your PIN. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.

Overseas Student Health Cover (OSHC)

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

How do I get OSHC?

You can choose to take out OSHC with the provider preferred by GBC, or with the Australian OSHC provider of your choice. As at July 2008, there are five providers of OSHC in Australia.

Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management www.ahm.com.au
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au
- Allianz <https://www.oshcallianzassistance.com.au/>

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,
- 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
- www.iselect.com.au

What am I covered for?

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

How do I use my OSHC card?

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

How do I make a claim?

This information will be provided at the time of joining.

Other Health-Related Services

Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare.

Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State.

One of the problems with such a system is that waiting times in public hospitals can be extensive due to a shortage of healthcare professionals and facilities.

Private System

Private hospitals provide about a quarter of all hospital beds in Australia.

Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners.

For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system.

If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours.

Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

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

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

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

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. You must make an appointment to see a GP.

It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

What should I do if I'm sick?

Choose a doctor from the list of medical centres in and around Burwood in this handbook or use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment.

Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication.

If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests e.g.: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

Medical Centres in and around Burwood

Burwood Park Medical Centre
90 Burwood Rd
Burwood, NSW, 2134
(02) 9744 5454

Victoria Street Medical Centre
51 Burwood Rd
Burwood, NSW, 2134
(02) 9747 6611

AMCL Burwood
185a Burwood Road, Burwood, NSW 2134
Burwood GP / Medical Centre
(02) 9744 5133

Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address.

You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than AU\$36.00 (as at June 2013) you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine.

If the prescription medicine the Doctor has prescribed is also made available by a company, which produces generic brands at cheaper prices, this option will be offered to you. This is **ONLY** offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

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

Dental and Optical

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

Maintaining Your General Health

Maintaining good health is of vital importance when studying abroad.

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

Going abroad is not a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another).

Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.

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

Physical Health

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

- Exercise – do at least 30 mins of moderate exercise a day
- Sleep – get at least 8-9 hours of sleep a night
- Nutrition – keep a balanced diet remembering to eat lots of vegetables and fruit everyday
- Eliminate Binge drinking – limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.

Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner’s health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. Always use condoms as condoms are the only form of contraception that protects against

STIs (Sexually Transmitted Infections) and unplanned pregnancy. But girls should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

Mental health

Be prepared to discuss concerns with a trusted friend or counsellor earlier rather than later. If you believe you need help, you may wish to contact the Mental Health Association contact Sydney Health.

Interpreter Services

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

3.0 Managing Finances

Initial Expenses

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

Expenses	Example of a student living in shared accommodation off-campus	Example of a family living off-campus (two adults and one child)
Establishment		
Temporary accommodation (8 nights)	\$350	\$740
Furniture & household items (if renting unfurnished or partly furnished home)	\$1500 per month	\$3000 per month
Electricity/gas/phone – connection	\$250 per month	\$250 per month
Rental bond (refundable)	\$600	\$1500
Two weeks' rent in advance	\$700	\$1480
Total (Establishment)	\$3,400.00	\$6970

Accommodation, food & utilities	per academic year (36 weeks)	per year (52 weeks)	per year (52 weeks)
Off-campus rent - ongoing**	–	\$7800 (\$150 per week)	\$19,500 (\$375 per week)
Electricity/gas – ongoing	–	\$728 (\$14 per week)	\$1456 (\$28 per week)
Food, groceries, incidentals	\$2028 (\$39 per week)	\$5720 (\$110 per week)	\$13,750 (\$265 per week)
Residential College fee, meals and utilities (36 weeks during semester)	\$13,200 (\$367 per week)	–	–
Residential College – Internet, Orientation activities, student club fees, etc.	\$828 (\$23 per week)	–	–
TOTAL (Accommodation, food and utilities)	\$15,432 (36 weeks)	\$14,248 (52 weeks)	\$34,706 (52 weeks)

Residential College – summer vacation and Orientation accommodation (Dec-Feb, approx. 11 weeks, fully catered)	\$4620 (\$60 per night)	–	–
TOTAL (including summer vacation & orientation accommodation in a residential College)	\$20,676	\$14,248	\$34,706

Ongoing additional costs	per year	per year	per year
Phone (includes Internet) – ongoing	\$520 (\$10 per week)	\$1040 (\$20 per week)	\$1560 (\$30 per week - includes internet)
Public transport	\$416 (\$8 per week)	\$832 (\$16 per week)	\$2080 (\$40 per week)
Health (dental/medicine not covered by OSHC)	\$500	\$500	\$1250
Recreation/entertainment	\$1040 (\$20 per week)	\$1040 (\$20 per week)	\$2600 (\$50 per week)
Photocopying/printing/ stationery	\$520 (\$10 per week)	\$520 (\$10 per week)	\$520 (\$10 per week)
Textbooks/course materials***	\$850	\$850	\$850
Contents insurance	\$280	\$280	\$560
Clothing/personal	\$600	\$600	\$1500
Emergency/unexpected	\$500	\$500	\$1000
TOTAL (Ongoing additional)	\$5226	\$6162	\$11,920
TOTAL (Accommodation and living, and Ongoing expenses)	\$25,902	\$20,410	\$46,626
TOTAL (Excluding Residential College Summer vacation & Orientation)	\$19,890 (36 weeks)		

NOTE: Prices are subject to change. They are to provide you with a guide only

4.0 Working in Australia

Gaining Permission to Work

From 26 April 2008, people granted student visas will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work.

Please note that you will NOT be able to work in Australia until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

Working While Studying

You are not permitted to start work until you have commenced your course of study
You can work a maximum of 40 hours per fortnight during the term and unlimited hours when your course is not in session.

The Department of Immigration and Border Protection (DIBP) considers your course to be 'in session':

- for the duration of the advertised semesters (including periods when exams are being held)
- if you have completed your studies and your Confirmation of Enrolment is still in effect
- if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

For a full list of mandatory and discretionary student visa conditions please visit <http://www.border.gov.au/Trav/Stud>

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses.

There is no guarantee that employment companies will find work for you. However, there are many different ways to find a job in Australia:

Newspapers

Job Boards on campus at often at local shopping centres

Online - try these online companies:

- <http://www.seek.com.au/>
- <http://www.careerone.com.au/>
- <http://mycareer.com.au/>

Earning an Income

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

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form.

If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

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

Taxation Returns

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

Lodge online using e-tax at [http://www.ato.gov.au/](http://www.ato.gov.au)

For a registered tax agent visit <http://www.tpb.gov.au/>

Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation

If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 9.25% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit: <http://www.ato.gov.au/superfunds/>

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

You can find a comprehensive outline of Australian law and the legal system at: <http://australia.gov.au/>

Legal Services & Advice

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

Child Protection Laws

The New South Wales Department of Communities (Child Safety Services) is dedicated to protecting children and young people, and ensuring they are safe from abuse. Their contact details are:

New South Wales Department of Community Services
6 Cavill Ave
Ashfield NSW 2131

Locked Bag 4028
Ashfield NSW 2131

Telephone: 02 9716 2222
Facsimile: 02 9716 2999

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

Some General Security Tips:

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- Do not leave messages on the front door. It lets people know you are not home.
- Avoid having parcels left on the door step.
- If you have to have something delivered while you are out have the neighbours collect it.
- When out, leave a radio or television on or a light in the evening to give the impression you are home.
- Keep cash and valuables out of sight.
- Home Security is an issue for you to consider when you are deciding on a place to live. Windows and doors should have security screens or locks; doors should have dead-bolts, a security chain and a peep hole.

Contents Insurance

It is recommended that if you are in a rental property that you obtain Contents Insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance but your belongings will not be covered.

Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to \$200 per year depending on the value of your belongings.

Internet Safety & Security

Personal Safety

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

If you are going out at night remember:

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

If you are out and about:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings. Using personal stereos could mean not hearing trouble approaching
- Always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm

Very important: If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

Public Transport Safety

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

Waiting for a bus

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

Riding on the bus

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

Trains

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

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

Taxis

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

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination
- If the driver harasses you when travelling in a taxi your options include:
 - Ask the driver to stop. You may choose to make up an excuse to do so;
 - Leave the taxi when it stops at a traffic sign or lights
 - Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

Road Rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, you must know the road rules before you attempt to drive (even 10 metres)! Many lives are lost on Australian roads every year and international visitors are at high risk!

If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road.

A handy tip is not to think of it as the other side of the road, but to think that the "white line" (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

Owning a Car

Registration

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

Insurance

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

Speed

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

Mobile Phones and Driving

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

Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law.

Licence Requirements

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

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

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

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

When driving in and around Sydney you must carry your overseas driver licence. Your licence must be written in English or, if the licence is not in English, you must either carry an English translation or an International Driving Permit. If you are a temporary overseas visitor and you wish to obtain an Australian licence seek advice from your local Police Station.

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

- Body size: A smaller person will have a higher BAC than a larger person because the alcohol is concentrated in a smaller body mass.
- Empty stomach: Someone with an empty stomach will reach a higher BAC sooner than someone who has just eaten a meal. Food in the stomach slows down the rate at which alcohol passes into the bloodstream.
- Body fat: People with a lot of body fat tend to have higher BACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.
- Women: After drinking the same amount of alcohol, a woman will almost always have a higher BAC than a male.
- Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. For more detailed information about alcohol and how it affects you, please see the Australian Drug Foundation website: www.druginfo.adf.org.au .

Drinking Limits Advice

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

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

Random Breath Testing (RBT)

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

Increased Risk of an Accident

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

- At 0.05% Blood Alcohol Content (BAC), your risk of being involved in a road accident is double that of a 0.00% reading.
- At 0.1% BAC your risk is more than seven times as high of being involved in a road accident, than at 0.00%.
- At 0.15% your risk increases to 25 times that of driving at 0.00%.
- **DON'T DRINK & DRIVE!**

Please keep in mind:

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

Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products.

Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces.

In New South Wales there are restrictions regarding smoking in public area. Make sure you read any signs before lighting up.

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

State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

Drink Spiking!

Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time.

Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured and if you suspect you or your friends have had a drink spiked, call 000 (zero zero zero) immediately to report it and get help.

Hitchhiking

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

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

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

Avoiding Dangerous Areas and Activities

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

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night.

These differences can have a very different impact on the way you feel when you are in them. For example:

- The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. Alcohol consumption has now become a factor in these places, and for many (particularly for women), some areas may become less safe.
- A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark.

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

Sexual Assault

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

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

What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality.

Your first point of contact, should be the Police or your closest Sexual Assault Service. If calling the police from a public phone dial 000.

It is important that you:

- Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.
- Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.
- Try to remember everything you can about your attacker.

Remember, you are the victim. You have nothing to feel guilty or ashamed about.

Police officers are aware that when a person has been assaulted, sexually or otherwise, they are likely to be suffering from emotional shock. The police will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim.

If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

Keeping in Contact:

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

Pack what you need

Most items you will need during your stay are available in Australia, though the cost may be higher than in your home country. So it pays to do some sensible packing, and in particular to have enough money when you arrive.

Animal or plant items

If you want to take any animal or plant items (which could potentially carry disease) into Australia, you must complete a form and also declare the items to Quarantine at Sydney Airport. Some items are prohibited and you generally cannot take these into Australia; however, it may be possible to do so if you obtain approval before you leave home.

Document Folder

It is a good idea to prepare a folder containing all of the important documents you may need to access quickly. This folder could contain the following. We suggest you keep the following documents. You may think of others.

- valid passport (including photocopies)
- student visa (including photocopies)
- letter of Offer of Admission and other material sent to you by Gateway Business College
- receipts of payment for all GBC fees
- certified copies of personal papers, such as academic transcripts, educational or work qualifications, scholarship award letter (if applicable)
- identification (ID) papers, such as birth certificate, proof of citizenship, driver's licence from your own country, international driver's permit (if needed – see below)

- papers relating to any study that may earn you credits for the course you are enrolling in at Gateway Business College. (If you want credit for study already completed you will need to bring detailed information – course outlines, syllabus outlines, texts used, course assessment information, number of teaching hours, etc.)
- credit cards, bank keycards, traveller’s cheques, etc
- medical records, immunisation records and school records for you and all
- accompanying family members
- proof of marriage (if relevant)
- receipts for goods you are bringing to Australia, to assist with assessing Customs duty and sales tax (e.g. computers, cameras)
- reference letters(for finding accommodation or employment)including rental references
- this handbook

Money

Australia has decimal currency with 100 cents to the dollar. Australian bank note denominations are \$100, \$50, \$20, \$10 and \$5, and coins are \$2, \$1, 50 cents, 20 cents, 10 cents and 5 cents. The exchange rate for the Australian dollar (AUD) is a floating rate based on the foreign exchange market. You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction.

Credit Cards

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

How much should I carry?

You must have some money for immediate use when you arrive in Australia. You will need to pay for transport from the airport, as well as accommodation, food, telephone calls, postage and other expenses. You should bring at least AUD \$300 in cash and have easy access to at least \$1,200 more (e.g. with a bank keycard or in traveller’s cheques).

Do not bring all your funds in one cheque that needs to be cashed at a bank. It can take several weeks for cheques from some countries to be cleared for cashing by the banks here. This could leave you in a difficult situation with no money for accommodation or other necessities.

If you are a scholarship student, you should not rely on the first scholarship payment for immediate use as it may take some time before the money can be placed in your bank account.

Bank accounts

You will be able to open a bank account straight away. In the first six weeks after you arrive, you need only your passport as proof of identity when opening a bank account. Once you have opened an account, further funds can be transferred from your home country directly into your account in Sydney.

Some banks in your country may be able to open an account for you in Burwood before you leave home – ask at your bank first. Credit cards accepted in Australia include American Express, Diners Card, Visa and MasterCard.

Banks also issue bankcards for use in Australia.

Useful websites:

<http://www.travelex.com.au/> - traveller's cheques and money transfers

<http://www.xe.com/ucc/> - universal currency converter

<http://www.google.com.au/> - type in related terms (e.g. 'Australian banks')

What if I am sending items to Australia?

If you send items to Australia by post or a freight service, they will need to be cleared by Australian Customs. You can clear the goods yourself or have a nominated person, such as a relative or Customs broker, do it for you. You will need to complete an 'Unaccompanied Effects Statement' (available from all Australian Customs offices and Customs brokers), produce your passport and a detailed packing list.

If you do not use the services of a broker, you should contact the Australian Customs office nearest to the location of the arriving goods to arrange your own clearance. Customs may inspect the goods on arrival in Australia. Duty free concessions will not apply to goods sent to Australia.

Please read the booklet 'Guide to Travellers - Know Before You Go' <http://www.border.gov.au/> in your Pre-Departure Package for further information or contact:

Customs Information Centre

Phone: 1300 363 263 (in Australia) +61 2 6275 6666 (outside Australia)

Email: information@customs.gov.au

Web: <http://www.border.gov.au/>

Prepare yourself mentally and emotionally

Prepare yourself mentally and emotionally In the rush of dealing with practical matters – visas, tickets, documents, money – do not forget to allow yourself time to prepare emotionally and mentally for the experience ahead of you.

For most students, even those who have lived and studied abroad before, a move to a new culture and education system will involve a period of transition and adjustment.

Being away from home can result in feelings of sadness, loneliness and even depression. But if you know what to expect you will find it easier to cope. There are usually three stages of change:

- At first, there is often a period of excitement when preparing for your departure. Saying goodbye to family and friends is a little sad, but the sadness is masked by the anticipation of living abroad. The first few days in the new country are usually disorienting but still exciting.
- As the excitement wears off, you may begin to notice differences between Australia and home. You may start missing the life you are used to, and may start to feel lonely and isolated. It is not uncommon for students to feel quite depressed and unhappy and to start wondering if they have made a terrible mistake.
- Then, as time passes, lectures begin, you meet people, make friends and become familiar with the way things work here, you will find yourself feeling more comfortable. The depression lifts and you begin to see differences in a more positive light. Before long you find yourself feeling more at home.

You can make this transition more easily if you remember that changes in your emotional state are a normal reaction to the major life changes. Adequate preparation will help you adjust. It can help if you bring some favourite familiar items with you from home – an ornament or something that has special importance.

Keeping in touch with people back home on a regular basis also helps. Talking to a counsellor at GBC about things that concern you is also helpful. Making contact with local students by joining clubs and societies and taking part in the activities they organise is a great way to meet people and make friends.

Complete your pre-departure checklist:

- organised travel arrangements (visa, air tickets, etc.)
- had medical/optical/dental check-ups (and packed spare pair of glasses/contact lenses,
- prescriptions for medicines, etc., in my luggage)
- organised at least temporary accommodation, either on campus or off campus.
- packed my document folder of important documents, as well as placing

immediately

- needed items (passport, air ticket and other valuables) in my hand luggage
- checked Customs and Quarantine regulations and separately packed items
- I will need to declare (e.g. food, computer), as well as ensuring there are
- no sharp objects in my hand luggage
- at least \$1,500 available for use on arrival in Sydney
- (including approximately \$300 in cash)
- packed some of my personal items such as photos, address book with contact
- details of family, friends, my country's embassy in Australia
- packed this booklet – Your Road to Success – in my hand luggage for reading on the plane.
- purchased padlocks for my luggage and applied them to my bags
- If any of these items is not ticked and you require further assistance, please contact GBC.

Should I bring my family to Australia?

There are arguments for and against bringing your family while you are studying in Australia. On one hand, you will not be separated from them, you will not be anxious about their welfare in your absence, and you will have someone near and dear to share your experiences.

On the other hand, families make demands on your time and energy and this can affect your study. Also, you may make less effort to meet new people if you have your family with you. You will need to discuss these advantages and disadvantages carefully with your spouse or partner and other family members and reach a decision, which is best for all.

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Immigration and Border Protection See: Arranging Visas). Family members include your spouse, and you and your spouse's dependent children. However, before bringing your family to Australia, you will have to prove that you can support them financially.

Rather than bringing the family together with them to Australia, some students have found it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Issues to Consider

- the cost of airfares for your family to and from Australia
- possible higher rent for a larger home
- limited employment opportunities for your spouse
- extra costs for food, clothing and other necessities
- the effect on you and your studies if your family is not happy in Australia
- whether your children will adjust to school in Australia
- waiting lists for child care centres

For more information visit: <http://www.border.gov.au/>

Coming to a new and unfamiliar country as the spouse or partner of an international student is exciting but not always easy. You may wish to contact Gateway Business College's International Student Services counsellors for advice on any family related concerns.

On Your Flight

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

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight.

If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

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

Sharp objects on flights

For security reasons, all knives, sharp objects or cutting implements of any kind and any length, whether or metal or other material, knitting needles, and sporting goods, must be packed in checked luggage. They cannot be carried in your hand luggage.

If they are, the articles will be removed and not returned. If you are carrying hypodermic needles for medical reasons, you must declare them. Medication should have a professionally printed label

identifying the medication, or a manufacturer's name or a pharmaceutical label attached. When possible, carry documentation of identification to confirm your medical condition.

You should check any other restrictions concerning hand luggage with your travel agent or the airline you are travelling with.

Upon Arrival in Australia

Australian Immigration

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

The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

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

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (32kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Baggage Claim

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

Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection.

These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously.

A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia.

Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and tough on-the-spot fines.

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

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

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit <http://www.border.gov.au/>

Arrivals Hall

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

Visa Conditions

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

- completion of the course within the duration specific in the CoE
- maintaining satisfactory academic progress
- maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- remain with GBC for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notifying GBC of your Australian address and any subsequent changes of address within 7 days.

For a full list of mandatory and discretionary student visa conditions please visit <http://www.border.gov.au/>

Getting From the Airport:

For information about transport services available from Sydney Airport, go to <http://www.sydneyairport.com.au/Sac/> Transport options include: trains, buses, taxis, hire cars, shuttle services.

Services

GBC provides a number of support services, which will assist you in your first few weeks in Australia. These services are provided to ensure that you have access to information, which will help you settle into life in Sydney and student life as quickly as possible.

Daily Arrival Information Sessions & Housing Information Sessions

GBC conducts induction session each week-day morning for the first two weeks of each semester.

Daily Arrival Information Sessions are held daily at the beginning of each semester to provide students with useful information, such as:

- public Transport
- health cover
- security
- tax
- banking
- enrolment

Semester Timetable

Semester timetables are made available at the time of enrolment, however, it is always advisable to check with Student Services for any changes.

5.0 Course Information

5.1 Vocational Education & Training

Your course has been drawn from a national training package. Training packages include:

- industry course standards; these are the standards each industry requires its workers to have
- the different national qualifications a person can receive when they are assessed against the standards
- guidelines for assessing competence in the industry

Someone who is competent has the required knowledge and skills and can apply them effectively at work. Students under the age of 18 are not eligible to enrol in a course supplied by Gateway Business College.

Courses are comprised of a combination of compulsory, elective and optional units of competency to be completed within a theoretical and practical workplace application. Students must complete the required number of compulsory, elective and optional units as indicated in the individual course.

All of our courses are specifically designed to meet the needs of Australian industry.

5.2 Course Award

On successful completion of your course, you will receive:

Full Qualification - a Certificate and a Transcript of Academic Record

Partial Qualification - a Statement of Attainment

5.4 Course Outcomes

Our courses are designed to enable each student to:

- gain knowledge, skills and attitudes/values that promote industry specific requirements

5.5 Course Progress

A Course Summary will be provided to you for full course enrolments. This course summary is designed to give you a list of the full structure of your course and will provide you with information about each unit you are studying.

For each unit - read through the unit. Make a note of the assessment details. You may also like to spend some time planning other responsibilities and activities so you can see where your study fits into your time schedule.

While you are enrolled at GBC our academic staff will monitor your progress and provide you with a student portal to the GBC electronic Student Management System about your progress. Please do not hesitate to contact the GBC education team to discuss any concerns you may have with progress or completion. Adjustments can be made and support is available to assist you to complete your studies.

Students are encouraged to form a study group wherever possible to facilitate the learning experience. If required, GBC can assist students in working together by putting them in touch with others in their area and/or undertaking the same course of study; this will only occur if the College has the express permission of the students.

Refer to Section 6.8 on Course Progress for more details of Course Progress policy.

6.0 General Administration and Overview of Policies

Students should familiarise themselves with the fees and charges outlined below. Payment options are to be discussed prior to enrolment. Payment by unit of competence is the lowest periodical payment plan available

6.1 Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

Australia has a well established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

6.1.1 Payment Plans

If a payment plan has been negotiated:

- payments must be in advance of the pending unit of competence or term. Where a student has negotiated to pay by the unit, payment in full must be received before any resources will be provided; once resources have been provided, no refund will be given;
- the total payment charge for a payment plan section is required to be finalised at least fourteen days prior to the end of the designated period of study;
- cancellation of enrolment does not cancel the obligation to make all payments under the payment plan (refer to 6.20 - Refund policy)

6.2 Change to Enrolment/Personal Details

It is important that our records are accurate and up to date. Should you change your name, address or other details during your period of study, please notify GBC staff as soon as possible. Each time you use your student log in you will be prompted to update your contact details if they have changed. GBC will also email you every six months to request confirmation of your contact details.

6.4 Accessing Policies and Procedures

Students can access policies via the College's Intranet, on GBC website or by contacting the Student Services Officer.

6.5 Deferral of commencement, suspension of studies, cancellation of enrolment

Gateway Business College will 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. An application for leave or an application to discontinue study is required for this purpose with a clear explanation for the reason/s.

Gateway Business College has this policy and procedure for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student. The documented request/application/notice will be kept on a student's file.

Gateway Business College will only defer or temporarily suspend the enrolment of a student on the grounds of:

- a) Compassionate or compelling circumstances are generally those beyond the control of the student which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (where possible a death certificate to be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing of being the victim of a serious crime and this has impacted on the student (these case should be supported by police or psychologists' reports)
 - Where the registered provider was unable to offer a pre-requisite unit; or
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa

- b) Misbehaviour by a student may result in their enrolment with GBC to be suspended or cancelled. This may include (but is not limited to):

- Disrespecting others including discrimination for any reason;
- Intimidating students or staff;
- Refusing to work in a safe, clean, smoke free, orderly and cooperative environment;
- Damaging or misusing GBC or other students personal property (including computer files and student work);
- Criminal Actions;
- Failure to pay fees when due;
- Failure to make satisfactory progress (Refer to Course Progress Policy and Procedures);
- Placing our college into disconcert; or
- Other actions deemed unsuitable by the Training Manager or CEO

Gateway Business College will:

- inform the student that deferring, suspending or cancelling his or her enrolment will affect the qualification outcome for the enrolment.

Gateway Business College (Training Manager) will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access Gateway Business College internal complaints and appeals process. If the student accesses the Gateway Business College internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

In the case of delinquent financial payments Gateway Business College will forward a warning letter, after the due date, to the student advising of the intention to cancel a student's enrolment but also offering a 20 working day appeal period. At the completion of the 20 workings days the student's enrolment will be immediately cancelled if no payment or alternative arrangements have been implemented / negotiated by the student.

6.6 Course Exit Policy

If the student decides to leave the course for any reason, unfinished at any stage during their study, then they will be issued with a Statement of Attainment for the units they have been assessed as being competent after paying outstanding dues/fees if any.

6.7 Critical Incident Policy

The CEO & Training Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Gateway Business College has a documented critical incident policy & procedures that covers the actions to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the College to notify DIBP as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, the College may be required to assist the student's family. This may include:

- hiring interpreters;
- making arrangements for hospital/funeral/memorial service/repatriation;
- obtaining a death certificate;
- assisting with personal items and affairs including insurance issues; and
- assisting with visa issues.

Any College staff member receiving news or information regarding a critical incident must contact the PEO as soon as practicable. If this is not possible then the most senior person available must be contacted and informed.

On receipt of news or information regarding a critical incident the PEO or senior person must:

- Create for themselves a clear understanding of the known facts;
- If an emergency exists contact the relevant emergency services by phoning 000;
- If translators are required contact Translating and Interpreting Service by phoning 131 450;
- If counselling services are required contact Life Line on 131 114;
- Plan an immediate response;

- Plan ongoing strategies;
- Allocate individual roles/responsibilities for ongoing tasks.

Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, make implement the following actions:

- Contact with next of kin/significant others;
- Informing College staff and students;
- Prepare a guideline to staff about what information to give students;
- Prepare a written bulletin to staff and students if the matter is complex;
- Briefing staff and delegating a staff member to deal with telephone/counter inquiries;

Managing media/publicity;

- Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling;
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s; and
- Arrange access to emergency funds if necessary.

Record the incident and the following key details to report include

- The time of the incident;
- The location and nature of the incident;
- The names and roles of persons directly involved in the critical incident;
- The action taken by the College including any opportunities for improvement; and
- The organisations and people contacted by the College

Students will be provided textbook/s and learning manuals but may need to purchase text books and other study materials that are recommended for students to study each competency unit. Other reference material will be kept in close reserve in the GBC library for student work. Arrangements can be made for students to purchase text books and other essential study material on campus or with the nearest bookshop.

6.8 Course Progress

GBC trainers will monitor each student's progress on a regular basis and if required, will commence the intervention at the end of each term. The Training Manager will also monitor the course progress of the students on each fortnight and will provide any counselling required to the student during their studies. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in a term. The length of a study period is determined as a term as per the enrolled course (9 or 10 study weeks).

GBC will define course requirements for each term and be able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period will be made clear to the student at the start of the course and each study period. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

GBC has an intervention strategy for any student who is not making satisfactory course progress. It is available to staff and students and specifies:

- procedures for contacting and counselling students;
- strategies to assist identified students to achieve satisfactory course progress; and
- the process by which the intervention strategy is activated.

The intervention strategy also includes:

- where appropriate, advising students on the suitability of the course in which they are enrolled;
- assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to immigration department (DIBP) and cancellation of his or her visa, depending on the outcome of any appeals process.

However, if a student is identified as being at risk of making unsatisfactory course progress before the end of the study period, GBC will implement its intervention strategy as early as practicable.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the provider must notify the student of its intention to report the student to DIBP for unsatisfactory progress. The provider does this through the written notice procedure - Student Attendance and Academic Warning, Reporting and Counselling Policy.

The written notice (of intention to report the student for unsatisfactory progress) informs the student that he or she is able to access the GBC complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- GBC's failure to record or calculate a student's marks accurately;
- compassionate or compelling circumstances; or
- GBC has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

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

- If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the provider does not report the student, and there is no requirement for intervention; or
- If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider's intervention strategy, and the provider does not report the student.

Where:

- the student has chosen not to access the complaints and appeals processes within the 20 working day period;
- the student withdraws from the process; or
- the process is completed and results in a decision supporting GBC (i.e. the student's appeal was unsuccessful) GBC will notify the DIBP through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies a traumatic experience which could include but is not limited to:
 - Involvement in or witnessing of an accident; or
 - A crime committed against the student or the student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. When determining whether compassionate or compelling circumstances exist, GBC will consider documentary evidence provided to support the claim. GBC will keep copies of these documents, together with a record of why the decision was made, in the student's file.

Complaints and Appeal

If the student chooses not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College will notify the Secretary of DIBP through PRISMS of the Student not achieving satisfactory course progress as soon as practicable.

Copies of all outcomes and notifications related the appeal process is kept on the Student's file in accordance with the Institute's complaints and appeals policy and procedure.

6.9 Intervention Policy

GBC is committed to the delivery of high quality academic outcomes for students through the regular monitoring and assessment of student progress and through the provision of high quality support. Standard 10 of the *National Code of Practice for Registration Authorities and Providers of Education Training to Overseas Students 2007* requires providers to "systematically monitor students' course progress" and be "proactive in notifying and counselling students who are at risk of failing to meet course progress requirements". This policy sets out the means by which the College meets that commitment, and ensures that the legislative requirements of the National Code are met.

"At Risk" Procedures and Intervention Strategy

Some students may struggle to achieve satisfactory course progress. We understand how difficult it can be studying in a new country. Sometimes things like looking for work, accommodation or finding your way around transport can affect your studies. It can also be difficult dealing with a new language, new culture and meeting new friends. This may have an adverse effect on your studies and put you "at risk" of not meeting your course progress requirements.

Where you have failed to meet the required course progress requirements, GBC has an Intervention Strategy.

Details of the GBC intervention strategy are as follows. If you have any further queries, you should contact your trainer or the Student Services Officer. They may be able to help with providing support, referring to outside welfare services or negotiating an intervention strategy.

- a) Students identified by Trainers for the first time as "at risk" will be given a verbal warning from the Trainers if they are at risk of failing the course. Trainers must complete the *Student 'at risk' Notification* and endorse it '**Stage 1**' Form when this has been done. Trainers should also provide assistance to such students to improve their progress. The Training Manager maintains a collated record of the students who have been given verbal warnings;

- b) Students who were identified as “at risk” and whose progress continues to be unsatisfactory during the first study term first study period are required to attend a formal intervention meeting (Intervention level 1). The students are contacted to make an appointment with the Training Manager. At this stage the student on Student ‘at risk’ Notification ‘**Intervention Level 1**’. Students will be advised that unsatisfactory course progress in the next study period may affect their visa and they are required to participate in an intervention strategy;
- c) During the meeting between the student and the Training Manager an appropriate intervention strategy will be negotiated. This may include:
- identification and implementation of support strategies to enhance the student’s progress;
 - a recommendation that the student seeks appropriate personal and/or academic support from within or outside of the College;
 - regular feedback from academic staff that may include discussion, continuous (perhaps informal) assessment to track progress, model answers, lists of common mistakes, peer and self-evaluation;
 - counselling to consider alternative programs at the same or another provider;
 - repeating subjects in the next study period;
 - other such support as deemed appropriate by the Training Manager in light of the academic and/or personal difficulties facing the student.
- d) A record of all counselling sessions and the specific support decisions will be held on the student’s file.

Support Strategies

In addition to specific support negotiated in an intervention strategy, the College conducts the following:

- small group academic support for students requiring further College support;

Intention to Report Stage

Unsatisfactory course progress:

- a) In the middle of the second study period the student is verbally advised of their increased risk of being reported;
- b) An international student who is identified as “Intervention Level 1” and who fails to achieve a pass in at least 50% of their enrolment in a consecutive study period will be deemed as making unsatisfactory academic progress and recorded in the database as “intervention strategy level 2”;
- c) The student will be provided with a written notice of intention to report to DIBP, informing them that they are able to access the College’s Complaints and Appeals processes, and that they have 20 working days in which to do so;
- Whilst this process is being conducted the student will be permitted to enrol and attend classes and will be placed on an “Intervention Level 2” condition for the term; and

- On expiry of this period, or on completion of the appeals process confirming unsatisfactory course progress, the student’s enrolment will be terminated, and reported through PRISMS for unsatisfactory course progress.

Grievance

Where a student objects to a recommendation for reduced study load or the implementation of the College’s Intervention Policy they may initiate an academic grievance under the Complaints and Appeals Policy.

Definition

- a) Expected duration – the length of time it takes to complete the course studying full-time.

Stage	Action/Description
At risk	Trainers identify students and give verbal warning
Intervention level 1	Students failing the first study period are required to attend a formal intervention meeting (Intervention level 1) with the Training Manager and are given a letter regarding the outcome of their intervention meeting and any conditions attached
Mid-intervention stage	In the middle of the second study period the student is verbally advised of their increased risk of being reported.
Intervention Level 2	Students who have failed to make satisfactory progress in two consecutive study periods are issued with an “Intention to report” letter and given 20 working days to appeal
Appeals stage	Internal and external appeals process (refer to Complaints and Appeals policy)
Reporting stage	Students who fail to lodge an appeal or whose appeal is unsuccessful are reported on PRISMS
Post reporting stage	Student is sent a copy of the PRISMS non-compliance letter and a copy is kept on the student’s file

Table 1 - Intervention Strategy Process

6.10 Academic Misconduct and Plagiarism

Academic misconduct or plagiarism occurs when you reproduce someone else’s words, ideas, or findings and present them as your own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency.

All cases of cheating or plagiarism are recorded on the student database system and remain permanently on the student's file. Students will be charged with a penalty fee to re-sit in exam or re-submit an assessment in a Unit of Competency. Students found cheating a second time will receive a formal written warning from the Training Manager and will be charged an additional penalty fee to re-sit or resubmit assessment tasks. Continued academic misconduct or involvement in plagiarism will result in expulsion from Gateway Business College. For latest update on fee and charges please contact the reception desk.

6.11 Complaints and Appeals Procedure

All complaints and appeals must be made in English.

If you wish to make a complaint or appeal a decision about any matter other than assessment, you should approach a staff member who will attempt to resolve it immediately, if practicable. (Please note: a student may nominate a support person to accompany them to meetings or assist them with the complaints process at any stage)

If there is still disagreement about a complaint or appeal you should complete a Complaint/ Appeal Form and hand it in at Reception. Reception will forward it to the Training Manager who will acknowledge receipt of your complaint/ appeal in writing. All complaints/ appeals will be reviewed investigated and a written outcome provided to you.

If it is anticipated that an appeal will take more than 60 days to resolve you will be informed of the reasons in writing and be provided with regular written updates on the progress of the matter.

If you are unable to resolve the complaint with GBC then you should contact the **NSW Ombudsman** by means of:

- Phone: 02 9286 1000
- Toll free (outside Sydney metro): 1800 451 524
- Complaints: [ONLINE COMPLAINT FORM](#)
- Web: www.ombo.nsw.gov.au
- Email: nswombo@ombo.nsw.gov.au
- Fax: 02 9283 2911 .

GBC has arrangements for LEADR, an external organisation to the College, to hear complaints or appeals on referral when GBC or the complainant considers it appropriate for the complaint or appeal.

GBC will maintain your enrolment while the complaints and appeals process is ongoing.

If the internal or any external complaint handling or appeal process results in a decision that supports you, GBC will immediately implement any decision and/or corrective action if required, and advise you of the outcome.

The Training Manager maintains secure records of all complaints and appeals concerning GBC and their outcomes as per the Records Management policy. Complaints and Appeals logs are analysed as part of the continuous improvement process to identify any trends, potential causes, and to implement related corrective action.

6.12 Assessment Appeals

If you are not happy with any aspect of the assessment process you should discuss this with the trainer/ assessor as soon as is practicable. If not satisfied, you should lodge an appeal by completing an Assessment Appeal form and forward it to the Training Manager within 7 working days of the assessment results being notified to you. The Training Manager will acknowledge receipt of your appeal in writing.

After consultation with the Assessor involved, the Training Manager will take one of the following courses of action:

- Request further evidence to enable a decision to be made
- Uphold the original assessment decision
- Organise for review of the original assessment by a second assessor
- Organise for the student to be reassessed by another assessor
- Revise the assessment decision

You will be provided with a written decision on your appeal within 10 working days of the appeal being lodged.

If you are unsuccessful upon reassessment and wish to be assessed again, you can re-enrol in the relevant unit and pay the associated assessment fees. If you are still not satisfied with the results of an appeal GBC will arrange for the appeal to be heard by an independent mediator, LEADR, and provide you with the opportunity to formally present your case. This will be at no cost to you.

GBC aims to resolve all appeals within 10 working days of receipt. If it is anticipated that an appeal will take more than 60 days to resolve you will be informed of the reasons in writing and be provided with regular written updates on the progress of the matter.

All records of assessment appeals are kept on file by the Training Manager. If the result of the assessment appeal supports you then Gateway Business College will immediately implement the decision and advise you of the outcome.

Please note: the dispute resolution policy outlined in this policy does not prevent an overseas student from exercising the student's right to other legal remedies including taking action under Australia's consumer protection laws in the case of financial disputes

Any disputes will be settled under Australian Law

6.13 Access and Equity

GBC will provide people with the opportunity to access, participate and successfully achieve outcomes in vocational education and training. We also recognise the many diverse factors which influence the ability of people to participate and succeed, including – prior educational experiences; cultural identity;

language; learning styles; goals and expectations; motivation; work and social commitments; gender; values and beliefs; religion; income; family; geographic location and age.

Our access and equity policy represents commitment to maximise access, participation and outcomes for all people involved in our education and training programs.

GBC is able to provide support and counselling services when necessary. Where a need for extra support is identified, the student will be contacted on a regular basis by the Training Manager. Support will vary between individuals but may include simplifying the language used, offering alternative methods of assessment, referral to appropriate books and websites for information to assist with learning or other external agencies as identified.

Where a student is identified as having special needs they will receive regular contact from the Training Manager. This does not prevent the student from contacting the Training Manager at any time that they feel extra assistance would be helpful.

The Training Manager is available during office hours on (Advised at Orientation). ALL enquiries and requests for extra support or assistance will be followed up.

GBC students enrolled into qualifications from endorsed training packages and units of competency are required to demonstrate competence in the specified elements and performance criteria, as well as the required skills and knowledge.

6.14 Assessments

Competence assessment will be undertaken within a reasonable time frame and as negotiated between trainer / assessor and student.

Upon enrolment the student will receive a course overview with details of delivery, assessment and other information with assessment due dates.

Assessment for enrolment into individual units must be completed within 3 months. Requests for extension beyond final completion date must be made to, and approved by, the Training Manager

Assessments for full qualifications must be completed by due dates on the training plan and training record or re-negotiated between trainer and student. Requests for extension beyond final completion date must be made to, and approved by, the Training Manager.

Written assessment tasks will be marked and feedback returned to the student within 21 days of receipt.

Workplace assessments can be undertaken at a time negotiated between student and assessor (See *Workplace Assessor Guidelines and Student Handbook*).

Students receive two attempts at achieving competence. Reassessment must be undertaken within four weeks of feedback.

Assessment Results

Students must have a result of “satisfactory” for each assessment task in order to be awarded an overall mark of competence for the whole unit of competency.

Marking Code

S	Satisfactory
NS	Not Satisfactory
NYC	Not Yet Competent
C	Competent

Once the student has received a mark of “S” for each assessment, an overall mark of “C” will be recorded for the whole unit of competency. Should the student receive a mark of “NS” for an assessment and overall mark of “NYC” will be recorded.

Return of Assessment Items

All **original copies** of completed assessment items are to be returned to GBC by the student. Prior to returning these items students **must** ensure they have clearly entered their details and signed the declaration form on the first page of the workbooks. Students must keep a copy of assessment they have submitted for their own records.

It is the responsibility of the student to ensure assessment items are received by the College before or on the due date. **Facsimile of assessment items will not be accepted.**

Late assessment items

Any assessment items received with a postmark after the due date, and without an extension, will be considered as a late return. These assessment items will not be marked until all other assessment items have been completed.

Re-sit/Re-submit

Re-sits and re-submits are provided only once to students found not yet competent after their first attempt of an assessment task.

A re-sit must be undertaken at the earliest possible assigned week following the declaration of results

in class for assessment. Re-sits for practical assessments will take place when advised.

Re-submits must be submitted within two weeks to the teacher following the declaration of results from the teacher; otherwise the first result will apply.

For resits or resubmits due to academic misconduct a fee will be applied. Please refer to the other fees and charges schedule.

Assignments

Late submission of assignments or projects will result in a *not yet competent* unless an extension has been granted prior to the due date. Students must keep a soft copy of their assignments or projects.

Assessment Extensions

An official *Request for Extension* is to be received by the supervising teacher ideally a minimum of five (5) working days prior to the due date. Extensions of up to two weeks may be granted depending upon circumstances.

For an extension to be granted, one or more of the following criteria needs to be established:

- existence of extenuating circumstances
- medical condition (a copy of a medical certificate may be required)

Attendance during a Practical Assessment or Exam

Students who arrive late by 30 minutes or more for assessments will not be permitted to enter the assessment room. Students will also not be allowed to leave the room within the first 30 minutes.

No breaks are allowed during an assessment, except in the case of pre-existing medical conditions, which should be notified to the Training Manager in advance.

Feedback to Students

Trainer / Assessors will provide feedback to the students on their performance. The feedback will include:

- A mark on their assignment/ project report/ exam paper
- Comments on their assignment/project report/ exam paper

And may also include:

- A written evaluation sheet
- Oral feedback on their overall performance

If the students are not satisfied with the feedback given on their work, they can discuss their work with the Trainer / Assessor individually.

Appealing against Assessment Results

Any student who believes that the mark awarded for an assessment or subject does not fairly reflect their achievement has the right to an appeal. Please refer to the *Assessment Appeals section above*.

Reasonable Adjustment

From time to time, GBC will encounter students with particular needs and will make all **reasonable** adjustments to ensure that the participant is able to equitably participate in the training and have equal opportunity to complete the training.

To this end GBC may customise certain aspects of training and assessment to permit equity. Examples of how this may be done include:

- A person with diminished eyesight may be provided with handouts and learning materials printed in a larger font.
- A person having only a fundamental grasp of the English language may be provided with learning material which has been converted to read in their native language.
- A person attending class with an identified hearing impairment may be taught in a one on one environment in a quieter environment than a normal classroom setting.
- A person with learning difficulties such as below average reading ability, comprehension problems or dyslexia, may be individually tutored using more of an oral form of presentation rather than text based notes. Their assessment can be administered orally rather than in the written form.
- People, who cannot attend classes due to injury, geographic dispersion or other valid reason, may be provided with class notes and instruction on audiocassette to enable them an opportunity to complete the course at a distance from the training venue. This could also be supplemented by telephone tutorials and by use of email, fax etc.

It is not possible to document accurately all contingencies without first knowing all variables. This of course cannot be done. GBC has given a commitment to ensure equity in training and will honour that commitment where it is reasonable as determined by the respective trainer.

Assessment validation

Assessment validation will occur when assessments are initially developed and then annually.

Feedback from assessors and/or students may also result in a validation process.

The Training Manager will test new assessment tasks and tools for validity through a trial process. Each year, the Training Manager will co-ordinate the validation of assessment tasks and tools and retains evidence of the validation for NVRS purposes.

6.15 GBC Referencing Guide

The following referencing guide, based on the Harvard system is to be used by students in both paper based and electronic assignments. Regardless of where information is sourced, e.g. books, magazines, websites, it **must** be referenced.

Both in-text referencing and a reference list are to be used in any given assignment.

In-text referencing is used throughout the body (text) of the assignment and includes in parentheses (brackets), the Author and Date of publication cited (referred to). Page numbers, whilst not always necessary are preferred in all circumstances for the sake of simplification of this referencing method. In-text referencing is required for direct quotes (using the author's words exactly) and for paraphrasing (stating the author's words ideas in your own words, without altering the meaning, or giving your interpretation).

Examples:

Students should **punctuate** in-text referencing, and reference lists as shown in the examples below.

Direct quote:

"The number of neurons in the nervous system begins to decrease in the middle of the second decade, which can lead to functional changes." (Crisp & Taylor, 2009, p. 230)

Or

Crisp & Taylor (2009, p. 230) states, "The number of neurons in the nervous system begins to decrease in the middle of the second decade, which can lead to functional changes."

Paraphrase:

Crisp & Taylor (2009, p. 230) argue that functional changes can occur from the middle of the second decade as a result of a decrease in neuron numbers in the nervous system.

Magazine articles require information about the author, title and page numbers of the article as well as the name and edition of the magazine itself. Note in the example references list below the entry for Dixon, T. The name of the article 'Contemporary connectivity' appears within single inverted commas.

Web based articles also require referencing with similar information to paper-based articles. A web link or website address should be included. Note the entry for Gallagher, H given as an example in the References list below.

Reference list

The reference list entitled "References" occurs at the end of your assignment.

It lists all sources cited throughout the text of the assignment.

References are listed alphabetically. (Single author sources are listed prior to a source authored by one or more e.g. Crisp would come before Crisp & Taylor.)

Example Reference List:

References

Carmody, S & Forster 2003, *Aged Care Nursing, A Guide to Practice*, Ausmed Publications Pty Ltd, Melbourne, Vic, Australia

Crisp, J 1932, *Fictional nursing title*, Publisher, Fortitude Valley, Qld, Australia

Crisp, J & Taylor, C 2009, *Potter & Perry's Fundamentals of Nursing 3rd edn*, Elsevier, Chatswood, NSW, Australia

Dixon, T 2009, 'Contemporary connectivity', *Australian Ageing Agenda*, March/April 2009, pp.24-26

Gallagher, H 2009, 'Brainwave leads to mind control', *Irish Times.com*, 16th June 2009, <http://www.irishtimes.com/newspaper/sciencetoday/2009/0521/1224247014730.html>

6.16 Certification and Issuing of Qualifications

GBC issues only Australian Qualification Framework (AQF) qualifications, and Statements of Attainments that are within the Organisation's scope of registration as a Registered Training Organisation (RTO).

GBC issues, and verifies awards in compliance with the Vocational Education, Training and Employment Act 2000, the Australian Qualifications Framework and the National Vocational Regulator Standards

Results of Assessments and Awards

Result of assessment and qualifications will be issued within 21 days of students achieving competence and meeting all other course requirements.

6.17 Information Technology

It is a requirement that prior to using the IT equipment at the College students are required to review the IT Acceptable Use Policy (this policy will be available in areas where IT is available for use). The IT policy has been developed to minimise the risk of computer viruses and to ensure that GBC resources are utilised for their intended purpose. Failure to comply with this policy will result in disciplinary action and any costs resulting from a failure to comply will be recovered from the person(s) responsible.

Information is provided to students regarding assistance and support for language, literacy and numeracy prior to enrolment. The language, literacy and numeracy level required for successful completion of courses and qualifications is also included in the course information.

Assessment of language, literacy and numeracy skills must be undertaken prior to enrolment occurring in any course or program.

Where a student has been identified as requiring assistance with LLN, the Training Manager resulting in an individual plan of assistance will review their individual situation.

6.18 Privacy

GBC Pty Ltd will comply with the **National Privacy Principles** extracted from the Privacy Act 1988.

GBC will assist individuals with access to their own personal information in the form they request. If we wish to deny an individual access to personal information, we will provide reasons, consistent with the Privacy Act as soon as we can. Consideration will also be given to our obligations under the Freedom of Information Act 1988 (Cth), which also provides some grounds for denying access.

Privacy Policy

GBC will follow the ten national privacy principles in the handling of personal information of students / employees.

- collection - GBC will collect only the information necessary for one or more of its functions. the individual will be told the purposes for which the information is collected;
- use and disclosure - personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies;
- data quality – GBC will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date;

- data security – GBC will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure;
- openness – GBC will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information;
- access and correction - the individual will be given access to the information held except to the extent that prescribed exceptions apply. GBC will correct and update information errors described by the individual;
- unique identifiers - commonwealth government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. GBC will not assign unique identifiers except where it is necessary to carry out its functions efficiently;
- anonymity - wherever possible, GBC will provide the opportunity for the individual to interact with us identifying themselves;
- transborder data flows - the individual's privacy protections apply to the transfer of personal information out of Australia; and
- sensitive information – GBC will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

6.19 Recognition of Prior Learning and Credit Transfer (RPL)

Course Credit is defined by the National Code 2007 as; *'exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning'*.

Students will be required to sign (or otherwise accept) the record of course credit. Students will be given a copy of the course credit for their records and a copy will be kept in the student's file. If necessary, the duration of study on PRISMS will be adjusted accordingly.

Definition

Recognition of Prior Learning (RPL) - is the formal recognition of the skills and knowledge a person has regardless of how or where these skills may have been attained, that is, through formal or informal training work experience, (paid and unpaid) voluntary work and life experience. The evidence provided for RPL must address the currency of competencies being assessed.

Recognition of Current Competency (RCC) - This term is sometimes used. For general purposes the term is synonymous with RPL.

Credit Transfer (CT) - is an arrangement to give a standard level of credit or formal recognition to a learner who has previously achieved competence in a training or educational environment. Some Credit Transfer arrangements are also called Advanced Standing or Exemptions.

RPL for Entry - is an arrangement where learners are provided access to assessment tools and processes to assist them to meet minimum entry requirements for access to a course or qualification.

Note: In RPL for Entry no qualification is issued. Recognition is given to the person's prior learning to permit entry through equivalence into a qualification that requires some specified entry standard.

Overseas Equivalence - is an arrangement to give formal recognition to an individual who has completed a course or qualification overseas. The Overseas Qualifications Unit can assist this process – see contact details later.

Gateway Business College acknowledges the key principles governing the recognition of prior learning (RPL). These principles underpin the objectives of our RPL policy and our action plan is to see that:

- access is available to Gateway Business College courses by way of RPL (particularly relevant to domestic courses);
- RPL is recognised as an integral component of the assessment process in determining an individual's eligibility for an award;
- the implementation of our RPL policy is consistent with the NVRS;
- all procedures for RPL incorporate a range of valid and reliable assessment techniques designed to accurately assess competencies held;
- non-traditional learning processes are considered as valid pathways to competency achievement and recognised training outcome; and
- the following stages: information; initial support and counselling; application; assessment; post-assessment guidance; and certification are included in the process

In recognising prior learning the mechanisms used will be valid, reliable, flexible and fair. The following principles of assessment will be observed. Assessments will:

- cover the range of skills and knowledge needed to demonstrate competency;
- be a process that integrates knowledge and skills with their practical application;
- be judged on evidence gathered on a number of occasions and in a variety of contexts or situations - the evidence will be collected from activities and tasks that can be clearly related to the unit of competency or learning outcomes specified and demonstrate that the performance criteria have been met;
- be monitored and reviewed to ensure that there is consistency in the interpretation of evidence;

- provide for the recognition of competencies no matter how, where or when they have been acquired subject to any legislation, regulations or licensing arrangements;
- be made accessible to learners so that they can proceed readily from one competency standard to another;
- where possible, be equitable to all groups of learners;
- be participatory - the process of assessment will be jointly developed/agreed upon between the assessor and the candidate -opportunities will be provided to allow learners to challenge assessments and provision will be made for assessment.

Our assessors will:

- be competent in terms of the national competency standards for assessors.
- have adequate knowledge of the area of competence they are assessing.

Gateway Business College is committed to the applicable and appropriate recognition of the Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other Registered Training Organisations (RTOs).

RPL Procedure

1. An application for RPL and Credit Transfer (see International Student Handbook) must be completed by the student and the evidence assessed by a Trainer and authorised by the Training Manager before RPL can be granted.
2. If RPL is granted before a student is granted a visa then Gateway Business College will indicate the actual net course duration (as reduced by the RPL) in the Electronic Confirmation of Enrolment (eCoE) issued for that student for that course.
3. If RPL is granted after a student is granted a visa then Gateway Business College will report any changes of course duration via PRISMS and allow the student the opportunity to enrol in another Gateway Business College course in order to fulfil their student visa requirements and as outlined in paragraphs 12.1 and 12.2 of the National Code 2007.
4. A record of the student's RPL is signed by the student and a copy placed on their file.

Gateway Business College is aware that when up to 100% recognition is claimed or may be claimed, that there is a higher risk associated with recognition.

Credit Transfer Procedure

Applications for Credit Transfer **MUST** be done at the commencement of a course. Exemptions will only be granted for those students who can show that they have successfully completed other studies.

For credit transfer these studies must be the same or the equivalent to the unit of competency for which the student is applying. Application can only be made with documentation translated into English.

Application for mutual recognition (provided that the Credit Transfer is granted) will result in students being exempt from studying that subject.

Gateway Business College will recognise the qualifications from other countries as long as they are the same or the equivalent of the Australian qualification. Students, who have completed a qualification/component/units of competency from a qualification that comes within the Australian Qualifications Framework (AQF) deemed to be acceptable by Gateway Business College, may also apply under this same process to have that recognised under the process of mutual recognition.

GBC will recognise course credit, on application, within the ESOS framework.

Where GBC grants course credit GBC will:

- a) provide a record of the course credit to the student, which must be signed or otherwise accepted by the student, and place it on the student's file.

If GBC grants a student course credit which leads to a shortening of a student's course, the GBC will:

- a) if the course credit is granted before the student visa is granted, GBC will indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course, or
- b) if the course credit is granted after the student visa is granted, report the change of course duration via PRISMS under section 19 of the ESOS Act.

International students and domestic students have the same process for applying course credit and will be asked at the time of enrolment whether they would like to apply for course credit and an application form will be made available.

6.20 Refund Policy

If Gateway Business College receives fees paid in arrears then the refund policy is not applicable. For those students who pay their fees in advance the following applies:

If an applicant accepts a place offered by Gateway Business College and pays the fees, it means a binding contract is created between the student and Gateway Business College.

Under current legislation, there are a number of circumstances where a student may be in default.

Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to Gateway Business College.

In the case of cancellation/withdrawal, the cancellation fee will be calculated as shown at Table 1.

Gateway Business College offers the following information in relation to refunds of course money in the case of student and provider default:

- a) amounts that may or may not be repaid to the student;
- b) processes for claiming a refund;
- c) a plain English explanation of what happens in the event of a course not being delivered; and
- d) a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

A total or partial refund is applicable when:

International Student Default

Under the legislation, there are a number of circumstances where a student may be in default. In the situation where a student has breached their visa conditions or does not pay fees or in cases of student misbehaviour, a student default situation is triggered when Gateway refuses to provide or continue providing the course to the student. However, in terms of the student default notification and reporting obligations under the ESOS Act, the student default is not confirmed until any internal or external complaints and appeals process is completed. Additionally, a provider cannot cancel a student’s CoE without giving the student access to complaints and appeals processes.

Once any complaints and appeals processes are complete and the student default is confirmed, Gateway Business College has:

- five business days to notify the Secretary and the TPS Director (via PRISMS) of the student default;
- 28 days to report cancellation of the student’s enrolment to DIBP (via PRISMS) (i.e. a section 19 report);
- 28 days to finalise the student default obligations as set out in the written agreement with the student; and
- a further 7 days to report the outcome of the student default (via PRISMS).

Refunds in the case of student default visa refusal are not part of the written agreement and therefore cannot be covered by section 47D of the ESOS Act which relates to written agreements.

Instead refunds in the case of visa refusal must be calculated in accordance with the legislative instrument under subsection 47E(4). The reason for this is so that visa refusal refunds are calculated in the same way across all providers.

The calculation under subsection 47E(4) is as follows:

Withdrawal Reason	Amount Refunded
If a student's visa application is rejected before commencement, and the DIBP official rejection	A refund equal to 100% of the tuition fees less

advice is provided to Gateway Business College.	enrolment fee & resource fee
If written notice of cancellation of enrolment is received by Gateway Business College at least 4 weeks prior to course commencement date	A refund equal to 80% of the tuition fees less enrolment fee & resource fee
If written notice of cancellation of enrolment is received by Gateway Business College prior to 2 weeks of course commencement.	A refund equal to 50% of the tuition fees less enrolment fee & resource fee
If a student requests cancellation of enrolment or seeks variation of course 2 weeks prior to course commencement.	No refund

Table 1

Gateway Business College Default

This policy applies to a student or an intending student in relation to a course if:

- a) The course does not start on the agreed starting day; or
- b) The course ceases to be provided at any time after it starts but before it is completed; or
- c) The course is not provided in full to the student because a sanction has been imposed on Gateway Business College; and
- d) The student has not withdrawn before the default day.

Gateway Business College will make a refund within four (4) weeks of Provider default or receiving a written claim by the student in accordance with the Terms and Conditions as outlined on the Enrolment/Application Form – this forming the written agreement with the registering student.

All refund considerations will be strictly limited to the total of monies, which Gateway Business College has actually received. The refund calculation will not include:

1. Application/enrolment fees are non-refundable;
2. registration/processing fee;
3. No refunds will be given for notification of withdrawal which occurs 14 days before the start of the program
4. the part of expenses for travel, bank charges, accommodation and other domestic services that cannot be offset by providing the services to someone else;
5. compulsory union fees;
6. the cost of books, equipment and other materials needed for the course;
7. proportion of course money received for the proportion of the course provided to the student before the default date;

8. agents commission paid either directly by the student or through the college on behalf of the student whether the commission was paid before or after monies were received by Gateway Business College; and
9. If a student notifies Gateway Business College of their intention to withdraw before the original start date and are eligible for a refund as per paragraph three (3) above, then the refund will be paid within four (4) weeks of Gateway Business College receiving your request for refund.
10. No academic penalty will be incurred if a student notifies Gateway Business College of their intention to withdraw from individual units or a program before the end of week four (4) of the semester.
11. All fees and charges are payable upon invoice and will cover a period of the impending study period. Students may be precluded from sitting exams, receiving results or attending classes if tuition fees are not paid by the date specified on the invoice.
12. Any refund will be paid to the person or entity that originally paid the course fees and, where possible, in the same currency in which the fees were paid.
13. In the case of provider default, refunds cannot be covered by a written agreement. Such situations are covered by the ESOS Act 2000 and the ESOS Regulations 2001.
14. Fees may be subject to change without notice.

In all circumstances Gateway Business College will provide a statement and an explanation of how the refund was calculated and make fully available access to Gateway Business College Grievance Policy. This agreement and the availability of Gateway Business College complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

Refund Circumstances

- Gateway Business College reserves the right to exclude students from class when fees are not paid;
- This agreement and the availability of the complaints and appeals procedure does not remove the students' rights to take action under Australia's consumer protection laws;
- The Gateway Business College dispute resolution process does not circumscribe the student's right to pursue other legal remedies; and
- Refer to Gateway Business College's complaints and appeals procedure if you wish to appeal the refund policy.

Tuition fees are not transferable to another person or institution.

Gateway Business College reserves the right to change, alter or amend curricula, syllabi, course structure, fees and/or any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice.

If Gateway Business College has to change any of the above conditions for any reason, all students will be notified of the change in writing.

Refunds will be paid to the party who originally paid the fees. Fees will not be refunded directly to a student if it was not them who originally paid the fees.

Refunds will be paid no later than four (4) weeks after the application for refund is made.

Refunds will only be paid to the person who enters into the contract with Gateway Business College unless Gateway Business College receives written direction to pay the refund to somebody else.

6.20.1 Other Potential Fees

Administration Fees			
External Complaint Resolution Fee	No Charge	Replacement Student ID Card	\$10.00
Airport Transfer Fee (One Way)	\$120.00	RPL Application Fee	\$200.00
Overdue Fees	\$100.00/wk	RPL Assessment Fee per UOC	\$120.00
Re issue of documents	\$50.00	Resume assist service	\$50.00
Re-enrolment Fee	\$500.00	Student ID card	\$20.00
1 st Reassessment	No Fee	Material/Resources Fee	As mentioned
2 nd Reassessment	No Fee	Use of Photocopier (per page B/W)	\$0.10
3 rd and subsequent Reassessment	\$200.00	Variation to Fee Payment Contract	\$25.00
Re-sit assessment due to Academic Misconduct	\$200.00	Welfare Service - College Referral Service	No Charge
Replacement Certificate	\$100.00	Welfare Service - College Representative	No Charge
Course variation fee	\$500.00	Welfare Service - External Professional Fees	\$50 +

Note: There is a possibility for potential fees or payment arrangements to change during a student's course and applicable refund policies. Please also consult the college reception desk for an update of the fee.

6.21 Student Code of Conduct Policy

GBC maintains a strict code of conduct for all students and requires appropriate standards of behaviour at all times. The following procedures are in place to enforce appropriate student behaviour.

Where behaviour is deemed to be improper or inappropriate as outlined below, GBC will take action in accordance with the Student Disciplinary Policy.

Improper or inappropriate behaviour includes but is not restricted to:

- Being on GBC premises and consuming or having consumed excessive amounts of
- alcohol;
- Persistent disruptive behaviour;

- Verbally abusive or hostile behaviour affecting fellow students or staff;
- Smoking or the use of prohibited or illegal substances in classes or on GBC premises;
- Deliberate misuse of GBC equipment or materials;
- Behaviour of a discriminatory nature;
- Carriage, use of or being in possession of a proscribed or regulated weapon or dangerous article on
- GBC premises;
- Physical assault on a member of the administrative or teaching staff, other students or members of
- the public or behaviour which is perceived to be threatening;
- Theft from staff or students at Gateway Business College;
- Slander or harassment (whether verbal, sexual or otherwise) of staff or other students;
- Arson of GBC property;
- Wilful or malicious damage to GBC property or equipment;
- Misconduct of a criminal nature will be reported to the appropriate authority.

Consumption of Alcohol and Drugs

Alcohol consumption is illegal under the age of 18 and consumption of alcohol at GBC is not permitted by anyone, except where special permissions are granted by GBC management for designated functions to be held by and at Gateway Business College, and only for those of 18 years of age and above. Attending GBC or work placement under the influence of alcohol is also considered a breach of the Workplace Health and Safety Act, in that you place yourself and others at risk. Illegal use of alcohol or the use of illegal drugs on the premises of GBC will be reported to the police. GBC does not take responsibility for students whose function is impaired by the use of prescription drugs. It is the students' responsibility to inform GBC staff if they consider themselves in any way compromised by alcohol or drugs so appropriate measures can be taken.

Use of Communication and Information Devices

Use of mobile phones, iPods, MP3 players or cameras in classrooms is not permitted. Electronic learning resources such as computers and associated software, internet, intranet, online learning and e-library are available to students for educational purposes related to their studies at GBC only, and should not be used for unlawful or irresponsible reasons.

6.22 Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour. Please see full 'Student Discipline Policy' and related 'Academic Misconduct' and 'Student Code of Conduct' policies.

Students at GBC will always be dealt with in a fair and equitable manner and will have access to personnel with experience in developing needs specific educational services. Where necessary, advice will be given regarding available literacy and numeracy support. GBC Pty Ltd has sound management practices to ensure effective student services. GBC has operational standards to ensure timely issuance of training assessments, results and qualifications. These will be appropriate to competence achieved and issued in accordance with National Guidelines.

6.23 Student Welfare, Support Services and Guidance

Gateway Business College will assist students to adjust to study and life in Australia.

Gateway Business College (GBC) has qualified personnel who have a capacity to assist students in all matters of personal and professional nature and will refer students to suitable subject matter agencies for issues that are beyond their individual skills.

Students are able to present and discuss any issue with the Student Services Officer and they will decide whether to handle the issue internally or not. A referral appointment will always be arranged by the Student Services Officer unless specifically requested not to assist by the student requiring the assistance.

There are no charges for internal welfare and support service referrals. Some external agencies may charge for external services and the student will be advised of this prior to confirmation of any appointment.

First Point of Contact – Any staff member can act as a first point of contact although it is preferred that students approach the Student Services Officers. Other staff members will provide comfort support only until the Student Services Officers can take control of the situation.

Emergency Contact – Telephone – This number will be advised at your College Orientation and will be printed on the reverse side of the Student ID card. A College representative will be available on the contact number.

The services offered internally by the College will initially be restricted to academic matters. Personal student matters will be referred to a suitable agency as suggested below or if the student requests the College to handle the matter, discretion must be used before commitment

External Support Agencies (local Sydney area)

The following list is not exhaustive but is considered appropriate for current issues.

Burwood Community Welfare Services (includes Multicultural Services)

Telephone 02 9744 1866
Email welfareservices@bcwsinc.ngo.org.au
Address 2 Wyatt Avenue Burwood NSW 2134.
Website www.bcw.org.au

Sydney Multicultural Referral Agency

Telephone 02 9663 3922
Email info@sydneymcs.org.au
Address 3 General Bridges Crescent, Daceyville, NSW 2032 Australia
Website www.sydneymcs.org.au/

Problem	Website	Phone no
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.serenitynsw.com.au/	9740 9539
Asthma	www.asthmansw.org.au/	1800 645 130
Consumer credit and debt	www.cclcnsw.org.au/	1800 808 488
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org/	9951 5522/13 11 14
Depression	www.depressiondoctor.com/	
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Disabilities	www.ideas.org.au/	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au/	9418 8728
Drugs and mental health	www.thewaysidechapel.com/	9358 6577

Families & friends with mental illness	www.arafmi.org/	9805 1883
Eating disorders	www.edf.org.au/	9412 4499
Eczema	www.eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au/	9856 7090
Family planning information	www.fpahealth.org.au/	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au/	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au/	9519 2820
Hepatitis C	www.hepatitisc.org.au/	9332 1599
HIV/AIDS	www.sesiahs.health.nsw.gov.au/	9332 9700
Telephone Interpreter Service		131 450
Legal information and advice	www.lawaccess.nsw.gov.au/	1300 888 529
Mental health advice	www.mentalhealth.asn.au/	9816 5688
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au/	1300 737 732
Rape Crisis Centre	www.nswrapecrisis.com.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	9745 5544
Schizophrenia	www.sfnsw.org.au/	9879 2600
Serious illness (sufferers & families)	www.can-survive.org/	1300 364 673
Smoking - Quitline		13 18 48
Suicide Prevention	www.suicideprevention.com.au/	1300 360 980
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

6.24 Legislative Requirements

Vocational education and training legislative requirements of the state and federal government, including but not limited to the following Acts, as well as GBC rules and regulations, must be met by GBC staff and students. GBC staff is conversant with these Acts, a full text of which can be accessed at the College or online at the College website.

Duty of Care

A duty of care has always existed under Common Law and forms the basis for Common Law claims of negligence. Students have a responsibility as reasonable adults of a duty of care towards others in the workplace and towards their clients in particular.

Once students obtain their qualification, the level of responsibility attached to this duty of care is higher in response to the level of knowledge and expertise they should have in their field of work. In the light of this it is advisable for students to develop and maintain a good standard of practice.

Pursuant to the above, students are to familiarise themselves with the information on, and/or ramifications of, the different Acts/Codes which relate to their workplace, duties and conduct while they are on Industry Placement.

This is also a preparation for the responsibility attached to being an autonomous worker. Students should take this opportunity to put into practice a system/standard of personal accountability.

Vocational Education Training & Employment Act 2000

<http://www.legislation.nsw.gov.au/viewtop/inforce/act%2b100%2b2005%2bfirst%2b0%2bn/>

GBC is bound by this act to provide and support the continued development of high quality, relevant, vocational education and training to meet the immediate and future needs of industry and community, and which encourages the generation of employment opportunities. All courses offered by the College will endeavour to meet these legislative requirements.

Workplace Health & Safety

Work Health and Safety Act 2011

<http://www.legislation.nsw.gov.au/>

and

Work Health and Safety Regulation 2011

<http://www.legislation.nsw.gov.au/>

“The Act sets out the laws about health and safety requirements affecting most workplaces, work activities and specified high risk plant in New South Wales. It seeks to protect your health and safety and the health and safety of everyone at workplace, while undertaking work activities or using specified high risk plant.”

Students are required to observe any lawful directions given by GBC staff members in order to ensure the safety of individuals and the orderly conduct of learning programs in line with the Workplace Health and Safety Act.

- The wearing of appropriate personal protective clothing or equipment in relation to practical or field work, as well as when necessary, the wearing of vocationally appropriate clothing is required. The wearing of clothing designed to place yourself or others at risk in any way is unacceptable. The wearing of motorcycle helmets is not permitted inside Gateway Business College.
- Evacuation Procedures - During an emergency evacuation, authority rests with the evacuation personnel whose directions must be followed. They are identifiable as wearing coloured safety helmets and/or reflection vests.

Tobacco and Other Smoking Products NSW

<http://www.health.nsw.gov.au/Pages/default.aspx>

In accordance with New South Wales’s *Tobacco and Other Smoking Products*, smoking is prohibited inside an enclosed place and within 5m of any part of an entrance to an enclosed place.

- GBC smoking area is located across the road in the Park students wishing to smoke must use this area

Weapons, Firearm License

www.police.nsw.gov.au/firearms

Under the act a person must not unlawfully possess a weapon nor be in possession of a weapon in a public place or educational facility except where the weapon is used for legitimate educational purposes such as a knife in a cooking class. Unlawful possession or use of a weapon by students or staff will be reported to police.

New South Wales Anti-Discrimination Act 1977

www.lawlink.nsw.gov.au

GBC takes very seriously the right of all people to be treated fairly which is enshrined in this Act. It is illegal to treat people unfairly because of their sex, relationship or parental status, race, age, impairment, religious or political beliefs, union activities, gender identity, sexuality, lawful sex work, pregnancy, and breastfeeding or family responsibilities. It is also illegal to sexually harass another person or to publicly show hatred for another person because of their race, religion, sexuality or gender identity and a person who perceives they have been treated unfairly because they have been treated illegally. A person who perceives they have been treated unfairly because they were involved in a complaint has been treated illegally. GBC will support any students through its Complaints and Appeals process who believes themselves victim to any discriminatory behavior.

The Anti-Discrimination Commission administers the Anti-Discrimination Act and can be accessed via its website:

www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/

Disability Council of NSW

www.disabilitycouncil.nsw.gov.au/

All students and staff, in particular those working with people with a disability, should have an understanding of the Disability Services Act which protects the rights of people with a disability. In brief this act states, people with a disability should have the same human rights as other members of society and should be empowered to exercise those rights.

Commonwealth Privacy Act 1988

www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/

The privacy act regulates the use of confidential material and as such GBC has developed a privacy policy based on the New South Wales Government's Information Privacy Principles. These principles allow for the collection of personal information by fair means only, directly related to the activities of an agency, as well as storage and security and use and disclosure of this information. Full details of the policy can be accessed at GBC or online at GBC website.

Child Protection (Department of Community Services)

www.community.nsw.gov.au

The purpose of this act is to provide for the protection of children. In the event that some work placements may involve dealing with children under the age of 18 it is necessary to be aware of the Child Protection Act and students should be aware they may also require a Clearance Check. An application for this card can be made online from the Commission for Children and Young People at the following website address:

Copyright Act 1968

http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/

Students should be aware of their responsibilities in relation to copyright and should note in particular that the Copyright Act applies to all published materials including those obtained electronically, on the internet for example. It is permissible to make limited copies of materials for educational purposes, for example to make one copy for personal use of 10% or one chapter of a book, whichever is the greater, or one article per issue of a journal. Check with GBC staff for a more detailed guide to what is allowable and certainly the full details of the Copyright Act are published at the above web address.

Workplace Injury Management and Worker's Compensation Act 1998

http://www.austlii.edu.au/au/legis/nsw/consol_act/wimawca1998540/s3.html

Students participating in work placement as part of their studies will be covered by this act which assists in securing the health, safety and welfare of workers, and in particular preventing work-related injury, providing prompt treatment and assisting workers who become incapacitated through injury. Provision has been made for worker's compensation cover to be provided for students participating in **unpaid** vocational placements. The cover provided under this arrangement is limited to lump sum disability and death benefits and **does not cover medical costs**. If at any time throughout the placement you are working as an employee (for example you are required for staffing purposes to fill an absence), the relationship may change to employer/employee and may make your employer responsible for worker's compensation payments.

6.25 Work Health and Safety

GBC is committed to achieving and maintaining the highest practicable standards of Work Health and Safety for its staff, students, contractors and visitors.

GBC accepts its responsibility to be aware of and enforce the provisions of all relevant Acts, Regulations, College Policy and Procedures and such local rules and work procedures as may be formulated within their areas of responsibility.

GBC has the responsibility under its "Duty of Care" to provide as far as is practicable:

- A safe place of work
- Safe systems of work
- Safe tools and equipment
- Ongoing training in safe methods of work
- Safe, positive supervision at all levels
- Periodic inspection of all GBC physical assets and activities
- The investigation of all accidents, the reporting of all hazards and the implementation of all practicable control measures to protect people and property
- To encourage staff and students to implement sound health and safety principles in all their activities

Students have the following obligations at Gateway Business College:

- to comply with instructions given by GBC for workplace health and safety at Gateway Business College;
- to use any personal protective equipment provided by Gateway Business College;
- not to interfere with or misuse any health and safety equipment wilfully or recklessly;
- not to place at risk the health and safety of anyone at GBC wilfully; and
- not to injure themselves wilfully.

If you see any item of plant, any procedure or any incident which has caused or has the potential to cause injury to people or damage to property, and it cannot be immediately rectified, you must inform a College staff member as soon as possible. **If you are injured or involved in an incident contact a member of staff immediately.**

6.26 Student Transfer Policy

Gateway Business College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- The original registered provider has provided a written letter of release;
- The original registered provider has had a sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course; or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Gateway Business College will assess requests from students for a transfer between registered providers prior to the student completing six months of the principal course of study in accordance with their documented procedures.

Gateway Business College has a documented Discontinuation of Studies Form, which is available to staff and students. This form specifies:

- The circumstances in which a transfer will be granted;
- The circumstances the registered provider considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student; and
- A reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.

Gateway Business College will grant a letter of release only where the student has:

- provided a letter from another registered provider confirming that a valid enrolment offer has been made.

A letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact DIBP to seek advice on whether a new student visa is required.

Where Gateway Business College will does not grant a letter of release, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal the registered provider's decision in accordance with Standard 8 (Complaints and Appeals).

Gateway Business College will maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

Grounds for Granting a Letter of Release

A Letter of Release will be granted at no cost to an international student where the student has already completed 6 months of their Principal Course of study with GBC or the student's government sponsor considers the change to be in the student's best interest and has provided written support for that change.

Provided that there are no grounds for denying a request, as listed below, a Letter of Release will also be granted if the following circumstances exist:

- compassionate and compelling circumstances that are beyond the control of the student;
- the new provider's offer is for a higher level tertiary qualification;
- the student has successfully completed an award at GBC previously;
- the other registered provider offers support for particular needs of the student, where that support is not available at the GBC campus. Support services may include, for example, access to a cultural support network, learning support or counselling services; or
- the student provides evidence that they were misled by a GBC staff member or an official agent of the College regarding GBC or the course in which they are enrolled.

Grounds for Denying a Letter of Release

A Letter of Release will not be granted in the following instances:

- the student has outstanding course fees for the current study period;
- where a valid enrolment offer from another Registered Provider is not provided;
- A Letter of Release will not be granted if a transfer is assessed as being detrimental to the student's welfare or their Gateway Business studies after taking into account all relevant factors such as:
 - ~ Where the transfer may jeopardise the student's progression through a package of courses;
 - ~ Where a student has not accessed the GBC available support services for assistance with their studies and/or personal problems, for example, they have not sought assistance from GBC support or counselling services following a referral; or
 - ~ The scheduled date for commencing classes at the other Registered Provider has passed at the date of lodging the request for a Letter of Release.
- A Letter of Release will not generally be granted if the only reasons provided with the request are that the student changed their mind or wants to live somewhere else.

Calculating six months completion of the Principal Course

The start date for calculating the six month limitation period is when the student starts, or is scheduled to start, their Principal Course. Where a student has had a break from their studies due to a deferment or suspension, that break is not counted for the purpose of determining if the student has completed six months of the Principal Course.

Requesting a Letter of Release

Students must submit a written Request for a Letter of Release and supporting documents to:

- The Training Manager for GBC; or

To be eligible to receive a Letter of Release the student must:

- Pay all outstanding fees to GBC; and
- Provide supporting documents including a valid enrolment offer from another Registered Provider;

Outcome

Where the request is approved, GBC will issue a written Letter of Release. The Letter of Release will be issued within ten (10) working days of receiving the request and will be sent together with separate advice to the student on:

- The requirement for them contact the Depart of Immigration and Border Protection (DIBP) directly to determine the effect of the transfer on their student visa.

Any course tuition fees or refunds will be determined in accordance with the College's Fee Collection Policy for students.

Where the request is unsuccessful, GBC will notify the student in writing of the decision, including the reasons for the decision and the avenues for internal or external appeal as appropriate.

Records

Records of requests for letters of release and the process used to make a decision in relation to the request will be documented and retained on the student's file.

Appeals

Where a student's request for a Letter of Release is denied, the student has the right to appeal the decision.

6.27 Duration of Study

Minimum Requirements

A standard full time academic load is defined by an overall enrolment load of 100% of the published program taken over the four (4) terms of an academic year.

International students must enrol in a full-time load in each year of study with no less than 100% of published program units of competency unless specifically outlined in the structure of the program.

International students must enrol in both compulsory semesters and achieve a standard full time academic load of 50% of a full time load in each academic year to successfully complete their program within the initial Confirmation of Enrolment (CoE) duration.

International students are not permitted to enrol in more than 25% of the student's total course of their respective programs, by distance and/or online learning; and if studying in Australia are not permitted to enrol exclusively in distance or online courses in any compulsory term. Note that the 25% allowable by Distance Education will be reduced if a student is awarded advanced standing.

Where it is deemed necessary for reasons of program progression or Confirmation of Enrolment (CoE) duration maintenance: GBC reserves the right to enrol International students within a structured course progression plan.

If a student fails to achieve a satisfactory outcome during the study period, than he or she needs to seek an extension. The student will be provided with the assistance and support required to complete his/her course within the duration of studies. All international students need to get an additional CoE if they fail to complete the course in the duration of study.

An extension to a Confirmation of Enrolment (CoE) can only be granted in limited circumstances i.e. if the student is able to show that they have compassionate and compelling circumstances; if an intervention strategy has been implemented; or if the student has been granted an approved deferment of studies.

Procedures

At each stage of the Full-Time Student – Duration of Study process, the following procedures should be adopted.

Students who fail to maintain an enrolment achievement of 50% per academic year are made aware that they may be putting their Student Visa at risk.

Students identified as being at risk of not meeting satisfactory academic progression may undertake an approved reduced study load as part of the implementation of the Intervention strategy. These students are not required to undertake the standard full time load in an academic year but must study a negotiated study load. Notwithstanding this requirement, and where possible, academic loads for International students placed on the Intervention Strategy will be monitored to ensure completion of their program within the duration specified on their Confirmation of Enrolment.

If a student has compassionate and compelling circumstances beyond their control and these circumstances are supported by independent certified documentation, the student is able to undertake a reduced study load if there is no alternative option. The student would be expected to catch up by enrolling in classes in a non-compulsory study period where possible.

GBC applications for an extension to a Confirmation of Enrolment (CoE) will be assessed by the Training Manager, or nominee, in consultation with other departments if relevant. If the Training Manager, deems that an extension of the Confirmation of Enrolment (CoE) is not appropriate, the Training manager will contact the student to advise. If the student is dissatisfied with the decision, they may submit a written appeal against the decision in accordance with the Student Complaints Policy and Procedures.