

The logo for Academia International features a large, stylized white letter 'A' on the left, followed by the word 'ACADEMIA' in a bold, white, sans-serif font. The letters are set against a dark grey background.

A C A D E M I A

I N T E R N A T I O N A L

The background of the cover is a faded, light blue-tinted photograph of a large, multi-story building with many windows, likely a school or university building. The building is viewed from a low angle, looking up.

ELICOS STUDENT INFORMATION HANDBOOK

**Australian Academy of Vocational Education
& Trades Pty Ltd trading as
Academia International
Levels 4 , 5 & 9/152 Elizabeth St
Melbourne Victoria 3000
Australia**

**Ph 613 9671-4755 Fax 613 9671-4988
www.academia21.com**

**CRICOS Provider code: 02634E
Registered Provider no: 21595**

STUDENT INFORMATION

SECTION 1: WELCOME	3
ACADEMIA INTERNATIONAL CONTACT DETAILS	3
IMPORTANT DATES	4
PUBLIC HOLIDAYS	4
COLLEGE MAP	5
ACCESS AND EQUITY	7
STUDENT FEEDBACK AND QUALITY IMPROVEMENT	7
CODE OF ETHICS	7
SECTION 2: STUDENT POLICIES AND PROCEDURES	7
ELICOS ATTENDANCE AND ACADEMIC PROGRESS	8
COURSE ASSESSMENT AND PROGRESS	9
ASSESSMENT APPEALS PROCESS	10
CANCELLATION AND REFUND POLICY	10
COMPLAINTS AND APPEALS FLOWCHART	11
COMPLAINTS AND APPEALS	12
STUDENT COUNSELLING SERVICES & SUPPORT	15
STUDENT ID CARD AND LANYARD	16
HARASSMENT POLICY	16
STUDENT HEALTH	17
STUDENT PRIVACY	17
PRIVACY NOTE FOR INTERNATIONAL STUDENTS	17
CONDUCT	18
DEFERAL AND SUSPENSION OF STUDIES	18
CANCELLATION OF STUDIES AND WITHDRAWALS	19
DISCIPLINE POLICY	20
OCCUPATIONAL HEALTH AND SAFETY (OH&S)	22
PLAGIARISM AND CHEATING	22
REPORTING PROCEDURES	22
TRANSFER BETWEEN REGISTERED PROVIDERS	23
SECTION 3: FURTHER INFORMATION	24
YOUR RESPONSIBILITIES AS A LEARNER	24
YOUR TRAINER'S RESPONSIBILITIES	24
FURTHER STUDY	24
STUDENT FORMS	25
INTERNATIONAL STUDENT INFORMATION GUIDE	25
1. ACCOMMODATION	25
1.1. Temporary Accommodation on Arrival	25
1.2 Homestay	25
1.3 Share Accommodation	26
1.4 Rental Accommodation	26
2. CAREER AND EMPLOYMENT	26
2. 1 Tax file number	26
3. BANKING	27
4. EMERGENCY AND HEALTH SERVICES	28
4.1 Emergency services	28
4.2 HEALTH SERVICES	29
4.2.1 The Australian health system	29
4.2.2 Doctors/Medical clinics, Public Hospitals, Private Hospitals	30
5. LEGAL SERVICES	31
5.1 The Australian legal system ¹	31
5.2 Legal Services	31
5.3 Legal Information	32
5.4 Migration Law	32
6. PUBLIC TRANSPORTATION	33
7. LIFE IN AUSTRALIA	33
8. PRACTICING YOUR ENGLISH	33
MY INFORMATION	34
CONTACTS	34
NOTES:	35

STUDENT INFORMATION

SECTION 1: WELCOME

The Management and Staff of Academia International extend a warm welcome to you. Academia International is committed to high standards in the provision of English and vocational education and training and other student services. We maintain a happy, professional atmosphere in which to learn and to assist students to achieve the best possible results.

During your training with Academia International you may have questions related to your training and assessments. These should be raised first with the Trainer who may refer you to either the course Director of Studies, Co-ordinator, or the Student Welfare Officer. You may also have questions, concerns, complaints and appeals that require the attention of the Student Welfare Officers. The Student Welfare Officers are the first point of contact for issues aside from training and assessment matters, or those issues that you do not wish to discuss with your trainer.

The contents of the Student Handbook will be discussed with you during the induction program. Therefore, it is important to bring this handbook with you to the induction and keep it safe during your training, as it will provide additional guidance and answers as you progress through your training. In this handbook, you will find information about Academia International's policies and procedures together with forms and documents that you may need to refer to during your studies..

We sincerely hope your time at Academia International is a memorable and productive learning experience.

ACADEMIA INTERNATIONAL CONTACT DETAILS

Student Welfare Officers:

Academia International has two welfare officers available. The staff names are provided during induction and listed within the campuses.

Student Services Department – provides student support services such as accommodation placement, issuing results and certificates, letters and administrative matters

Marketing Department - for course enquires and assistance with articulation into further study

Finance Department – for all queries and issues related to course fees and payments

A general eMail address for general enquiries not related to the Departments listed above; or if you are unsure which email address to use. eMails to this address will always get forwarded to the relevant department/person.

Emergencies:

0431 318 100 (24 hrs)

Appointments:

**03 9671 4755 (BH) or
swo@academia21.com**

studentservices@academia21.com

admissions@academia21.com

accounts@academia21.com

info@academia21.com

STUDENT INFORMATION

IMPORTANT DATES

PUBLIC HOLIDAYS

The following dates represent Public Holidays observed in Melbourne, Victoria. The college will be closed on these days, with no classes being scheduled.

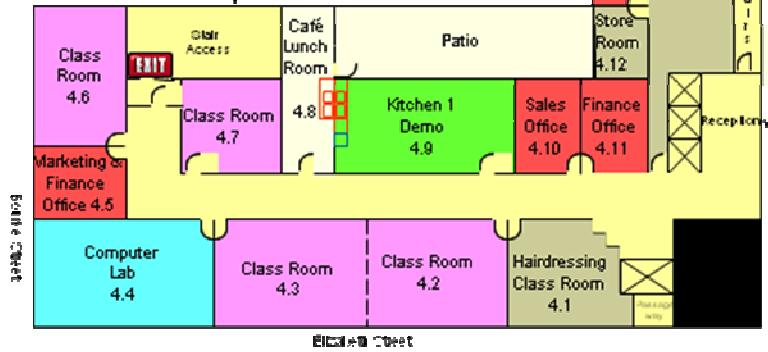
Event	2011	2012	2013
New Year's Day	Monday 3 January *in addition to Saturday 1 January	Sunday 1 January *in addition to Monday 2 January	Tuesday 1 January
Australia Day	Wednesday 26 January	Thursday 26 January	Monday 28 January *substitute for Saturday 26 January
Labour Day	Monday 14 March	Monday 12 March	Monday 11 March
Good Friday	Friday 22 April	Friday 6 April	Friday 29 March
The Saturday before Easter Sunday	Saturday 23 April	Saturday 7 April	Saturday 30 March
Easter Monday	Monday 25 April	Monday 9 April	Monday 1 April
ANZAC Day	Tuesday 26 April *substitute for Monday 25 April	Wednesday 25 April	Thursday 25 April
Queen's Birthday	Monday 13 June	Monday 11 June	Monday 10 June
Melbourne Cup Day	Tuesday 1 November	Tuesday 6 November	Tuesday 5 November
Christmas Day	Tuesday 27 December *substitute for Sunday 25 December	Tuesday 25 December	Wednesday 25 December

STUDENT INFORMATION

COLLEGE MAP



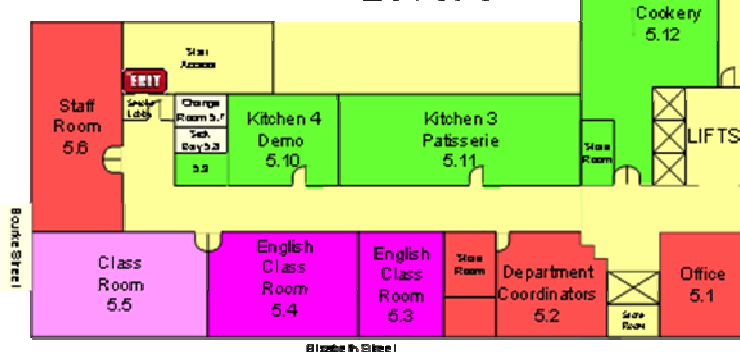
Main Campus Level 4



Main Campus

- Fourth Floor
 - Reception
 - Student Administration
 - Marketing & Sales
 - Finance
 - Hairdressing Salon 1
 - Demo Kitchen 1
 - Computer Lab
 - Café / Outdoor Patio
 - Class Rooms 4.1-4.7
 - Female Toilets (Stairwell)
 - Male Toilets (Stairwell)

Main Campus Level 5

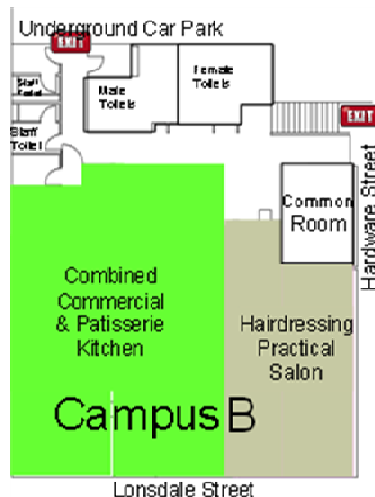
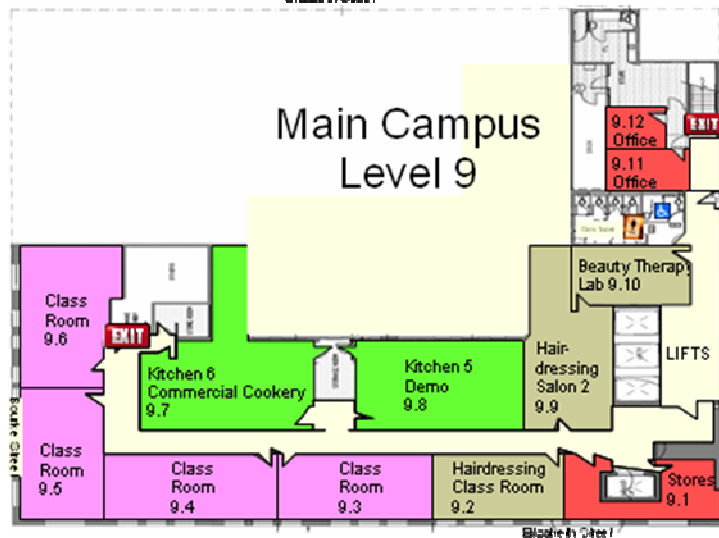


- Fifth Floor
 - Kitchens 2-4
 - Staff Room
 - English Class Rooms
 - Class Rooms 5.3 – 5.6
 - Male Change Rooms
 - Sick Bay
 - Female Toilets
 - Disabled Toilets

- Ninth Floor
 - Hairdressing Salon 2
 - Beauty Therapy Lab
 - Kitchens 6 – 7
 - Class Rooms 9.2 – 9.6
 - Female Toilets
 - Disabled Toilets
 - Female Change Rooms

Male Toilets (stairwell)

Main Campus Level 9



STUDENT INFORMATION



How to find us



Located in the Centre of Melbourne (above) 152, Elizabeth Street Melbourne VIC 3000, Academia International's students can choose over 10 different routes of public transport to access our campuses



Inner Melbourne (above) with parklands, Melbourne Zoo, University precinct,

STUDENT INFORMATION

ACCESS AND EQUITY

Academia International is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination act 1984 (amended July 2005), Equal Opportunity Act 1995, Racial Discrimination Act 5 1975, VIC Anti-Discrimination Act, Disability Discrimination Act 1992 and Disability Standards for Education 2005.

In the event of a situation that is considered by either staff or students to be in violation of Academia International's Access and Equity Policy, staff and students are required to report the situation to Management.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by disadvantaged students.

The QIS Manager (Tony Kluytmans) tonyk@academia21.com is responsible for ensuring the college follows and maintains the principles of Access and Equity as defined in legislation and Academia International's policies.

STUDENT FEEDBACK AND QUALITY IMPROVEMENT

Academia International collects statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training and student services.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services provided by the college.

Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete an Opportunity for Improvement Report located at the Administration Office.

CODE OF ETHICS

Please refer to www.academia21.com for the Code of Ethics that Academia International is bound by as a member of the Australian Council for Private Education and Training (ACPET).

SECTION 2: STUDENT POLICIES AND PROCEDURES

Academia International's policies and management procedures are designed to maintain high professional standards in the marketing and delivery of English education. Policies and procedures safeguard the interests and welfare of students. Academia International is committed to the success of students and maintains an environment conducive to learning. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.

STUDENT INFORMATION

ELICOS ATTENDANCE AND ACADEMIC PROGRESS

Attendance

All ELICOS students at Academia International are required to maintain at least an 80% attendance rate. Students whose attendance falls to 80% or who have been absent without documentation for three consecutive days will be subject to the following process:

1. Be contacted via telephone and asked to make an appointment with the Director of Studies (English).
2. Be given a verbal warning and asked to agree to an action plan
3. Have a note put into your file
4. If the issue is repeated, two written warnings may be given
5. If the issue is still unresolved, written notice of the intention to report you to the Australian government is given. You then have 20 working days to appeal through Academia International's appeals process.
6. If the appeal is rejected, you will be reported to DIAC through PRISMS

If you are unable to attend class, please notify Academia International. If you are absent for three or more days, please provide a doctor's certificate to Academia International.

Attendance will be checked twice daily. If you are more than 15 minutes late for a class, you may be marked absent for that period.

Exception

- a. The student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (for example illness where a medical certificate states that the student is unable to attend classes) apply; and
- b. Academia International confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

ELICOS courses run in two sessions, as per the following chart:

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00-10:00	Morning Class Lesson 1	Morning Class Lesson 1	Morning Class Lesson 1	Morning Class Lesson 1	Morning Class Lesson 1
10:00-10:15	Break	Break	Break	Break	Break
10:15-12:15	Morning Class Lesson 2	Morning Class Lesson 2	Morning Class Lesson 2	Morning Class Lesson 2	Morning Class Lesson 2
12:15-12:45	Lunch	Lunch	Lunch	Lunch	Lunch
12:45-14:45	Afternoon Class Lesson 1	Afternoon Class Lesson 1	Afternoon Class Lesson 1	Afternoon Class Lesson 1	Afternoon Class Lesson 1
14:45-15:00	Break	Break	Break	Break	Break
15:00-17:00	Afternoon Class Lesson 2	Afternoon Class Lesson 2	Afternoon Class Lesson 2	Afternoon Class Lesson 2	Afternoon Class Lesson 2

STUDENT INFORMATION

COURSE ASSESSMENT AND PROGRESS

Your college is required by the *National Code of Practice* to check your course progress to ensure that you are doing well with your studies. This is important for you because you are in Australia to study and achieve good results.

Assessment of course progress will take place at the end of each module of ELICOS courses:

General English – At the end of every 10 weeks

English for Academic Purposes – At the end of every 10 weeks

Assessment tasks will cover all four macroskills – Reading, Writing, Speaking and Listening.

Your teacher will also be assessing your language skills during class. You will make good progress with your English language studies if you use English as much as possible, participate regularly during classes and complete all your homework, course assignments, tests and activities.

Some of the activities which may be included as assessment tasks are:

- In-class participation
- Homework tasks
- Formal and informal class tests
- Interview with staff member
- Research assignments
- Completion of online language tasks
- Completion of CALL tasks
- Participation in group activities
- Presentations
- Written work including letters (formal and informal), essays and note-taking

If your teacher considers that you are not making satisfactory course progress, he or she will meet with you to talk about it, or refer you to a counselor. You may be given the opportunity to move to an easier class or do extra activities to help you. Some of these may be:

- Developing a learning contract with your teacher or counselor.
- Having some individual sessions with a teacher (there may be an extra cost for this)
- Having extra tasks set by your class teacher to work on a particular area of weakness, eg computer assisted language learning, reading tasks, grammar exercises, trial tests etc
- Having a student mentor appointed to help you during classes.

The college will do everything it can to help you with your studies. However, if you still do not achieve satisfactory progress after being assisted by the college, we **must** report this to the Australian Government. You will receive a notice of intention to report which includes information on accessing an appeals process.

If you believe that you have been untreated unfairly, you may make an appeal through the college's complaints and appeals process.

STUDENT INFORMATION

At the end of a five or ten week period, you **may** be promoted to a higher level class based on:

1. Assessment results
2. In-class work
3. Class participation and attendance
4. Demonstration of good study habits (for example, doing your homework, practicing English independently)
5. You must pass 75% of assessments and maintain 80% attendance to be promoted to a higher level. Additionally, to gain entry to your VET course at Academia International you must attain **one** of the following:
 1. Graduation from GE5/EAP1/IELTS1 (10 weeks with 75% of assessments passed)
 2. 10 weeks in CSWEIV (with 75% of assessments passed)
 3. A complete CSWEIII (15 weeks with all assessments passed)

ASSESSMENT APPEALS PROCESS

***Refer also Student Complaints and Appeals**

All participants have the right to appeal any assessment decision made by Academia International if they:

- believe that the assessment outcome warrants appeal and/or
- feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with us in an attempt to reach a decision.

If you are not satisfied with the outcome, you are then entitled to follow the student complaints and appeals procedure.

Note: You have the right to a support person to be involved at all times during the appeal process.

CANCELLATION AND REFUND POLICY

Please refer to www.academia21.com for refund policies:

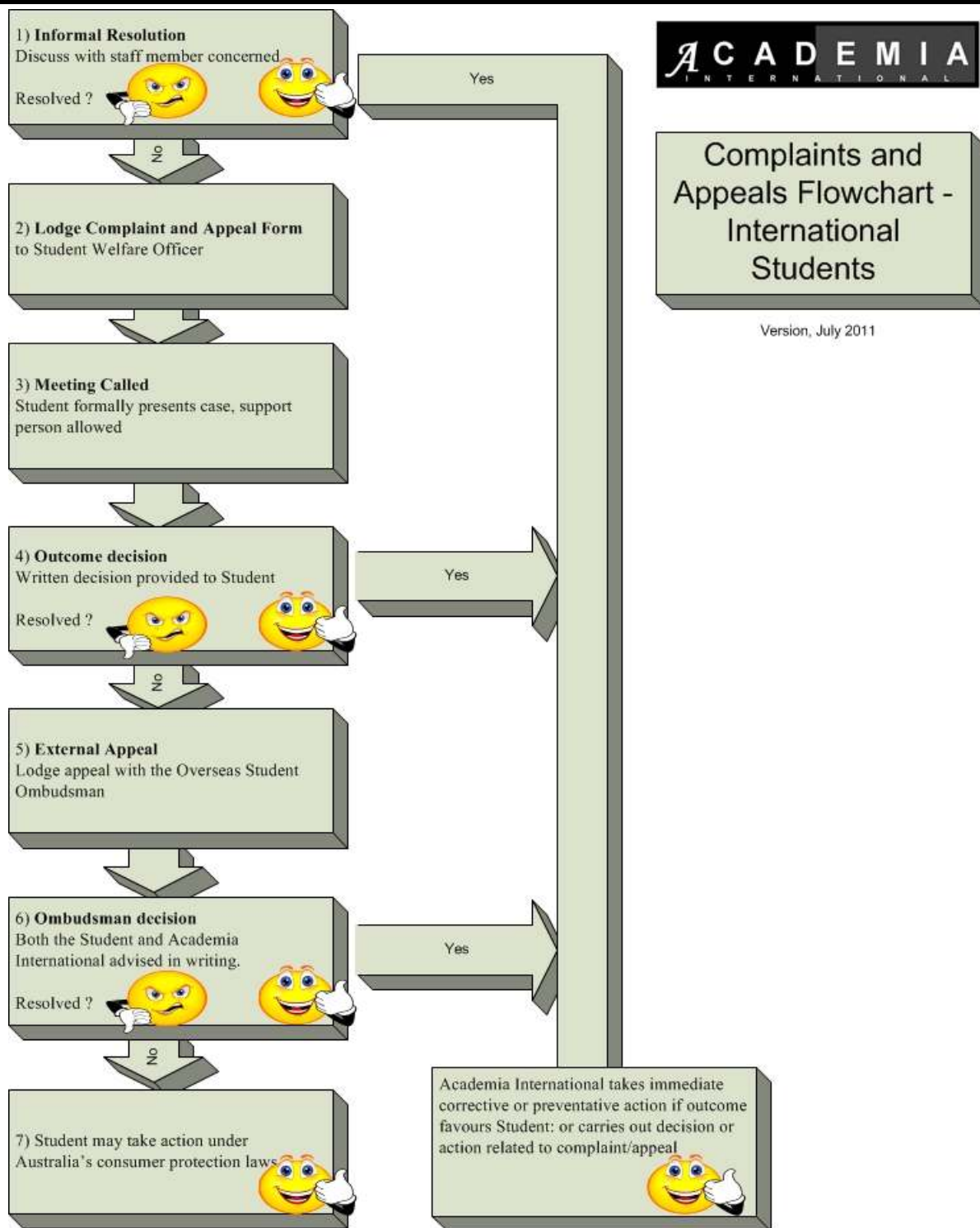
If you are an International student studying on a student visa, refunds are made under the provisions of the International Refund Policy and in accordance with the refund agreement made between Australian Academy of Vocational Education and Trades Pty Ltd t/as Academia International and the student.

All other student refunds are made under the provisions of the Local Refund Policy.

Note: that all requests for refund must be made in writing and submitted to: Refund Officer. Reasons and supporting evidence must accompany the request for refund as per the International Refund or Local Refund policies.

STUDENT INFORMATION

COMPLAINTS AND APPEALS FLOWCHART



At each step, if the complaint or appeal is not resolved, we move to the next step. Steps 2 to 4 of the process is an Internal Complaint or Appeal where Academia International solves the problem with the Student. Steps 5 to 6 of the process is an External Appeal, where the Overseas Student Ombudsman will assess how Academia International conducted Steps 2 to 4 and provide an assessment of Academia International's procedures and a decision on the complaint/appeal.

When your problem is solved, we will provide you with a copy of all documentation.

You are permitted to bring someone with you at **any** time for support. You are also allowed to have someone represent you in the meeting. For example, if you feel you do not have good enough English to say what you want, you may bring someone to help translate.

STUDENT INFORMATION

COMPLAINTS AND APPEALS

Student Complaints and Appeals

Issue No: 2.3
Date of Issue: May 2011
Revised and Approved by: Tony Kluytmans

COPYRIGHT NOTICE

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process, nor may any other exclusive right be exercised, without written permission by Academia International, Level 4, 152 Elizabeth Street, Melbourne Victoria 3000, Australia. 2011

Purpose:

This policy and procedure covers the requirements of the AQTF standard 2.7 and the National Code of Practice 2007 standard 8.

Academia International will address each Student complaint or appeal in a confidential, punctual and efficient manner, in order to maintain a high level of customer satisfaction.

Students unsatisfied with the result or conduct of Academia International's internal appeals handling processes may access an [external appeals process](#) which is independent, impartial and provided at minimal cost.

Scope:

This procedure will cover all complaints and appeals submitted by students undertaking training for all courses on Academia International's scope of registration. All disputes will be handled professionally in order to achieve a satisfactory resolution.

Privacy:

Academia International acknowledges and respects the privacy of students. It is required under the Privacy Act 1988 to comply with the National Privacy Principles in respect of the collection, use and disclosure of personal information from individuals.

Definitions:

Appeal: dissatisfaction with a decision made by Academia International, requiring further consideration to reach a resolution.

Complaint: dissatisfaction with an aspect of services received from Academia International, requiring action is taken to reach a resolution.

Procedure:

1. It is in the student's best interests for a dispute to be resolved amicably and at an early stage. A difficulty or concern should initially be discussed with the staff member concerned and a satisfactory outcome might be achieved through discussion. If the issue is not resolved then the student should proceed to Step 2 and commence the formal complaints and appeals process

2. Lodgement; The Student should lodge a written complaint using the approved Academia International *Client Complaint Form QA-CCF-2**.

**This form is available from the Student Services office or www.academia21.com*

The Student should complete this form and attach all the information they have to support the complaint or appeal. Then submit to the Student Welfare Officer in person, or:

email: swo@academia21.com

Post:

Student Welfare Officer
Academia International
Level 4, 152 Elizabeth St
MELBOURNE VIC 3000

3. **Internal Complaint/Appeal;** within 10 working days from receipt of a formal Student complaint or appeal the following process takes place.

STUDENT INFORMATION

3.1. In the case of an International Student, maintaining the enrolment means not reporting to the Department of Immigration and Citizenship (DIAC).

While the Internal and [External](#) (if required) Complaint or Appeal is on-going the Student's enrolment will be maintained – except for the reasons described at 3.7.

The access to Training and Assessment services will solely be at the discretion of Academia International, depending on the nature of the Complaint or Appeal.

3.2. The Complaint or Appeal is received and may be heard by the Student Welfare Officer. In most cases, the Student Welfare Officer will refer the complaint or appeal to an appropriate staff member within Academia International, depending on the nature of the Complaint or Appeal.

A meeting will then be arranged with the Student, allowing them to formally present their case to Academia International.

The Student is welcomed and encouraged to bring a support person with them to this meeting, or any other related meetings.

3.3. Meeting day; If the Student has further supporting documents other than those supplied with the Client Complaint form, they should bring those to the meeting.

At the meeting, the Student Welfare Officer and another member of staff will be present to hear the student's case. Where possible, Academia International will appoint staff independent to the reason for the complaint or appeal.

The Student's support person may present or assist with the case for appeal.

3.4. Investigation and outcome; after hearing the Student formally present their case; Academia International will investigate and make a decision on the outcome of the complaint or appeal.

Academia International will advise the Student of the outcome in writing within five [5] working days from the date of the meeting.

3.5. If the outcome does not favour the Student, Academia International will also advise in writing of the student's right to engage the [External Appeals process](#) as outlined at step four [4].

3.6. If the appeal is against Academia International's decision to report a Student to DIAC for:

- *Unsatisfactory course progress (Vocational and ELICOS Students) ;or*
- *Unsatisfactory attendance (ELICOS Students only)*

the college must maintain the Student's enrolment, not report to DIAC and wait for the completion of the [External Appeals](#) process outline at step four [4] before reporting to DIAC.

The Student will have 10 working days from the date of receiving the Complaint or Appeal outcome letter to begin this process.

3.7. If the appeal is against Academia International's decision to report a Student to DIAC to:

- *Defer or Suspend a Student's enrolment due to misbehaviour; or*
- *Cancel a Student's enrolment*

the college will wait for the completion of the Internal Appeals process only before reporting to DIAC. The Student may continue with the [External Appeals process](#).

4. External Appeal

If the complainant is not satisfied with the result or conduct of the internal complaints and appeals process, they may lodge an external appeal.

The complainant or appellant has ten [10] working days from the date of receiving the outcome letter to begin this process.

International Students:

Complainants who are International Students wishing to lodge an external appeal may do so through the Overseas Student Ombudsman. The website detailing the process is found at:

STUDENT INFORMATION

<http://www.oso.gov.au/making-a-complaint/> . The Ombudsman's services are free of charge and you may lodge the appeal as follows:

Online

You can make your complaint online by using our online complaint form.

Telephone

You can contact us by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111.

Fax

You can send us a fax. In Australia: 02 6276 0123. Outside Australia: +61 2 6276 0123.

Mail

You can write a letter and post it to: Overseas Students Ombudsman
GPO Box 442
Canberra ACT 2601
AUSTRALIA

Academia International agrees to be bound by the Overseas Student Ombudsman's recommendations and the Directors will ensure that any recommendations made are implemented within 30 days of receipt of the report.

All other Complainants:

Contact Details for ACPET:

Australian Council for Private Education and Training (ACPET)
PO Box 551, East Melbourne, Vic 8002
Ph: 1800 657 644 Fax: (03) 9416 1895
Email: acpet@acpet.edu.au

Complainants who are not international students who wish to lodge an external appeal must complete the form for domestic students available at <http://acpet.edu.au/students/student-support/appeals> and email it to: student.appeals@acpet.edu.au or post it to: PO Box 551 East Melbourne Vic 8002.

Once an application is made, ACPET will advise Academia International of the external review application made by the complainant. Both the complainant and Academia International will be requested to provide documents in support of the application within 14 days, including student files and records, to ACPET. ACPET will then forward all documents to an External Reviewer.

The External Reviewer considers the documents and makes a determination. The decision and determination is forwarded to ACPET. ACPET will then send the decision to all parties.

Turnaround time for an appeal is within 4 to 6 weeks of lodgement.

Academia International agrees to be bound by the External Reviewer's recommendations and the Directors will ensure that any recommendations made are implemented within 30 days of receipt of the report from the External Reviewer.

4.1. The decision and/or corrective and preventative action will immediately be implemented. The Student will be informed in writing by Academia International and the outcome recorded on file.

If Academia International receives advice from the [External Appeal](#) that supports the college,:

4.2. Academia International will follow through with any actions relating to the complaint or appeal.

The Student will be advised of all outcomes in writing.

This process does not remove the right to take further action under Australia's consumer protection laws.

(c) Academia International 2011

STUDENT INFORMATION

STUDENT COUNSELLING SERVICES & SUPPORT

Academia International has dedicated Student Welfare Officers available for contact 24 hours a day. The Student Welfare Officers are the first point of contact for issues that fall outside of Training and Assessment, or for those issues you may not wish to discuss with your Trainer or Course Co-ordinator.

Student Welfare Officers:

Academia International has two welfare officers available. The staff names are provided during induction and listed within the campuses.

Emergencies:

0431 318 100 (24 hrs)

Appointments:

**03 9671 4755 (BH) or
swo@academia21.com**

Academia International caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage through to graduation.

All students should make an appointment at reception with the Student Welfare Officer if they wish to ask about any English education or personal counselling services available at Academia International.

Academia International provides suitable resources to help students identify their learning needs and provides staff with the required student-based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products Academia International will do its best to ensure they are relevant to industry needs and meet the requirements of the Training Package or Accredited Course.

Academia International is committed to providing students requiring additional support, advice or assistance while training. To achieve this and ensure the quality delivery of training and support services, Academia International provides:

- Personal Counselling services** are available to all students and staff from management and may take the form of advice or referral to other services. Personal counselling services must meet Academia International's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:
 - a. Grievance /conflict resolution
 - b. Stress management
 - c. Access and equity issues
 - d. Student welfare and support

- Post Program and Exit Counselling Services** includes assistance with job seeking, resume and interview skills vocational advice and mentoring. Students are advised of this service towards the completion of their qualification or course.

STUDENT INFORMATION

STUDENT ID CARD AND LANYARD

To promote a safe and healthy learning environment all students are issued with an Academia International Identification Card, containing their photograph, name, Student ID number, and commencement and completion dates.

Students are required to have their Identification card with them at all times and be displayed by wearing on their lanyard whilst on the Academia International premises. Students not wearing a lanyard may be asked to leave the class/college.

NOTE: you are required to sit for a digital photograph at the Administration Office for your student card to be produced.

HARASSMENT POLICY

***Also refer Discipline Policy**

Academia International will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect

Examples of Harassment may include:

- ◆ Unwelcome physical contact
- ◆ Repeated unwelcome invitations
- ◆ Insulting or threatening language or gestures
- ◆ Continual unjustified comments about a student's work or work capacity
- ◆ Jokes and comments about someone's ethnicity, colour, race
- ◆ Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- ◆ Unfavourable treatment like aggression
- ◆ Refusing to provide information to someone
- ◆ Ignoring a person
- ◆ Mocking customs or cultures
- ◆ Lower assessment of student work

Examples of bullying may include:

- ◆ A person who uses strength or power to coerce others by fear
- ◆ Behaviour that intimidates, degrades or humiliates a person
- ◆ Aggression, verbal abuse and behaviour which is intended to punish
- ◆ Personality clashes and constant 'put-downs'
- ◆ Persistent, unreasonable criticism of student work performance
- ◆ Student violence both physical and threatened against teachers

STUDENT INFORMATION

Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

Such conduct, when experienced or observed, should be reported to Management. All complaints will be promptly investigated.

The privacy of a student filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against students or staff who are found to have harassed other students or staff.

Academia International expects all students to uphold to the spirit of this policy. Breaches of the policy will be considered to be “misconduct” or “serious misconduct” which may result in expulsion for students or dismissal for staff.

STUDENT HEALTH

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. Anyone suffering from a temporary sickness which could affect others (eg colds, flu and viral infections) should not come to Academia International until recovered.

Students unable to attend Academia International due to illness must advise the Administration Office immediately. A medical certificate will be required for any absence

If you need an extended absence from the college due to illness or accident, contact one of the Student Welfare Officers to discuss any implications to your student visa (in case of International Students) and your studies.

International Students are required to maintain sufficient Overseas Student Health Cover (OSHC) during the term of their student visa. Academia International can assist with applications or renewal through Australian Health Management (AHM). Enquires for OSHC can be made through the Administration Office.

STUDENT PRIVACY

Academia International recognises a student’s right to privacy. Academia International Privacy Policy identifies how we handle information about you as a learner. We collect and store your enrolment details and your progress reports and adhere to the Privacy Act 1988 and the Information Privacy Act 2000. Academia International’s full privacy statement can be viewed online at www.academia21.com.

PRIVACY NOTE FOR INTERNATIONAL STUDENTS

The information provided by you (the student) to Academia International may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code; and

Academia International is required, under s19 of the ESOS Act 2000, to tell the Department about:

- certain changes to your enrolment; and
- any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

STUDENT INFORMATION

CONDUCT

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect. At Academia International we strive to achieve the following "basic principles" of interpersonal behaviour:

- **English is the only language used during class time**
- Respect for staff and fellow students at Academia International
- Respect for equipment and environment at Academia International
- The use of inappropriate language will not be tolerated.
- Mobile phones are to be turned off during classes.
- No food or drinks are allowed in the general-purpose classrooms or computer lab at Academia International
- No chewing gum or smoking is permitted within Academia International

Every staff member and student is to hold every other staff member and fellow student responsible for living up to these principles at all times.

DEFER AND SUSPENSION OF STUDIES

Overview:

As a student of Academia International you may request to defer the commencement date of your course or temporarily suspend your studies while the course is in session only in certain limited circumstances. A deferment or suspension may only be granted on the grounds of 'compassionate or compelling circumstances'.

Compassionate or compelling circumstances are those generally out of your control, impacting either your ability to participate in the course or your well-being. These include, but are not limited to:

- inability to begin studying on the course commencement date due to a delay in receiving your student visa
- serious illness or injury, where a medical certificate states that the you are unable to attend classes
- bereavement of a close family member
- major political upheaval or natural disaster in your home country requiring emergency travel
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime

Students must apply to the *Student Services Department* for a deferment of course commencement or suspension of studies using the *Deferral Request Application Form* and provide supporting evidence. The *Student Welfare Officer* or *Director of Studies* will assess the application against the policy and inform you in writing of the outcome.

How to apply:

Complete the *Deferral Request Application Form* and submit to the Student Services department. These forms can be obtained from Student Services or our website at www.academia21.com.

For a request to defer/suspend your studies to be approved, the following conditions must be met:

1. Your course fees must be paid up-to-date
2. Documentation you provide must support your claim for compassionate or compelling circumstances

If you take leave without Academia International's approval, your enrolment may be seriously affected, by either:

1. Your enrolment cancelled (reported to DIAC if on a Student Visa)
2. Your academic progress, results may still be entered as Not Yet Competent in the case of Vocational students (Hospitality, Hairdressing, Beauty)
3. Your attendance, may still be marked as absent in the case of ELICOS students

Privacy Note: If you are an International Student, Academia International is required to notify the Department of Immigration and Citizenship (DIAC) of your deferment.

STUDENT INFORMATION

CANCELLATION OF STUDIES AND WITHDRAWALS

Overview:

As a student of Academia International, your enrolments have agreed start and end dates that are based on completing the course on a normal full time study load. Your enrolment may end before the agreed 'end date' by cancellation of enrolment or withdrawal:

Cancellation: Your enrolment is cancelled permanently before the expected completion date. The cancellation can be either initiated by either you (the student) or Academia International.

Withdrawal: When you notify Academia International of your intention to cease your studies before the end of your course. A course withdrawal may be:

- 'Active', you notify Academia International in writing using the 'Withdrawal Notification Form' available from Student Services or www.academia21.com
- 'Inactive'; you advise Academia International you will not be continuing your studies by not returning to study after an arranged holiday, suspension or deferral.

NOTE: Academia International will attempt to verify inactive withdrawals by contacting you via landline, mobile or email. Academia International is not obliged to give you access to the appeals process before reporting to DIAC and/or cancelling your enrolment when you 'inactively withdraw'.

Academia International will initiate the cancellation procedure for non payment of fees or student misbehaviour. In either case, you (the student) will have access to the complaints and appeals process before the enrolment is cancelled and a report is issued to DIAC (in the case of International Students).

How to notify Academia International if you wish to withdraw:

Complete the *Withdrawal Notification Form* and submit to the Student Services department. These forms can be obtained from Student Services or our website at www.academia21.com.

Academia International will then:

1. Check your notification and
2. Ensure your course fees are paid up-to-date
3. Close your enrolment records within the management systems
4. If you are an International Student, report your withdrawal to DIAC as a 'cessation of studies'
5. Issue you any Qualifications, Statements of Attainment and Academic Transcripts you may be entitled to

Privacy Note: If you are an International Student, Academia International is required by legislation to notify the Department of Immigration and Citizenship (DIAC) of your withdrawal

If you withdraw without notifying the college, Academia International will:

1. Attempt to contact you to verify your withdrawal
2. If you confirm your withdrawal, or Academia International cannot contact you:
 - a. Your enrolment will be cancelled
 - b. Any outstanding fees will be recovered
 - c. Cessation of Studies reported to DIAC (in the case of International Students)
 - d. Issue you any Qualifications, Statements of Attainment and Academic Transcripts you may be entitled to

STUDENT INFORMATION

DISCIPLINE POLICY

1) **Plagiarism/ Cheating on projects/ assignments**

If you have been found to be plagiarising on a project or assignment the following action will be taken.

- a) You will receive a grade of 0 (zero) on your assignment with plagiarism being the reason recorded.
- b) You will be given one [1] week to resubmit the work.

If a teacher/trainer receives a project or assignment from you that is identical to another student's and finds that you have copied, the following action will be taken.

- c) You will receive a grade of 0 (zero) on your assignment.
- d) You will be given one [1] week to resubmit the work.
- e) If it cannot be determined which student(s) have copied then all with identical items will be subject to 1.c and 1.d
- f) A note detailing the breach of policy will be put into your file.

2) **Plagiarism/Cheating on tests**

If you are found to be plagiarising or cheating on a test, the following action will be taken.

- a) You will receive a grade of 0 (zero) with plagiarism or cheating being the reason recorded.
- b) You will be given one [1] week to take the test again.
- c) A note detailing the breach of policy will be put into your file.

3) **Harassment**

If you have been found to be in breach of Academia International's Student Harassment Policy, the following action will be taken.

- a) If this is evidenced in the classroom, the teacher/trainer will take you aside to be counselled. A note of this counselling will be provided to the Student Welfare Officer and placed in your file.
- b) If further breaches of the harassment policy occur after the initial teacher/trainer counselling then you will be referred to the Student Welfare Officer. The Student Welfare Officer will counsel you further and provide a final warning of being in breach of the policy.
- c) If further breaches of the harassment policy occur after 3.b then you may be expelled from the college at the discretion of the management team.

4) **Physical Assault**

Physical Assault will not be tolerated under any circumstances. If you physically assault another person, the following action will be taken.

- a) The Student Welfare Officer will be contacted to document the assault.
- b) At the discretion of the Student Welfare Officer the incident may be reported to the Police.
- c) At the discretion of the management team you may be expelled from the college.

5) **Breaking the law**

If there is evidence that you have broken a law within the college premises the following action will be taken.

- a) The Student Welfare Officer will be informed who will in turn contact the Police to deal with the matter.
- b) The Student Welfare Office will conduct counselling if at their discretion is deemed necessary.

STUDENT INFORMATION

6) Mobile phone use in class

- a) Mobile phones are not allowed in class.
- b) The only exception is if an urgent call is expected. In this instance, you need to inform the teacher/trainer in advance and ensure the phone is left in vibrating / silent mode so as not to disturb the whole class once a call comes in.
- c) Such exceptions need to remain exceptions and not become a regular occurrence. That is you can not expect an urgent call every day of the week.

7) Late Arrivals / Early departures

- a) Late arrivals and early departures are recorded on the roll and you will be reminded of the attendance requirements. Please note that students arriving more than 15 minutes late may not be permitted entry into the classroom, and that you will be marked absent for the entire 2 hour period.
- b) Please remember that you must maintain an 80% attendance, and that being 15 minutes late for a class may result in you being marked absent.

8) OH & S

- a) You will be introduced to OH&S requirements during induction and as part of your course curriculum.
- b) Please **do not** enter non-ELICOS classrooms at any time. Hospitality students are required to wear special clothing when in the kitchen, and you could be injured or cause injury if you enter a room where you are not permitted.

9) Rude / Negative Attitude towards fellow students / Teachers

- a) If this is evidenced in the classroom the teacher/trainer will take you aside to be counselled. A note of this counselling will be provided to the Student Welfare Officer and placed on your file.
- b) If further breaches occur after the initial teacher/trainer counselling then you will be referred to the Student Welfare Officer. The Student Welfare Officer will counsel you further and provide a final warning of being in breach of the policy.
- c) If further breaches occur after 9.b then you may be expelled from the college at the discretion of the management team.

10) Non Participation (including sleeping in class)

- a) If you are in no state to comprehend or participate during class then you will be sent home. A file note will be placed on your file stating this.
- b) If you miss out on an important part of the class due to non-participation you will need to recover what you have missed in your own time.

11) Intoxication (Alcohol / Substance Abuse)

If you are found to be intoxicated during classes, the following action will be taken.

- a) You will be taken aside and asked to leave and return back to class once in an acceptable state of non intoxication. A note of this will be placed on your file.
- b) If there are repeated instances of intoxication, the Student Welfare officer will be engaged to counsel and offer any help or services that you may need.

STUDENT INFORMATION

OCCUPATIONAL HEALTH AND SAFETY (OH&S)

It is important students report ANY injury immediately. Academia International has a formal policy in place that staff must follow in the case of injury to students, staff or visitors. If you have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of the administration office and/or trainer.

Academia International is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

Management of Academia International is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligations under the Federal and State rules and regulations of the Occupational Health and Safety Act 2004.

You must comply with any OH&S requirements specified by your trainers during your enrolment.

PLAGIARISM AND CHEATING

Academics place great importance on the development of ideas. Therefore, people must be given due credit for these ideas. Taking an idea from any source without properly acknowledging it is plagiarism. It is the use of someone else's work without proper recognition.

This is very important in English classes. Your goal is to improve your English, and copying work from the Internet or other students does **not** help you reach this goal.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's sentences in order to present them as your own. Plagiarism also involves copying another's work. All of these can be avoided with correct referencing procedures.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

Teachers/Trainers will advise students of the many ways to avoid plagiarism. Remember that plagiarism is punishable by **failure**.

Any student found to be cheating during an assessment will face disciplinary action in-line with Academia International's discipline policy.

REPORTING PROCEDURES

Academia International is required to report to the Department of Immigration and Citizenship (DIAC) about student non-compliance with course requirements. To ensure reporting is consistent and accurate Academia International adopts the following procedure:

1. Students can access an unofficial transcript informing them of their academic progress and fee payment status by completing a **Request Advice Form** available from reception.
2. myAcademia: Students have access through a portal available at www.academia21.com to the student management system TEAMS. This portal will enable students to update personal details and view their academic progress online

STUDENT INFORMATION

3. Students who receive notification through a warning letter about any irregularities for attendance, progress or outstanding fee payment must immediately contact the Administration Office to resolve these irregularities. Once again, please remember that you are required to maintain at least an 80% attendance in ELICOS courses.
4. Students who do not resolve the academic irregularities will be reported in line with the provisions of the DEST-DIAC Course Progress Policy.

Note: You are required at all times to keep Academia International informed of your current address and telephone number, to complete your subjects with passing grades and to pay your course fees **before the due date**. Notification of Change of Address Forms are held by reception. Students who pay late will not be allowed to enter classes and will therefore be considered to be non genuine.

If you have any difficulties with course completion and or with payments, please inform the Administration Office or the Student Welfare Officer.

TRANSFER BETWEEN REGISTERED PROVIDERS

This policy applies to International Students studying on a Student Visa.

From July 2007, providers are restricted from enrolling transferring students prior to the student completing 6 months of their principal course. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

The policy of Academia International is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer.

In regards to releasing current students, all students within any visa course package that includes one or more of Academia International's courses that have not commenced their 'principal' program need a letter of release (from both Academia International and the further education provider) to be able to enrol in another institution.

Academia International's policy is to agree to transfer requests where there are compassionate or compelling circumstances only, unless there are other particular factors that need to be taken into consideration. These are that the student requesting a transfer has an accurate understanding of what the transfer represents to their study options, or that they still owe College course fees or that it is suspected that they are seeking transfer only to avoid being reported to DEST for failure to meet academic progress or attendance. The Director's will make any final decision as to whether to refuse a letter of release for any student.

Letters of release would always be provided when or if:

1. Academia International's registration or that of the Certificate or other course has been revoked.
2. Sanctions imposed on Academia International by the Australian government prevent the student from continuing in the course.
3. A government sponsor deems that the transfer is in the best interest of their student.

STUDENT INFORMATION

SECTION 3: FURTHER INFORMATION

YOUR RESPONSIBILITIES AS A LEARNER

1. Participate in programme work set out by your Trainers/Teachers.
2. Tell your trainers when you do not understand the subject matter or know how to perform an assessment task
3. Meet attendance requirements.
4. Complete all assessment instruments.
5. Only speak English during class.
6. Attempt to use English outside of the classroom.
7. Constantly review language you have learned in previous lessons.
8. Inform the college of any changes to personal details.
9. Adhere to rules and regulations as set-out in the Student Information Handbook and/or Student Intranet.
10. Comply with the Terms and Conditions of Enrolment, agreed upon enrolment and induction/orientation.

YOUR TRAINER'S RESPONSIBILITIES

1. Your Trainer will provide clear instructions about what is expected from you during your training.
2. Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.
3. Your trainer will provide you with consistent feedback, so you know how you are improving and what areas you still need to work on.
4. Your trainer will provide an Academia International email address so that you will be able to contact them between classes. This provides additional support for your self-paced and 'take home' learning activities.

FURTHER STUDY

Australia has 37 government-funded universities and two private universities, as well as a number of specialist institutions providing approved courses at the higher education level. Universities engage in teaching and research across a wide range of professional and academic disciplines. These disciplines may be specialist in nature (eg, Medicine, Engineering) or generalist (eg, Arts, Science).

University studies can be undertaken at the undergraduate or postgraduate level, leading to awards ranging from graduate certificate to doctorate. Many institutions also offer additional programs such as Foundation Studies, Study Abroad and English language courses.

The Sales Team can provide assistance with enrolments into higher education.

STUDENT INFORMATION

STUDENT FORMS

The following forms are available to students on Level 4, opposite room 4.5:

- Statement Request
- Student Details Form
- Assessment Appeal
- Application to Defer Studies
- Feedback form
- Tax File Application
- Permission to work – Form 157P

INTERNATIONAL STUDENT INFORMATION GUIDE

This section of the student handbook is to assist International Students with adjustment to life and study in Australia. There is additional information linked from Academia International's webpage at www.academia21.com and brochures and information sheets are located in the Student Common Room.

All Staff at Academia International will do their utmost to assist you with becoming familiar with life and study in Australia. The Student Welfare Officer can help if you require assistance with any issue that may arise.

1. ACCOMMODATION

Academia International College will gladly assist in finding suitable accommodation. It cannot however, enter into agreements with Real Estate Agents or householders on your behalf.

1.1. Temporary Accommodation on Arrival

If required, temporary accommodation will be arranged for your arrival usually for a period of 1 week. This would be hotel style accommodation at \$70 - \$100AUD per night.

1.2 Homestay

Homestay involves the student living with an Australian family. Rooms may be single or shared and cost will vary accordingly.

- **FIRST DAY** Host Families take the student and explain the directions to Academia International prior to, or on the first day. Host Families assist with timetables, purchasing tickets, train, tram and bus numbers and stops.
- **ILLNESS** Host families assist the student if medical/dental appointments are required. Students will receive their Health Cover card on average within three weeks of their induction day. Please advise the student they may still go to the doctor (even without their health cover card) keep the receipt, and then claim their expenses once they receive their card.
- **BEDROOM** The student's room is to have a comfortable bed, wardrobe, linen, a desk, desk lamp and a chair. The Homestay family also provides towels. • **MEALS** The Homestay provides three meals a day. Lunch may be a packed, cut lunch consisting of a sandwich, fruit and drink, or other food if the student prefers. The students may prefer to buy their own lunch.
- **TOILETRIES** Students supply their own shampoo and toothpaste. Soap and toilet paper are to be provided by the Homestay. • **LAUNDRY** The Homestay is required to do the washing for the student. The student is responsible for their ironing if they are over eighteen years old. High school students require a clean white shirt each day for school. Linen should be changed once a week.
- **CLEANING** The students are responsible for keeping their rooms clean and tidy.

Cost: approx \$1,000 per 4 weeks (\$250/week) for a single room (non shared).

STUDENT INFORMATION

1.3 Share Accommodation

Advertisements on student noticeboards and in sections of the local newspapers will appear for one or more people to share a house or flat, often where a lease has already been taken out. This often suits students once they have been in the country for a while and are comfortable with their new country's living arrangements. Cost \$80 - \$150AUD per week.

1.4 Rental Accommodation

As with share accommodation, units, flats, single bedsitters and even houses, are available through Real Estate Agents. These are normally unfurnished. One month's rent in advance may be charged plus a bond (or security deposit) prior to signing a lease agreement.

Cost: \$150 - \$300AUD per week.

2. CAREER AND EMPLOYMENT

Academia International provides student employment and career counseling services to assist students in job placements. Your Head of Department or the Student Welfare Officer are available by appointment for this purpose.

Academia International will place job advertisements relevant to students on the notice board on level 5 and electronically in the myAcademia student portal. If you find an advertisement of interest apply as described in the advertisement or seek assistance from your Head of Department or Student Welfare Officer.

2.1 Tax file number

A Tax File Number (TFN) is a unique number issued to individuals and organisations to help the Australian Tax Office (ATO) administer tax and other Australian Government systems. It's one of your most important forms of identification in Australia. It's yours for life and keeping it secure is a good defence against identity theft.

A TFN can help you:

- lodge a tax return
- pay the proper amount of tax
- ask the ATO about your tax affairs
- start or change jobs
- limit the amount of tax you pay on interest or dividends earned if you have savings accounts or investments that earn income.

Your TFN is valuable. Don't share it with friends and don't provide it on the internet when applying for work. Keep it secure

You can apply for a TFN by one of the following methods:

- Apply online by visiting the ATO online at <http://www.ato.gov.au/print.asp?doc=/content/27156.htm>;
or
- Through Centrelink or the Department of Veterans' Affairs; or
- Through Academia International

For more information about TFNs, you can visit the website: www.ato.gov.au; or phone 13 28 61 between 8:00am and 6:00 pm, Monday to Friday.

STUDENT INFORMATION

3. BANKING

Introduction for International Students

Once you arrive in Australia, you can open a bank account with passport or driving licence. The most common account for day-to-day money management is a current or cheque account (commonly called a transaction account in Australia), which provides ATM access, a cheque book, an EFTPOS card, the facility to pay your regular bills by direct debit, telephone banking and possibly other services, such as an overdraft facility.

Before opening an account, compare banks' charges and fees, interest rates (e.g. on credit cards and deposits) and the services offered by a particular financial institution or account.

Banking and working

If you're planning to work in Australia and are paid fortnightly or monthly, one of your first acts should be to open an account with a bank, building society or credit union. Your salary is usually paid directly into your account by your employer, and your salary statement is either sent to your home address or given to you at work. Employees who are paid weekly or fortnightly are often paid in cash, in which case it's up to you whether you open an account (although it's difficult to manage without one). New arrivals can open an account during their first six weeks in Australia with just a passport.

Banking and bill payments

Most people pay their bills from their current accounts, either by standing order or by cheque. Bills can also usually be paid by telephone by simply quoting your account details. Bank statements are usually issued monthly (optionally quarterly), and interest is normally calculated daily and paid quarterly.

Banking and accounts

All banks, building societies and credit unions provide a range of savings accounts, usually referred to as deposit or investment accounts in Australia, many of which are intended for short or medium-term savings, rather than long-term growth.

Most banks and building societies have two basic types of savings account: instant access and term deposit accounts.

Non-residents are subject to a withholding tax of 10 per cent on the income earned on bank deposits in Australia; this is deducted at source when interest is paid.

Major Banks in Australia

Commonwealth Bank

ANZ

Australia National Bank

Westpac Bank

HSBC

STUDENT INFORMATION

4. EMERGENCY AND HEALTH SERVICES

The following information provides you with an overview of emergency and health services how to find and contacts.

ahm Emergency Service Helpline

If you have Overseas Student Health Cover (OSHC) with Australian Health Management (ahm) you can access the following through ahm's emergency service helpline, available 24 hours a day/7 days a week:

- Emergency Medical assistance
- 24 hour doctor/medical referral
- Travel document assistance
- Message relay service
- Interpreter service

To access the ahm Emergency Service Helpline, call 1800 006 745

4.1 Emergency services

The National telephone number for emergency Police, Ambulance or Fire Service response is “000” [Triple Zero]. From a mobile phone you may need to use the International standard emergency number of “112” [One, One, Two].

The organisations providing emergency services in Victoria, include:

Police Service

The Victoria Police provide a 24-hour police service to the Victorian community. It is recommended that you find the contact details of your local Police station and record these.

You can find your local police station in the White Pages telephone directory or online http://www.police.vic.gov.au/content.asp?Document_ID=7

The Police are located close to Academia International's campus at the Melbourne East Station, which operates 24 hours.
Address: 226 Flinders Lane, Melbourne East, 3000
Phone: (03) 96507077 Fax: (03) 96507237

Further information about the Victoria Police service can be found at <http://www.police.vic.gov.au>

- Emergency Police response, dial 000 or 112 from a mobile

Ambulance Service

The Melbourne Metropolitan Ambulance Service delivers emergency care to the people of Melbourne. Information about the service can be found on their website at <http://www.ambulance-vic.com.au>

- Emergency Ambulance response, dial 000 or 112 from a mobile

Fire Service

The Metropolitan Fire and Emergency Services Board [MFB] is a community safety organisation committed to providing world-class protection from fire and other emergencies in Melbourne's major metropolitan area.

Information about the service can be found on their website at <http://www.mfbb.vic.gov.au>

STUDENT INFORMATION

The Country Fire Authority [CFA] is one of the world's largest volunteer-based emergency services. The CFA offers fire and emergency services for those areas not covered by the MFB.

Information about the service can be found at <http://www.cfa.vic.gov.au>

- Emergency Fire Service response, dial 000 or 112 from a mobile

4.2 HEALTH SERVICES

4.2.1 The Australian health system

The Australian health system is widely regarded as being world-class, in terms of both its effectiveness and efficiency. The system is a mixture of public and private sector health service providers and a range of funding and regulatory mechanisms:

- The Australian government with the primary role of developing broad national policies, regulation and funding.
- State and Territory and Local governments who are primarily responsible for the delivery and management of public health services and for maintaining direct relationships with most health care providers, including regulation of health professionals and private hospitals.
- Private practitioners including general practitioners, specialists and consultant physicians.
- Profit and non-profit organisations and voluntary agencies.

The Australian Government's funding includes three major national subsidy schemes, Medicare, the Pharmaceutical Benefits Scheme and the 30% Private Health Insurance Rebate.

Medicare and the Pharmaceutical Benefits Scheme cover all Australians and subsidise their payments for private medical services and for a high proportion of prescription medicines. Under Medicare, the Australian and State governments also jointly fund public hospital services so they are provided free of charge to people who choose to be treated as public patients. Australian Government funding of the 30% Rebate and other key incentives support people's choice to take up and retain private health insurance.

People make their contribution to the health care system through taxes and the Medicare levy based on their income, and through private financing such as private health insurance.

The aim of the national health care funding system is to give all Australians, regardless of their personal circumstances, access to health care at an affordable cost or at no cost, while allowing choice for individuals through substantial private sector involvement in delivery and financing.

Health care costs in Australia are comparable to costs in other developed countries. Anyone who may need to, or intends to, receive medical treatment during their stay in Australia, should make sure that he or she is able to pay the cost or that he or she is covered by adequate health insurance.

Foreign students studying in Australia are generally required to have health insurance cover and take out Overseas Student Health Cover (OSHC). OSHC is a special low-cost health insurance offered by a number of firms specifically for overseas students studying in Australia. This includes students from countries with which Australia has a Reciprocal Health Care Agreement, since students are not covered by the Agreements. Swedish and Norwegian students are not required to have OSHC, provided they and their dependents hold appropriate health insurance from their own country.

Students should buy OSHC before they come to Australia to cover them from when they arrive. Students will also need to maintain OSHC throughout their stay in Australia.

Further information regarding OSHC requirements can be found on the Immigration Departments' website at www.immi.gov.au

STUDENT INFORMATION

4.2.2 Doctors/Medical clinics, Public Hospitals, Private Hospitals

It is a good idea to have your own Doctor (General Practitioner GP). Your GP will assist with general health issues and refer you on to specialist doctors or hospitals if necessary.

To find a Doctor or Medical Clinic local to you, look in the Yellow Pages or online at the Victorian Government website Better Health Channel <http://www.betterhealth.vic.gov.au> then click on Health Services and search for a General Practitioner.

To find a Public hospital in your location, look in the White Pages telephone directory or use the Department of Human Services website to locate at <https://www.healthcollect.vic.gov.au/directories/Metrohos.htm>

To find a Private hospital in your location, look in the White Pages telephone directory or use the Department of Human Services website to locate at <http://www.health.vic.gov.au/privatehospitals/private.htm>

Government Services

NURSE-ON-CALL is a telephone health line, providing Victorians with immediate, expert health information and advice 24 hours a day, 7 days a week.

Call **1300 60 60 24** for the cost of a local call from anywhere in Victoria. (Calls from mobile phones may be charged at a higher rate.)

You can find out more about the NURSE-ON-CALL service online at <http://www.health.vic.gov.au/nurseoncall/index.htm>

The Better Health Channel (BHC) was established in May 1999 by the Victorian (Australia) Government. The information on the site aims to help improve the health and wellbeing of the Victorian community. The website provides online health and medical information that is:

- Quality assured
- Reliable
- Up-to-date
- Easy to understand
- Locally relevant

You can access the Better Health Channel online at <http://www.betterhealth.vic.gov.au>

STUDENT INFORMATION

5. LEGAL SERVICES

How Australian Law works:

The Constitution¹

The Constitution provides for a federal system of Government, with powers distributed between a national Government (the Australian Government), and state and territory governments.

The Commonwealth of Australia on three different branches of Government established by the *Constitution* as follows:

- The Parliament, which consists of the Queen, the Senate and the House of Representatives.
- The Executive. All executive power is vested in the Queen and is exercisable by the Governor-General, as the Queen's representative, acting on the advice of the Federal Executive Council.
- The Judicature. Judicial power is vested in the High Court of Australia, various federal courts created by the Parliament, and State and Territory courts which have been invested with federal jurisdiction.

Legislative power is the power to make laws. Executive power is the power to administer laws and carry out the business of Government through bodies such as Government departments, statutory authorities and the defence forces. Judicial power is the power exercised by courts in interpreting and applying the law.

The Constitutional Policy Unit of the Attorney-General's Department provides assistance and advice on matters of constitutional policy development and litigation.

5.1 The Australian legal system¹

In Australia, the law consists of:

- Acts passed by the Federal Parliament acting within the scope of its powers under the Australian Constitution, and delegated or subordinate legislation made under those Acts.
- Ordinances made for the Territories, and delegated or subordinate legislation made under those Ordinances.
- Acts passed by State Parliaments and the Legislative Assemblies of the Northern Territory, the Australian Capital Territory and Norfolk Island, and delegated or subordinate legislation made under those Acts.
- The common or statute law of England that was received and which remains unchanged.
- The Australian common law, which developed from the English common law and is interpreted and modified by the Courts.

5.2 Legal Services²

For many people, the thought that they may require a legal service or face a court appearance creates enormous anxiety.

Many problems can be addressed with some preliminary legal advice; often, issues that appear to be legal problems don't actually have a legal basis. In these circumstances, a solicitor can give some hints on how to deal with the problem and refer or steer you in the appropriate direction.

There are services available in Victoria providing low cost or free legal advice for people on a low income and other services that provide or arrange case work assistance for individuals and organisations.

The Student Welfare Officer has a directory of low cost, free and Pro Bono legal service providers available in the state of Victoria, giving advice about the eligibility criteria and application details where they exist. This document can also be found on our website at www.academia21.com. Some legal areas where the Student Welfare Officer can assist include (but not limited to):

- Visa matters
- Accommodation matters; assist with your legal rights

¹ Source: Australian Public Service Commission <http://www.apsc.gov.au>

² Source: Law Help from Victorian Law Foundation <http://www.victorialaw.org.au>

STUDENT INFORMATION

- Work rights; including taxation and superannuation
- Consumer rights; problems with purchase of goods and services
- Law problems; if you get into trouble with the law

If you would like to find legal service providers or further information yourself, the following websites will assist.

5.3 Legal Information

Australian Law Online
www.law.gov.au/wotl.html

Attorney-General's Department, links to Commonwealth, State and Territory government legal information
Australasian Legal Information Institute (AustLII)
Cases, legislation and legal links
www.austlii.edu.au/

Law For You
www.lawforyou.com.au

Legalonline
Department of Justice, Victoria, provides Victorian Law Online
www.legalonline.vic.gov.au

Legal Advice

Dial-a-Law
Victoria's key solicitor association, The Law Institute of Victoria, provides a library of pre-recorded legal information.
Telephone 9607 9311
www.liv.asn.au/public/rights

Community Legal Centres
Provide free legal information, advice and some advocacy.
www.austlii.edu.au/au/other/clc/

Finding a lawyer
The Law Society or Institute representing lawyers in your state may be able to assist you in finding a lawyer.
www.lawcouncil.asn.au/links.html

5.4 Migration Law

If you wish to seek immigration assistance, this person must be a Registered Migration Agent. There is a register of Migration Agents available on the Migration Agents Registration Authority website at <http://www.themara.com.au>

Academia International recommends the services of:

Bentleys Migration Law / Agents

Constantine Stamopoulos
Agent # : 0318065
386 Victoria Parade
East Melbourne 3002
<http://www.bentleymigration.com.au>

Notes: No charge first consultation, [Advice Hotline](#) for Academia International students: **03 9419 6066**

It would be beneficial for all students to see Bentleys Migration Law / Agents, at no charge, to receive a checklist for Permanent Residence visa applications. This should be obtained during your course of study to avoid any delays or possible inability to make a valid visa application after completing your course.

STUDENT INFORMATION

6. PUBLIC TRANSPORTATION

Victoria has an extensive public transport network consisting of train, tram and bus services. Public transport is a safe, reliable, cost-effective and environmentally friendly way of travel.

Metlink is a partnership of Melbourne's train, tram and bus operators. Metlink is the face of public transport in Melbourne.

The types of public transport available include:

Metropolitan train network

The State Government has a contract with Connex, to operate train services on the metropolitan suburban network.

Metropolitan tram network

The State Government has a contract with Yarra Trams to provide tram services in Melbourne.

Metropolitan bus network

Bus services throughout Melbourne's metropolitan area are provided by more than 20 privately owned operators. Services range from short routes which link into other public transport modes or those servicing local shopping centres, major routes across suburbs or to the CBD.

NightRider after midnight bus service

NightRider is a bus service that provides a safe, cheap alternative for late night travel on the weekends. Buses travel along nine major routes from the city to Melbourne's outer suburbs, departing every hour between 12.30am and 4.30am on Saturday and Sunday mornings.

Regional Train and Bus services

The V/Line Passenger Corporation is a Government statutory authority operating regional trains and intertown bus coach services.

You can find out more about Metlink's services, timetables, etc online at <http://www.metlinkmelbourne.com.au>

As part of the induction and orientation program, the Metlink fares and information guide is supplied to students. This guide details how the Metlink system works and provides up-to-date fare information and pricing.

7. LIFE IN AUSTRALIA

- Check out the Study in Australia website (www.studyinaustralia.gov.au) for information about Australia in many different languages
- Check out the Study Melbourne website www.studymelbourne.vic.gov.au for information about studying and living in Melbourne
- Travel information - <http://www.visitvictoria.com/>
- Information about being an international student in Melbourne - <http://www.melbourne.vic.gov.au/info.cfm?top=13&pg=2293>
- Information on Safety in Victoria - www.safety.vic.gov.au

8. PRACTICING YOUR ENGLISH

Check out these websites!

- <http://english-zone.com/index.php>
- <http://www.english-online.org.uk/>
- <http://a4esl.org/>
- <http://www.bbc.co.uk/worldservice/learningenglish/>

STUDENT INFORMATION

MY INFORMATION

Name:----- Student No -----

Class Name: ----- Class Days: -----

Due dates, fees -----

Due dates, assessments-----

CONTACTS

Name ----- Name -----

Phone----- Phone -----

email----- email -----

Name ----- Name-----

Phone----- Phone -----

email----- email -----

Name ----- Name-----

Phone----- Phone -----

email----- email -----

Name ----- Name-----

Phone----- Phone -----

email----- email -----

