

INTERNATIONAL STUDENT HANDBOOK



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BEFORE YOU ENROL

Introduction

Study Group Australia Pty Ltd trades as Martin Higher Education and Martin College and uses the Martin Higher Education brand for its higher education courses.

This handbook provides an overview of the College for international students old and new. You will find this Handbook a necessary tool for approaching your study and joining the College community.

What is an International Student?

The College defines an International Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder.

This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant.

It should be noted that all international students pay fees specified for international students, regardless of visa subclass.

Handbook Disclaimer

This International Student Handbook (Handbook) contains information that is current at the date of publication. Changes in legislation, regulations or College circumstances after this date may impact on the accuracy or currency of the information included.

The College takes all care to ensure that the information contained in this Handbook is accurate, but reserves the right to vary any information described in this publication without notice.

The Handbook has been prepared as a resource for international students studying at the College at both campuses and online. It is not designed to be definitive or complete on all topics, and should be used (as appropriate) in conjunction with the following resources:

- Policies and Procedures published online

This Handbook is for all international students who have joined the College community in their education journey. Information on courses offered by the College is provided within this Handbook and should be read prior to enrolling in a course.

All students need to read, understand and follow the policies and procedures available publicly at <http://www.martin.edu.au/degrees/he-policies>

Campuses

Brisbane

The Brisbane campus located at 269 Wickham Street, Fortitude Valley close to Fortitude Valley train station, with easy access to public transport and amenities.



The purpose-built higher education campus offers multi-functional learning spaces, including well-equipped classrooms, meeting rooms, and dedicated student spaces.

The campus brings together the College's academic and student services into one spacious, well-designed floor on level 2 of the campus, making it easy for students to get the support they need with their studies.

It is also close to a great range of public amenities including a post office, ATM facilities, the Valley Baths (swimming pool), as well as cafes and restaurants.



Campus Contact Details

Level 2, 269 Wickham Street, Fortitude Valley, Brisbane, QLD 4006

Phone: +61 7 3232 1659

Email HEsupport@martin.edu.au

Sydney

Martin Higher Education's Sydney campus is our most recent addition and is located in the heart of the business and international district. The state-of-the-art campus, specifically designed with higher education students in mind, is easily reached by bus and train, with transport stops just steps from the door.



The bright open learning spaces and excellent central location make Martin Higher Education's Sydney campus a popular place to study.



Campus Contact Details

Level 8, 815 – 825 George Street, Sydney, NSW 2000

Phone: +612 8055 3404

Email HEsupport@martin.edu.au

Public Holidays

The College will be closed on Australia Day, Good Friday, Easter Monday and ANZAC Day. Classes will be held on all other Public Holidays unless arrangements are made between the lecturer and students in class for an agreed alternative date. Please refer to the published College calendars on the Learning Management System (LMS) for further information.

Student Services Front Desks

Located on each campus is Student Administration manned by Student Advisers and Student Services staff members. During hours of operation, students are invited to come to the desk with questions regarding:

- enrolments
- timetables
- forms and procedures
- booking a meeting with a Student Adviser
- any general enquiries.

Break out areas

Each campus boasts multiple student break out areas; a place to socialize with other students and to form life-long friendships. Enjoy these spaces as a place to relax, study, meet with friends and eat and learn together.

Identification Cards

From the week before your study period begins (or a week before an Online Study Period begins), students can request to be issued with a Student Identification (ID) Card. Student ID cards can be issued to any enrolled student and indicate whether enrolment status is full or part time. Student ID cards are processed at the library reception.

The student must provide:

- Their Acceptance notice for the current teaching period
- A valid photo ID (e.g. Passport)

Student ID cards provide proof of enrolment and are used as identification for purposes such as admission to examinations, library borrowings and some transport concessions.

Student ID cards are issued free of charge to all correctly enrolled students at the commencement of their subjects/course of study. The student has the responsibility at the initial enrolment to provide full and complete information that will be utilized when issuing the Student ID card.

Student ID cards must be produced on request and remain the property of the College.

Library Services

On Campus

The College provides library facilities at each campus providing extensive information for students, staff and researchers at both College campuses.

A range of resources and services are available to students including books, periodicals, slides, CD-ROM and internet access. The library collection is divided into areas by subject and includes a reference and lending collection for easy student access. It offers students a variety of services including circulation and reference services, photocopying, research, and audio-visual and computer assistance.

Contact your local campus library for information and assistance.

Online

Outside of library hours, Martin Higher Education students can access library resources for each subject in which they are enrolled through their LMS.

Through this portal you can:

- Search the collection and note holdings and call number, making resources easier and quicker to find;
- Check your details and email notification to staff if this needs updating;
- Place requests for materials currently on loan;
- Check your record to see what you have on loan, when items are due, any fines owing and any requests you have;
- Renew your items on loan (if they are not yet overdue).

Conditions of Use

Campus libraries are shared zones which accommodate a number of simultaneous activities. Library staff expect all users to behave with respect and courtesy towards other users:

- Quiet talking is allowed as long as it does not disturb other users.
- Mobile phone ringtones must be turned off when using the libraries.
- Consumption of food in libraries is not permitted. Bottled water and drinks in closed containers are permitted. Litter and bringing hot food into the libraries will not be tolerated.
- Personal property must not be left unattended. The Library cannot be held responsible for loss or damage.
- Students using library PCs or the Wi-Fi, when doing assignments or online exams, do so at their own risk.

Anyone behaving in an unacceptable way in accordance with the [Student Code of Conduct](#) may be asked to leave the library. Anyone who damages library property or resources will be asked to compensate for the damage and their access to the library may be limited or revoked.

Loan Periods, Limits and Renewals

All users must produce a current valid College student ID card to borrow from the library collection.

For Students:

- A total of 6 items can be borrowed at any one time
- Items in high demand (textbooks) and AV items have a 7 day loan
- Standard loan period is 14 days
- 'Reference' / Not for Loan texts and journals are not available for loan
- Books can be renewed once for a period of 7 days
- Fines for late returns accrue at \$1 a day in most instances (except for hourly loans which are \$1 per hour)
- Accounts are frozen if any item is overdue or fines and charges exceed \$30
- Online students operate under the same conditions as on-campus students
- Postage / freight charges for online student loans must be prepaid at time of request

Library Opening Hours

Monday – Thursday	8.00am — 7.00pm
Friday	8.00am — 5.00pm
Saturday (Bris only)	9.00am — 12.30pm

Hours vary during non-teaching periods, study breaks, exams and study breaks

POLICIES AND PROCEDURES

Education Services for Overseas Students (ESOS)

Legislative Framework (applies to students studying on a student visa only)

The College must abide by the *Education Services for Overseas Students Act 2000* (ESOS Act) and Regulations when delivering courses to international students studying on a student visa.

A link to the ESOS framework is available at:

www.aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx

The [Education Services for Overseas Students \(ESOS\) Regulations 2001](#) support the implementation of the ESOS Act by setting out in detail requirements including:

- information that must be entered on the register about the provider and each course by location
- student details that providers must include on the Provider Registration and International Students Management System (PRISMS), including information about tuition and non-tuition fees
- information about students that providers must give related to student visa conditions
- penalties and infringement notices
- Student records that a provider must keep.

The *National Code 2018* provides nationally consistent standards for the conduct of education providers in Australia that deliver education to students on a student visa. The standards set out specifications and procedures that ensure the College can clearly understand and comply with its obligations under the National Code.

College Policies, Procedures and Forms

All international students should be familiar with the College's policies, procedures and forms that apply to them before they enrol and during their studies, as updated from time to time. These are available on the College's website.

They cover matters such as (but not limited to):

- Academic Integrity and Academic Misconduct
- Assessment and Examinations
- Complaints and Appeals
- Course Duration and Progress requirements

- Cancellations and Refunds and FEE-HELP Remissions
- Deferral, Withdrawal and Course Variation
- English Language Proficiency
- Graduation Documents Issuance
- Student Code of Conduct
- Student Misconduct (Non-Academic)
- Privacy
- Transfer between Education Provider Policy – International

ENROLMENT AND STUDENT SUPPORT

Enrolment

If accepted into a course, the student is enrolled into a particular timetable session(s) for each subject, where possible as requested by the applicant. When the requested session is full, the applicant will be asked to make another available choice.

Students must satisfy all pre-requisite and co-requisite requirements for subjects in which they are enrolling.

Once students are admitted into a scheduled subject they will be expected to attend at that time for the entire study period (see Study section), unless other arrangements are made via an application to Student Services to change class before Week 2 of an on-campus class.

Term of Enrolment

In order to undertake a course, a student must correctly enrol in that course. The student's progression through to graduation will then be dependent upon successful completion of relevant subjects and correctly re-enrolling.

In order to qualify for graduation and receipt of the Award, a student must successfully complete all subjects as listed in the relevant Course Structure. Please refer to the Course Duration and Progress Policy – International for further information.

Concurrent Enrolment

A student may not enrol concurrently in more than one course of study leading to a qualification, whether at the College or at any other institution.

Type of Enrolment – Class Options

A student may be offered enrolment in up to three types of classes:

Face-to-Face (On Campus) – this class is conducted at your nominated campus with a teacher and other students in an allocated classroom.

Synchronised / Sync (On Campus) – this class is conducted at your nominated campus in an allocated classroom however the teacher may be located on a different campus and will teach the class via interactive screens. Sync classes differ only from a teacher in each classroom to a teacher in one classroom, teaching students via two-way, real-time video and audio, to deliver the same lesson simultaneously. This allows students from all classroom locations to interact, just as they would in one classroom location, but has the benefit of greater depth of experiential and peer cohort learning. There may or may not be other students with you in the sync room.

Online (Remote) – this class is conducted online only. While you are welcome to attend campus to use the facilities (including library) and required to attend campus for formal exams, you are not required to attend a formal classroom for your teaching to occur. All learning materials will be provided via the LMS.

Deferral

A deferral is the postponement of commencement date of the course and can only be initiated by a student. A student may only apply defer their enrolment in compassionate or compelling circumstances. The student must notify the College of the intent to defer commencement of a course using the Defer, Suspend or Cancel Enrolment Form - International citing compassionate or compelling circumstances as detailed in the Special Consideration Policy. Commencement of a course may not be deferred in excess of 6 months and acceptance of the deferral request is at the discretion of the College. Deferral can only occur at the beginning of a course.

Suspension

Suspension is an interruption to an international student's course and can be initiated by either the College or the student. A student may only apply to suspend their enrolment in compassionate or compelling circumstances. Approval of the student's suspension request is at the discretion of the College.

The College may initiate the suspension of a student's enrolment if the student significantly breaches the Student Code of Conduct or as a consequence of significant student misbehaviour as set out in the Student Misconduct Policy; this may include failure to pay fees.

For further information on deferrals and suspension, students should refer to the Deferring, Suspending or Cancelling Enrolment Policy – International, Deferring, Suspending or Cancelling Enrolment Procedure – International and the Defer, Suspend, Cancel Enrolment form – International through the below hyperlinks for further information:

Deferring, Suspending or Cancelling Enrolment Policy – International

https://www.martin.edu.au/-/media/Martin/higher%20education/pdf/2018/policies/MHE_Deferring%20Suspending%20or%20Cancelling%20Enrolment%20Policy_International

Deferring Suspending or Cancelling Enrolment Procedure – International

https://www.martin.edu.au/-/media/Martin/higher%20education/pdf/2018/policies/MHE_Deferring%20Suspending%20or%20Cancelling%20Enrolment%20Procedure_International

Defer, Suspend, Cancel Enrolment form – International

https://www.martin.edu.au/-/media/Martin/higher%20education/pdf/2018/forms/MHE_Defer%20Suspend%20Cancel%20Enrolment%20Form_International

Timetables

The Timetable Unit is a division of Student Services and ensures the College's commitment to the development and maintenance of student-centric timetables, based upon best practice and enhancing the student learning experience.

The timetable incorporates the collaborative efforts of the academic and administrative elements in developing an equitable timetable that supports positive student learning outcomes, encourages innovative teaching and maximises the efficient allocation of space and resources. All timetables are developed nationally on an annual basis, catering to the needs of all students equitably. The College honours all academic enrolments through to completion of the specified Award. Where possible, all subjects will be offered on campus in person, or alternate methods of delivery will be offered where circumstances require.

Below is an example timetable for a first-year student on the Sydney campus; please note classes are not scheduled at the same time every study period or on every campus so your timetable may look different to this:

Martin Higher Education – Trimester 1 2017 SAMPLE TIMETABLE				
SYDNEY				
06/03/2017 – 31/03/2017 (Week 1-4)				
Time	Monday	Tuesday	Wednesday	Thursday
8.30am-12.30am				
9am-1pm	ACC100 – Introduction to Accounting RM 8.1		MGT100 – Principles of Management RM 8.1	
Break				
1pm-5pm				
2pm-6pm	COM100 – Effective Business Communication RM 8.1		MKG100 – Introduction to Marketing RM 8.1	

Orientation

All new students are invited to attend an Orientation program before commencing their studies with the College. Generally, Orientation is conducted for a group of students before they start their courses of study. Orientation may be held on an individual basis at other times, if the need arises. All new students are encouraged to attend Orientation sessions prior to commencement of classes to assist with preparation for tertiary level study.

In addition to the general Orientation sessions conducted for all students, International students are provided with an extra session specifically relating to their enrolment at the College.

The Orientation Sessions include but are not limited to the following:

- Allowing new students to socialise together

- Introducing the College’s Values and Student Code of Conduct
- Welcoming new students to the campus, including a comprehensive campus tour
- Introducing the relevant policies and procedures
- Acquainting students with their Student Services, Library and Academic Staff
- Providing fire and emergency information and exits
- Explaining access to LMS and library services offered
- Outlining extra services provided by Student Services
- Support services available to students including:
 - Help transitioning to life in Australia
 - Legal services
 - Emergency and health services
 - Complaints and appeals processes
 - Student visa conditions relating to course progress and attendance

Student Services

Student life at the College should be a rich and positive experience centred on engagement within academic areas of development. The Student Code of Conduct underpins the vision and operations of the Student Services Department.

The Vision of Student Services

“We aim to create a positive and consistent student experience across both campuses and all modes of delivery from orientation to graduation”

Student Services is committed to cultivating a supportive holistic student environment centred on engagement and uncompromising customer service for the entire lifecycle of the student. We aim to create a positive and consistent student experience across both campuses and all modes of delivery from orientation to graduation.

Student Services will walk with a student throughout their lifecycle at the College, from orientation through to their graduation. The teams are actively involved in promoting and providing services and strategies to help with the academic success and participation in campus life throughout this journey. These are outlined in detail below. Your International Student Advisers can help with:

- Transition to studying in a new environment
- Legal services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Student visa conditions relating to course progress and attendance
- Study Skills on-campus sessions
- Recommending private tutor services
- Assistance with your study plan
- Recognition of Prior Learning or Credit Application process
- Academic guidance and arranging consultations with Academic Staff
- Applications to “sit-in” to classes **completed previously** by students wanting to update their knowledge.

How to contact your local International Student Services Contacts

Email HEsupport@martin.edu.au

Senior Student Services Officer & International Student Contact: Stephanie Hoppe

Martin Higher Education - Main Telephone Numbers

Brisbane: +61 7 3232 1659

Sydney: +61 2 8055 3404

National Student Services Operational Hours

Monday - Thursday 8.00am – 5:00pm

Friday 8.00am – 4.00pm

Access and Equity program

The College of is committed to creating a flexible and caring learning environment for all students to participate fairly in their study. The College aims to provide a holistic and innovative approach to supporting students identifying with specific needs to equally participate in their journey through the College.

The Access and Equity Program exists to enable the equal participation of every student, focusing on increasing social inclusion and advocating for individual student’s rights. The two branches of the Program incorporating students with disabilities and medical conditions, and students requesting any special adjustments, enable all students to participate fully and equally in College life.

A Student Adviser operates as an Access and Equity Officer on each campus, and becomes the point of contact and support for liaison between a student and the College. They are available for a meeting to discuss the program and your individual needs.

Contact your Access and Equity Officer via phone

- Brisbane (07) 3232 1659
- Sydney (02) 8055 3404

Or email HEsupport@martin.edu.au to reach your campus contact.

English as a Second Language (ESL) program

Similarly to the Access and Equity program, the College is keen to support students with English as a second language (ESL) to ensure all students are able to participate fairly in their study. Students who identify as ESL are encouraged to register with their local Student Advisers to ensure reasonable adjustments can be made to learning or assessment environments with appropriate notice to relevant staff.

LMS Walk-To-Class

The College provides each newly enrolled student contacted individually by a Student Adviser to have a simple orientation to the College e-Learning environment. Through this gentle walkthrough, students will be shown how to access their learning materials, how to troubleshoot problems and where to go for further information. This will be done for all students commencing their study as a way to build contact with their local Student Services team.

Martin Checkpoints

Martin 'Checkpoints' are a Student Services initiative and designed to create a truly inclusive student centric environment centred on engagement as part of our ongoing retention strategy. Checkpoints appear everywhere there is a significant point marked within the lifecycle of the student. These important events provide Student Services with the opportunity to 'Check in,' and ask, 'How are things going?' and 'Can we help?' This involves a series of innovative and connected events that will develop and foster a positive college community that supports the growth and nurtures the professional development of business entrepreneurs.

When you see the Checkpoint logo, come and join us!

For more information on Checkpoint events contact Student Services.

STUDYING ON CAMPUS

Course Calendar

The Student Calendar is released every year in October for the following year of study and contains all details of the study periods, public holidays, and other key dates for the year. Students can access this on the LMS.

Staff Consultation

“Accept and act on the advice and feedback given regarding academic performance”

The College will provide all students with access to academic consultation to assist in gaining maximum results academically, personally and professionally. As per the Student Code of Conduct, it is the responsibility of the student to seek academic assistance.

Students may consult all academics, including contract academics, regarding, but not limited to:

- Clarification of subject requirements
- Clarification of assessment task requirements
- Assistance in catching up on content from any classes they may have missed
- Advice on strategies to complete assessment tasks
- Extension of assessment due dates
- Feedback on performance
- Professional information/advice.

Additionally students may consult permanent academic staff on any of the above as well as:

- Progression rules, completion requirements and enrolment
- Course choices and career direction.

Making an Appointment with an Academic

In the first instance, students should attempt to access teaching staff during class hours. Where possible, academics will assist with student issues at this time. Outside of class hours, all permanent teaching staff, will have prescribed times set aside for appointments with students.

Students will be advised at the commencement of every study period, for each subject, of the process for teacher consultation and making appointments. For contract academics, this process may include consultation in class time and via email/telephone appointment only.

Student Services staff will assist students in booking appointments for academic advice. Appointments may also be arranged outside of the prescribed time, at a time mutually convenient to the staff member and student.

Online Learning

We know life gets busy, schedules don't always run smoothly and you need flexibility in order for you to complete all of your tasks. Due to this we here at Martin Higher Education offer flexible study options which will allow you to work around your schedule. Our mission at Martin Higher Education Online Learning is to provide an alternative, flexible learning option to students who cannot, or choose not, to learn on campus due to distance, work commitments or other life situations that prevent them from studying on campus. Many students are also choosing to complement their current on campus studies with online learning. Studying online provides a new way to deliver education in more flexible and innovative ways.

Please note, if you are and international student studying in Australia on a Student Visa, you are able to study only up to one-third (33%) of your course in online mode, and must undertake at least one face-to-face unit in each compulsory study period, unless you are completing the last unit of your course. Please speak to your local Student Services team about your enrolment options online.

Martin Learning Management System (LMS)

Martin LMS is the online learning platform for all students at Martin Higher Education. The LMS is not simply for Online Learning Students, but is available for accessing resources for all subjects. Students can choose from a variety of subjects offered online, as well as accessing learning materials and assessments for on-campus subjects. The available online subjects are listed on the Course Structures, and a schedule of subjects can be accessed through Student Services.

Through the LMS you can also access your Student Emails. Your Student Emails are the gateway for communication between your fellow students, lecturers and support staff. To access your student emails you will first need to log onto your LMS and set your account up. There is a video link below which will show you how to set this up and why it is important that you have your student emails activated. <https://youtu.be/wAk5EGnOmIY>

Information and Social Events (LMS)

The LMS also hosts a library of information from social events for Martin HE Students that we are holding around the campus to extensive Study Skills guides for students both starting out and well into their courses.

Social Events are always placed on the Dashboard in the forum of the LMS, for all Martin students to see. We host events such as Orientation, 'Get to Know You', Information Nights and many more.

Contacting the Educational Technologies Department

The Martin LMS is managed by the Martin Educational Technologies department - the EdTech team. They can be contacted on 1300 051 429.

Hours of Operation

Monday – Wednesday 10:00am – 4.00pm AEST

Calls outside of these hours and on Public Holidays will be directed to the answering service and will be responded to on the next working day.

Online Subjects

Students complete self-directed learning through PDF learning guides and narrated PowerPoint presentations online, assignments are submitted electronically, and some subjects may have a final examination which could be undertaken online or on-campus. Textbooks and other hard copy learning materials are also recommended to accompany online components of study.

Note: *International students studying on a student visa are able to study only up to one-third (33%) of their course in online mode, and must undertake at least one face-to-face unit in each compulsory study period, unless the international student is completing the last unit of their course.*

Combining online and on campus studies

Online subjects can be combined with enrolments in other subjects on campus; however, when enrolled for online delivery in a particular subject, on campus lectures **cannot** be attended for that subject; however study materials for your on campus subject will be accessed using the Martin LMS.

Likewise, when studying a subject on campus, there is no entitlement to access the online Learning materials. It should be noted that some on campus subjects may be taught synchronously, with the lecturer located on another campus and live-streamed, however students are still expected to attend their campus and the allocated streaming classroom for these lectures.

Examinations

Final Examinations

To receive at least a pass grade for a subject, students are encouraged to submit all assessment, including the final examination. Final examinations are not returned to students. Results are published on LMS and can be accessed by students on the release date listed on the Student Calendar. Feedback on final examinations may be requested in writing to Student Services.

Central Examinations

A central examination means any examination administered by the College. These examinations are held in examination periods and are timetabled using the following guidelines:

- Examinations are held between 9am and 6pm on weekdays;
- Students will not normally be required to undertake examinations on more than three days in succession, nor to take more than four examinations in three successive days. However, if students are studying subjects outside the recommended course structure, this cannot be guaranteed; and
- Examinations are to be held on the campuses where teaching in the subject concerned is normally conducted. Where a subject is offered on two or more campuses, students must attend examinations at the campus at which they attend class.

Attendance at Examinations

Attendance at examinations is **compulsory**. Students must be available to undertake examinations throughout the period designated for centrally organised examinations as specified in the Subject Timetable and Subject Outlines. The examination timetable is published mid-semester so that students have time to make alternate arrangements if necessary (e.g. for work, travel, other commitments). Incorrectly reading or misunderstanding the examination timetable will not be accepted as a reason for failure to attend an examination.

A student who fails to attend an examination receives no mark for the examination unless he or she has applied for a deferred assessment and has been granted a deferred examination.

Conduct During Examinations

- Students must sit their examination on the scheduled time and date. **EXAMINATION TIMES ARE NOT NEGOTIABLE.**
- Students must assemble adjacent to their examination room at least 30 minutes prior to the scheduled commencement time.
- Students must have a current College Student ID card in order to enter the examination room.
- A student may not enter an examination room unless permitted to do so by an invigilator.

- A student may not enter an examination room 30 minutes after the commencement of the writing time for the examination.
- Students must remain seated, in silence, until commencement of the examination.
- No student may leave the examination room within the first 30 minutes of the examination.
- All belongings not necessary to the undertaking of the examination paper must be suitably concealed as directed by the invigilator.
- A student shall not utilise or access anything whatsoever which conveys or is capable of conveying information concerning, or otherwise has reference to, any subject of study, or is such that it may cause suspicion that it is capable of conveying information concerning, or having reference to a subject of study. It is immaterial that the subject matter of the material is not one to which the examination relates.
- A student shall not during an examination session communicate by word or otherwise with any other person except an invigilator, or assist any other person to communicate with another person, or willingly receive a communication from any person other than an invigilator.
- A student shall not cheat, attempt to cheat or assist any student to cheat in an examination. Any student found cheating or assisting another student to cheat may be penalized via a failed grade and/or suspension from the College.
- A student suspected by an invigilator of cheating, attempting to cheat or assisting another student to cheat must surrender any book, paper or other material suspected of being for the purpose of cheating to the supervisor if requested.
- At any time, an invigilator may direct a student to move from their seat to another seat specified by the invigilator, and the student must comply without delay and in silence with that direction.
- A student must not remove from the examination room any examination paper, rough notes, paper provided for use during the examination, or other material the property of the College. All such material must be surrendered to the invigilator at the conclusion of the examination.
- If, in the opinion of the examination invigilator, a student's behaviour is such as to disturb or distract any other student, the invigilator may require the person to leave the examination room quietly, after removing their unfinished exam paper.
- Food and drink are not permitted in the examination room (with the exception of clear bottled water).

Failure to Attend Examinations

- If, due to extenuating and unforeseen circumstances a student is unable to attend their scheduled examination, the student is required to contact their International Student Adviser immediately. (*A Deferred Assessment Application will be required with accompanying supporting evidence as per the Special Circumstances Policy*).

- Examinations worth less than 15% of the grade for the subject **CANNOT** be deferred under any circumstances.

Online Learning Subjects – Closed Book Examinations

Students who are studying online may be required to complete a final closed-book paper-based examination for a subject. Please refer to the subject outline for your online subject, available on the LMS for dates and information. Final Examinations occur in week 14 (from the commencement of the online subject). This information is published on the Student Calendar for Online (HE) Study which is available on the LMS. Assessments for subjects are also listed in the individual Subject Outlines within each subject.

Closed-book paper-based exams require appropriate supervision (invigilation) and the student can undertake such examinations externally or on-campus, depending on distance from the nearest campus. Please discuss this option and the relevant processes involved with the Student Services team if this applies to you.

Assessment

“Actively engage as diligent learners and participate in all teaching and learning activities including submission of all assessments in a timely manner”

Assessment is the process of gathering and analysing information in order to guide and make judgments about student’s learning in relation to curriculum goals. Assessment tasks are designed to indicate progress towards the desired learning outcomes of a particular subject and course; the assessment grade is a measure of the extent to which the learning outcomes of a subject have been achieved. Assessment items are an integral part of the learning process and when well-designed, can enhance the overall learning experience and contribute to student achievement.

Assessment Design Principles

The College subscribes to a number of guidelines and principles, including the following principles:

- Assessment is an integral part of course design
- Assessment is linked to Graduate Outcomes
- Assessment is linked to Adult-Learning Principles
- Assessment inspires learning
- Assessment changes throughout the course
- Assessment is rigorous

- Assessment is consistent

For more information, please refer to the Assessment Policy.

Grading System

The majority of subjects have a pass level of 50%. The College typically follows a standard 7 point grading system that is common in Australia for assigning a subject grade. This system is as follows:

Grade	Description	Grade	Percentage range
HD	High Distinction	7	85 – 100%
D	Distinction	6	75 – 84%
C	Credit	5	65 – 74%
P	Pass	4	50 – 64%
F	Fail	0	49% or less

Plagiarism Detection Software – Turnitin®

The College uses the automatic plagiarism detection package, Turnitin®. This is online web-based text-matching software that works by comparing electronically submitted papers to billions of pages of content located on the Internet and proprietary databases as well as the work of other students whose papers have also been submitted into the system. This software is currently used by many universities in Australia and internationally. Use of this software will provide a valuable addition to existing methods for supporting the College's policy on academic integrity.

When student papers are submitted into Turnitin®, sections of the papers that match other sources are highlighted and identified. The student paper with the highlighted matched text forms an Originality Report and is made available to the lecturer concerned. Turnitin® cannot make a judgment regarding whether plagiarism has occurred. It is the responsibility of the lecturer in charge of a subject to determine the quality of the Originality Report and to assess whether parts identified by Turnitin® as non-original may be reasonably considered as plagiarism.

More information is available online at www.turnitin.com/static/index.html

Deferred Assessment

If a student is unable to complete assessments (quizzes, mid-semester or final exams), they are required to apply through Student Services for a Deferred Assessment no later than three working days after the date of the missed assessment item. Approval for Deferred Assessments is granted on compassionate, medical and professional grounds.

Supporting evidence in the form of a Statutory Declaration together with medical certificate or other substantiating documentation must accompany the application form. Please note that

the medical certificate or letter must state that you are unfit to sit an exam on the relevant date. Dates set for deferred assessment are **not negotiable**.

Please note that assessment items worth less than 15% of the grade for the subject **CANNOT** be deferred under any circumstances. For further information, please contact your local Student Services team.

Extensions of Assignments

If a student is unable to complete their assignments by their due date because of extenuating circumstances, they are entitled to apply for an extension. Requests for extension of time must be made in advance of the due date, by completing the Extension Application form and applying directly to their lecturer or tutor.

Extensions are only granted on the basis of professional, medical or compassionate grounds and should include documentation to support these grounds and must be submitted with the correct form with a witnessed Statutory Declaration together with medical certificate or other substantiating documentation as an accompaniment.

GRADUATION AND BEYOND

Graduation

At the completion of each student's journey comes the culmination of their time at the College: Graduation. In a celebration of the academic success and personal triumphs of each Graduand and to honour their hard work during the completion of their Award, the College invites each eligible person who is about to receive an academic degree to participate in their local graduation ceremony, held annually.

NOTE: *CoEs or student visas unfortunately cannot be extended past the end of the study period to allow for participation at Graduation ceremonies.*

Intention to Graduate

Undergraduate students who have fulfilled all academic and administrative course requirements must notify the the College of their intention to graduate prior to the advertised graduation program cut-off date on the academic calendar. On receipt of the student's notification, a Completion Letter and Academic Record will be provided to confirm eligibility to graduate. Students must request to graduate via Student Portal prior to the cut-off date published on Student Portal and on the annual College Calendar.

Failure to notify the College of intention to graduate by the cut-off date and/or failure to pay in full any outstanding fees or charges owing to the College will result in the student's exclusion from the graduation program.

For further information on this procedure, please consult the Graduation Documents Issuance Policy and Procedures available from the College website.

Eligibility to Graduate

The below criteria must be met for a student to be confirmed as eligible to graduate:

1. All academic and administrative course requirements have been fulfilled;
2. No financial debt is owed to the College;
3. There is no current suspension, exclusion or expulsion penalty on the student's record;
4. There are no outstanding claims against the student; and
5. The student has not already graduated from the award or course.

Graduation Ceremonies

Official graduation ceremonies are held by the College annually in each state where there is a College campus and a graduating cohort. Only students who have notified the College of their intention to graduate and who meet all eligibility requirements may take part in a graduation ceremony. Ceremonies are hosted at venues and in a format deemed suitable by the College. Students attending their respective ceremony are expected to comply with graduation protocols. The College reserves the right to refuse a student's participation in the ceremony program or refuse entry to the ceremony event.

Academic Dress Conventions

Wearing academic dress is compulsory for all graduands and members of faculty participating in graduation ceremonies. There are established conventions of academic dress which the College abides by and these guidelines provide clarity around the College's status as an educational institution in the context of graduations. The academic dress conventions and ceremonial observances detailed in this document are observed at all graduations ceremonies hosted by the College.

Academic Regalia

Academic dress for the College's graduation ceremonies is hired from an external gowning provider and information regarding the arrangements for the hire of gowns is communicated to students who are eligible to graduate via LMS.

Alumni of the College

“To be provided with the opportunity to continue to be involved in Alumni and College events after graduation”

College graduates enjoy more than just great career prospects and good memories. As a College alumnus, you will be part of a network of alumni living and working across the world.

As a College Alumni you will receive industry news and updates, invitations to industry events, information about career opportunities and stories of other graduate successes, receive Alumni newsletters, information about professional development and further study. When you finish studying at the College, you automatically become a valued member of the alumni community.

The College's alumni community is diverse and inspiring. Not only is our community filled with successful business-people and lifelong learners, College alumni are business leaders. The College is proud of its alumni community and encourages you to remain in touch and share your achievements with us in the coming years.

WELLBEING AND SAFETY

Information applicable only to International students studying on a Student Visa

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. OSHC for the duration of the visa is mandatory for student visa holders

How do I get OSHC?

The College can arrange OSHC for you for the duration of your visa. If you wish the College to arrange your OSHC you must indicate this on your letter of offer. If you choose to arrange your own OSHC you must provide proof of this arrangement to the College and this will be kept on your student file.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. The College currently uses Allianz. If you have arranged your own OSHC you may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving and provide updated proof of OSHC to the College.

Information applicable to all International students

What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor. The Home Doctor also provides a service for people who cannot make it to a medical centre. The number for this service 13 74 25.

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.

Public Hospital Waiting Times

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

Pharmacies

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

Poisons Information Line 131 126

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

Medical Emergencies

If a person is seriously injured or ill, call an ambulance immediately on **000**. Be ready to provide the following details:

- your name
- location
- number of people involved and

- details of the medical emergency including if the individual is conscious and breathing.

Contact a College staff member who will escort or direct the Ambulance/Medical Personnel to the site of the emergency and arrange for First Aid to be provided in the interim.

First Aid

In line with legislation the College maintains compliant first aid kits on each campus. If first aid is required on campus a staff member with suitable first aid qualifications should be summoned to administer any first aid requirements. Following any first aid provided, an Incident Accident Report Form must be completed (please see section [Reporting Incidents, Accidents and Hazards](#) on Campus).

Referral for Counselling Services

Some students who experience difficulty with study and/or who identify as having difficulty may require counselling support to successfully complete their subject/s. In such circumstances you should speak to a lecturer first. Your lecturer will provide whatever assistance is reasonable and equitable. If personal counselling is required, the student may access the College's Student Assistance Program (SAP).

Student Assistance Program

The College recognises its obligations in supporting students, and therefore strives to create a learning environment that promotes best practice, enabling students to excel at and achieve their study goals. The College has pioneered the SAP which provides current students with support in dealing with life issues which may impact upon their wellbeing and subsequent ability to study, through access to a confidential counselling service available 24hrs / 7 day a week. Included in the program are up to 3 sessions per year (normally 1 hour in duration) at no cost to the student, which can be accessed via a special hotline which has been set up exclusively for College Students (both domestic and International).

The SAP provided by *Access Australia*, advocates an early intervention model through self-referral or referral by a College representative to assist students in resolving a broad range of issues before they cause deterioration in study performance, safety or personal well-being. Confidentiality is assured when accessing the program, so you can be confident your identity and details won't be shared with the College, unless you agree upfront via written consent or in circumstances where counsellors are legally obliged to share details of the session, such as when a student poses a risk to self or others.

The below video link is some more information regarding the services and contact numbers for the SAP Service.

<https://youtu.be/E3cwuceguEM>

The College's SAP Provider

The College has selected Access programs to provide this innovative service to students due to their strong reputation and our appreciation of their decision to operate as a not for profit organisation in support of charities. Access SAP are an independent organization who have been providing confidential counselling services (initially as an Employee Assistance Provider (EAP)) across Australia, New Zealand and Asia Pacific since 1989. Access provides services to over 300 organizations in all industry and business sectors.

Accessing the SAP

Students can access the SAP by contacting Access SAP directly using the unique College Hotline number - 1800 33 62 07 which is available 24 hours / 7 days a week. In addition to self-referral, College representatives may choose to refer a student to the program and provide students with relevant details. A College representative will record that they have recommended this service to the student on their student record, it is up to the student to make contact with the program. For non-urgent matters, a counselling appointment will be set up at a mutually convenient time within 2 days of the student contacting the service. Access SAP provides counselling services both over the phone and face to face.

A wallet card which you can keep on you at all times is available from Student Services and is provided to each student during Orientation, in the event you need to access the service. Additionally you can obtain more information about the service from your College representative or general information on the SAP provider, access programs by accessing their website www.accessprograms.com.au.

SAP contact number 1800 33 62 07

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Health and Safety Obligations

The College's health and safety management system has been developed in line with legislative requirements, previous audit reports, recommendations made by independent consultants and through internal consultation processes. The policies and procedures that form part of this system, provide general and, in some cases, specific guidelines to assist all stakeholders to meet their workplace health and safety obligations under the applicable Workplace Health and Safety legislation.

In accordance with all state health and safety legislation, all staff and students at the College have health and safety responsibilities. Each student must take reasonable care of their own health and safety and the health and safety of others by:

- Taking action to avoid, eliminate or minimize hazards of which they are aware
- Complying with all health and safety instructions, policies and procedures of the College
- Making proper use of all safety devices and personal protection equipment
- Complying with the instructions given by emergency response personnel such as emergency wardens and first aiders
- Not willfully placing at risk the health and safety of any other person
- Seeking information or advice where necessary before undertaking new or unfamiliar work
- Only consuming or storing food and drink in areas designated for this purpose
- Being familiar with emergency and evacuation procedures
- Reporting all incidents, hazards and 'near miss' incidents to the Campus Manager, and national HR department.

The College strongly believes that all workplace injuries and industry related diseases are preventable and that striving continuously to improve our health and safety performance is fundamental to our business success.

Critical Incident Policy and Procedure - Summary

Emergencies can occur at any time, and can arise from a number of causes including fire, medical emergencies, chemical spills, gas leaks, bomb threats and physical threats. The first priority in any emergency situation is the safety of all people who may be in danger.

In the event of a fire or emergency situation requiring evacuation of a campus, the following procedure is to be adhered to:

- The person first sighting the emergency/fire should alert all others in the immediate area
- Activate any manual call buttons if installed (break glass buttons) **AND** telephone **000** and request the appropriate emergency service - fire, police or ambulance
- Clearly state the address and the specific level where the emergency is located
- The designated 'fire warden' or senior management staff member must be notified immediately after the emergency service call is made
- Any attempt to extinguish the fire or deal with the emergency should only be made if it can be done without undue risk or danger
- In the event of an evacuation, all staff and students must calmly proceed out of the building to their designated evacuation point. Walk, do not run

- No staff or student is to leave the evacuation point until told to do so by a designated fire warden or nominated key staff member
- Under no circumstances must any staff or student attempt to return to the building until the emergency is over and you have been told it is safe to do so
- Designated fire wardens/key staff members (lecturers and administration staff) must ensure that all students and visitors that they are accountable for, are present at the evacuation point – and report any issues back to the Chief Building warden

The emergency service personnel have authority once called to a site, and all students, staff, contractors and visitors must follow any instructions issued by them.

The key to successful emergency response is being prepared. To ensure that you are prepared, discuss your campus local emergency procedures with your lecturers. Make sure that you are familiar with:

- The alarm tones in your building/s
- The closest emergency exits
- The evacuation point for your campus
- Local emergency personnel – Wardens and Nominated First Aid Officers
- Any specific emergency procedures that relate to your study areas (e.g. chemical spills, emergency machinery shutdown).

Copies of all emergency procedures are available for students on LMS.

Emergency Lockdown

Building emergency procedures are traditionally focused on the safe evacuation of staff, contractors, students, clinic clients and visitors to College campuses. This is an appropriate response to most emergency situations (e.g. fire, gas leak, internal release of hazardous materials), but in some situations it may actually be safer to stay inside the building.

An emergency lockdown will be implemented when necessary to ensure that the occupants of College buildings are protected from an external threat, including but not limited to, violent incidents, civil disturbance or severe storms. An emergency lockdown may also be implemented in situations when additional pedestrian traffic on campus may hinder the work of the attending emergency services. You will be notified of an emergency lockdown by the attending Emergency Services personnel, Chief Warden or staff member, via the building's emergency warning PA system or another mechanism. In the event of an emergency lockdown:

- Follow the instruction from Emergency Services personnel, College staff or Fire Wardens (recognisable by their helmets)
- Stay away from exposed windows
- If possible, maintain phone and email access
- If possible, maintain contact with your colleagues and/or fellow students.

Who to call in an emergency

If you need to report an emergency at any time in Australia dial **000** from any phone for fire, police or ambulance services.

112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance". If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist.

It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

Reporting Incidents, Accidents and Hazards on campus

An **incident** is an undesired event which could have resulted in harm to people, damage to property or loss of property, under slightly different circumstances. An incident may also be referred to as a 'near miss'.

An **accident** is an undesired event that results in harm to people, damage to property or loss of property.

All accidents, injuries, illnesses and near misses are to be reported using the Incident Accident Report Form which is available via reception and **must be submitted within 24 hours of the incident or accident occurring**. If full details of the incident, accident, investigation and corrective actions are not available within this timeframe, the essential details of the incident or accident as they are known should be submitted initially to the Campus/State Manager. Please refer to the Incident Reporting and Investigation Procedure for further information.

A **hazard** is something with the potential to cause harm including injury or illness, environmental damage, damage to property, plant or equipment, or a combination of these.

Ensure you look around your surroundings and report any potential hazards which cannot be resolved immediately without placing yourself or others at risk in doing so, via notification to your lecturer/tutor who will assist you in completing a Hazard Report Form.

By completing a hazard report form, a process is initiated to ensure proactive action is taken. It will also assist the College in identifying trends which may require further attention.

Drug, Alcohol and Smoke Free Environment

In recognition that the consumption of alcohol, drugs, or other substance abuse by workers and students that may impair their ability to perform tasks correctly and/or in a safe manner; the College has adopted a zero tolerance approach towards performing certain duties whilst under the influence of such substances.

No students are to attend the College campuses whilst under the influence of alcohol and other drugs.

The College maintains a smoke free workplace. Regardless of the state legislative restrictions on required distance from a building entry, the College has adopted a policy that smoking is not permitted within 5 meters of any entrance to the College premises.

Personal Safety

If you feel threatened or afraid for any reason:

- Go to a busy place or attract the attention of other people in the area.
- Contact a College staff member or the Police.

Tips to keep you safe on campus:

- Be alert and walk purposefully. Confidence deters attackers.
- Avoid poorly lit or isolated areas.
- Use preferred pedestrian routes through campus.
- Where possible walk with a friend, form a group or stay with a crowd.
- Report any suspicious behaviour to College staff or the Police.

Suspicious Behaviour

Normal behaviour will vary dependent on the individual and the situation. Therefore, all staff and students are encouraged to:

- Become familiar with your work/study environment, colleagues and fellow students.

- Report any suspicious behaviour or circumstances to a staff member without delay.

Tips to keep you safe

- Do not challenge any person acting aggressively.
- Avoid confrontations with strangers.
- Avoid situations where you may be isolated from assistance.

Consultation

An important part of effective health and safety involves consulting with those involved or impacted by health and safety decisions. Consultation at the College is largely undertaken through Campus Managers, who form the Work Health and Safety Committee, overseeing the campus-based Health, Safety and Environment Committees.

Each campus has a Health, Safety and Environment Committee which meets on a quarterly basis and is made up of both management representatives and work group Representatives (including the category of students). The purpose of the committee is to discuss and address health, safety and environment concerns and initiatives specific to each campus. The committee also develops and implements an annual action plan to proactively address campus health, safety and environment matters.

Details of Committee members, contact details and meeting times are posted up around the campus.

LIVING IN AUSTRALIA

Arranging Visas

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. Students can also submit an application with the assistance of an accredited agent due their familiarity and experience in the field.

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

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

The Australian Government's Department of Home Affairs (DHA) provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> for the latest information.

Department of Foreign Affairs and Trade (DFAT)

The website www.dfat.gov.au/embassies provides a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Education Agents

An education agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that you do not need to use an agent to lodge any kind of visa application.

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. Conditions of a student visa include (but are not limited to):

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress
- Maintain satisfactory attendance
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your education provider of your Australian address and any subsequent changes of address within 7 days
- Restrictions on working in Australia.

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

<http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>.

Working in Australia

Applicants granted student visas will usually automatically receive permission to work with their visa grant. Most student visa holders will do need to apply separately in Australia for permission to work. Please note that student visa holders will NOT be able to work in Australia until the first official day of classes when the College confirms your study commencement. This information is a general guide only. It is the student's responsibility to be aware of visa conditions around working in Australia and to abide by these.

Finding Work

The job market in Australia is highly competitive and you will be joining the general Australian population in your search for employment. You should not rely on income from employment when budgeting to pay for living expenses.

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

- Newspapers
- College Job Boards
- Online - try these online companies:
 - www.seek.com.au
 - www.careerone.com.au
 - www.getjobs.com.au

Workplace Rights and Responsibilities

Australian Government Department of Jobs and Small Business

Australian Government Department of Jobs and Small Business is an Australian Government authority where students can obtain important information on their workplace rights and responsibilities in regards to pay, conditions, health and safety and workplace bullying through the Australian Government Department of Jobs and Small Business.

Information on workplace rights and responsibilities can be accessed through the following hyperlink:

<https://www.jobjumpstart.gov.au/article/know-your-workplace-rights-and-responsibilities>

How to contact the Australian Government Department of Jobs and Small Business

To contact Australian Government Department of Jobs and Small Business, students can telephone 1300 488 064 or use the following hyperlink to obtain further contact information:

<https://www.jobs.gov.au/contact-department>

Students can also use an online form available through the following hyperlink to obtain further information:

<https://www.jobs.gov.au/feedback-and-enquiry-form>

Interpreter Services

If you require interpreter services please contact the Translating and Interpreting Service on 131 450 to make a call using a free telephone interpreter.

Fair Work Ombudsman

The Fair Work Ombudsman is an Australian Government authority that assists employees, employers, contractors and the community to understand and comply with Australia's workplace laws. They provide information and advice, investigate workplace complaints and enforce Commonwealth workplace laws.

Information on workplace rights and obligations can be accessed through the following hyperlink:

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations>

How to contact the Fair Work Ombudsman

To contact Fair Work Ombudsman, students can telephone 13 13 94 or use the following hyperlink to obtain further contact information:

<http://www.fairwork.gov.au/Contact-us/default>

Student can also use an online form available through the following hyperlink to obtain further information:

<https://www.fairwork.gov.au/my-account/registerpage.aspx>

Interpreter Services

If you require interpreter services please contact the Translating and Interpreting Service on 131 450 to make a call using a free telephone interpreter.

Taxes

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

Note: 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 www.ato.gov.au.

For a registered tax agent visit www.tabd.gov.au.

Tax returns are lodged at the end of the Australian tax year, which runs from 1 July to 30 June.

Superannuation

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

To check your eligibility to claim your superannuation and to apply for your payment, visit www.ato.gov.au/departaustralia.

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

Legal Services in Australia

The International Student Legal Service NSW

The International Student Legal Service NSW, funded by StudyNSW, gives free, confidential legal advice to international students living in New South Wales.

Study Group Australia Pty Ltd (SGA) trading as Martin College, Martin Higher Education National CRICOS Provider Number 01682E ACN: 070 919 327
Effective: 31 Jan 2019

International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. We can also advise how these problems affect student visas.

Further information on the International Student Legal Service NSW can be accessed through the following hyperlink:

<https://rlc.org.au/our-services/international-students>

How to contact the International Student Legal Service NSW

To contact the International Student Legal Service NSW, students can telephone 02-9698 7645 or use the online form available through the following hyperlink to obtain further information: <https://redfernlegal.wufoo.com/forms/sw03tlq1iswquk/>

Meetings are by appointment on a Wednesday evening and can be either in person, by phone or video-link. Note that the International Student Legal Service NSW can make arrangements to advise students living anywhere in NSW.

Interpreter Services

If you require interpreter services please contact the Translating and Interpreting Service on 131 450 to make a call using a free telephone interpreter.

Community Legal Centres Queensland

Community Legal Centres Queensland provide support and advocacy through 33 independent, community-led community legal centres operating across Queensland.

Queensland's community legal centres provide free information, legal assistance and referral, representation and casework, community education and advocacy for vulnerable clients and communities. Community Legal Centres are located throughout metropolitan and rural Queensland and deal with all major areas of law and provide services to people who live or work in the surrounding area. All centres provide their services free of charge.

Community Legal Centres Queensland also provide specialist services offering expertise in a areas of law, such as immigration or employment, and provide services tailored to the needs of a specific client group, such as refugees or seniors.

Further information on Community Legal Centres Queensland can be accessed through the following hyperlink:

<https://communitylegalqld.org.au/about-us>

How to contact the Community Legal Centres Queensland

To contact the Community Legal Centres Queensland, students can telephone 07-3392-0092 or use the online form available through the following hyperlink to obtain further contact information: <https://communitylegalqld.org.au/contact>

Obeying the Law

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

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

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. See the example under Calling Australia from Overseas.

To make local phone calls:

Dial – the area code + phone number

Area Codes in each State:

- Australian Capital Territory and New South Wales (02)
- Victoria and Tasmania (03)
- Queensland (07)
- South Australia, Western Australia and Northern Territory (08)

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:

- www.mobiles.com.au/mobile-phone-plans
- www.telstra.com
- www.optus.com.au
- www.vodafone.com.au
- www.virginmobile.com.au
- www.dodo.com.au
- www.boost.com.au

Cost of Living

From 1 February 2018, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- A\$20,290 a year for the main student;
- A\$7,100 a year for the student's partner or spouse; and
- A\$3,040 a year for every child.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au (opens in a new window)

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living in Australia insiderguides.com.au/cost-of-living-calculator/.

Budgeting

Once you've settled in, it is recommended you work out a budget covering costs including clothing, food, accommodation, transport and entertainment. Travel costs and child care, if applicable, should also be taken into account. It's important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au.

Shopping

Australia's major town centres and capital cities have world-class shopping facilities. Hours are generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Compulsory Schooling for School Aged Dependants

If you would like to bring your children to Australia with you, you must be aware that School - age dependants of international students studying on a student visa must undertake formal schooling while they are in Australia.

You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (CoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS) or hold a higher institution or approved non-government scholarship.

These scholarships must be approved by the State government for the dependants to be exempt from school fees.

You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.

You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

Child Care

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

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

Arranging Accommodation

The cost of accommodation in Australia varies from state to state and the cost of renting accommodation while studying can be high. Many International students choose to share accommodation to keep costs down. Most international students choose to rent a home with friends or find people to share with through websites. It is important to stay safe when searching for accommodation or people to share with online.

Where to Look

Brisbane:

- The Pad – www.thepad.com.au
- Urbanest – www.urbanest.com.au
- Brisbane Homestay – www.brisbanehomestay.org
- Unilodge – www.unilodge.com.au
- Iglu – www.iglu.com.au
- Flatmates – www.flatmates.com.au
- Student noticeboards around campus in student common rooms
 - Newspaper classifieds
 - Local shopping center noticeboards
 - Online student accommodation services

Sydney:

- Urbanest – www.urbanest.com.au
- Iglu – www.iglu.com.au
- Sydney Students Accommodation – www.sydneystudentsaccommodation.com
- Unilodge – www.unilodge.com.au
- Sydney Student Living – www.sydneystudneyliving.com.au
- The Pad – www.thepad.com.au
- Flatmates – www.flatmates.com.au
- Arundel House – www.arundelhouse.asn.au (women's only boarding)
- Flo Harris Lodge – www.floharrislodge.org.au
- Student noticeboards around campus in student common rooms
 - Newspaper classifieds
 - Local shopping center noticeboards

BEWARE OF ACCOMODATION SCAMS ONLINE

Please read the text below carefully and discontinue communications if it matches the examples below. Scammers behave differently if you have a room for rent or if you are looking for a room.

Scammers are usually outside the country and most often use Western Union. NEVER SEND MONEY THROUGH WESTERN UNION, THIS IS ALWAYS A SCAM.

Never send money back to anybody before you make sure that the check you have received is real and the money is in your account (3 WEEKS).

Example of a scam - You are looking for a room

Let's say you're moving across the country or to another country. You contact someone offering a great room at a great price. The only issue is that he/she requests that you send a deposit BEFORE you actually get to see the room. You're so far away and need to get a room fast, so what do you do? You send the money. A couple of weeks later, with all your stuff in a van, you are standing in front of your new apartment. Only it's not an apartment – it's a dilapidated warehouse! Your "new" roommate is nowhere to be found and neither is the money that you sent/him or her.

Scammers may even ask you to send money to yourself through Western Union, or any other third party money transfer services to prove that you have the funds. Sounds safe, but it's not. They will make a fake ID with your name, and pick up the funds without you knowing. When you go to retrieve your money, it's already been picked by someone else. Never send any money through Western Union, or any other third party money transfer services. This is a common SCAM. If you're moving to a far-away place, don't send a rental deposit without seeing the apartment first.

Example of a scam - You have a room to rent

Let's say somebody wants to rent your room. They tell you that they want to send you a cashier check for a year's amount of rent. These cheques are fake. Why? When you get the cheque, the amount is for more money than necessary. On the day you receive the cheques; the scammer will contact you and request a REFUND for the amount of money that he/she "overpaid."

These scammers can make your life miserable (incessant calls, scary requests, etc.) and the only thing you dream of is to give them their money back!! The scam is this: the scammer gives you fake cheques for a larger amount and requests you return money to them. Your bank will call you 3 weeks after they credited your account and tell you the cheque was counterfeit.

Example of a scam email

"Hi I am a very friendly and cool headed computer scientist from Lagos Nigeria, Looking for a person who is as accommodating as I am to live with for about 6 months. I am coming on my annual leave and intend to acquire some more knowledge while I am there. Please send me a mail and let me know your offer, I don't smoke, I drink occasionally and I'm neat. Mail me

please..... Please get back to me as soon as possible. So I can send you a check for (\$5,000). As soon as you have it, you deduct your amount and send the rest back to me via Western Union Money Transfer.”

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. 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 property. 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. Ensure you receive a receipt for any money paid to a landlord and do not pay any deposit/bond amounts without first inspecting a property.

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.

Restrictions

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

Choosing a Roommate

The task of choosing a roommate needs to be taken very seriously. The person or persons 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.

Accommodation Issues - where can I get help?

Queensland

Tenants' Union of Queensland
www.tuq.org.au

Queensland Fair Trading

www.fairtrading.qld.gov.au

New South Wales

The Tenants Union of New South Wales
www.tenants.org.au/tenants-rights-factsheets

NSW Fair Trading

www.fairtrading.nsw.gov.au/About_us/Contact_us.html

Australian Lifestyle

Brisbane

Brisbane, capital of the state of Queensland, known as the "Sunshine State", is located midway on the eastern coast of the Australian mainland and has a population of 2.1 million people. Brisbane city is built around the central Brisbane River, and residents enjoy the pleasant climate and relaxed lifestyle with an emphasis on outdoor living. Brisbane is also within an hour's drive of the north and south beautiful surf beaches, theme parks, rainforests and mountains. Brisbane residents enjoy a sub-tropical climate with hot, humid summers and warm winters, and average temperatures ranging from 10° Celsius (winter) to 31° Celsius (summer).

Sydney

Sydney is the largest city in Australia and Oceania, and the state capital of New South Wales. Sydney has a metropolitan area population of approximately 4.6 million and, with much of the action centred on its beautiful harbour, is often called "the Harbour City". It is one of the most multicultural cities in the world, hosting many different festivals and some of Australia's largest social and cultural events. Sydney enjoys a temperate climate, with warm summers and mild winters, and average temperatures ranging from 8° Celsius (winter) to 26° Celsius (summer).

USEFUL INFORMATION

Definition list

DHA – Department of Home Affairs

ESOS – Education Services for Overseas Students. A legislative framework, administered by the Australian Government, addressing the responsibility of education institutions towards overseas students.

PRISMS – Provider Registration and International Students Management System. A secure computer system that contains details of all education institutions, their courses and every student studying in Australia on a student visa.

CoE– Confirmation of Enrolment

Unsatisfactory Course Progress – failing 50% or more of the subjects attempted in a semester.

International Student Adviser (ISA) – College staff member(s) assigned as the initial point of contact to provide administrative guidance to enrolled international students.

Study Periods:

Semester/Study Period – period of study for higher education courses in which Martin Higher Education operates under.