

TAFE QUEENSLAND

# INTERNATIONAL STUDENT ORIENTATION HANDBOOK

2016 EDITION



Queensland  
Government

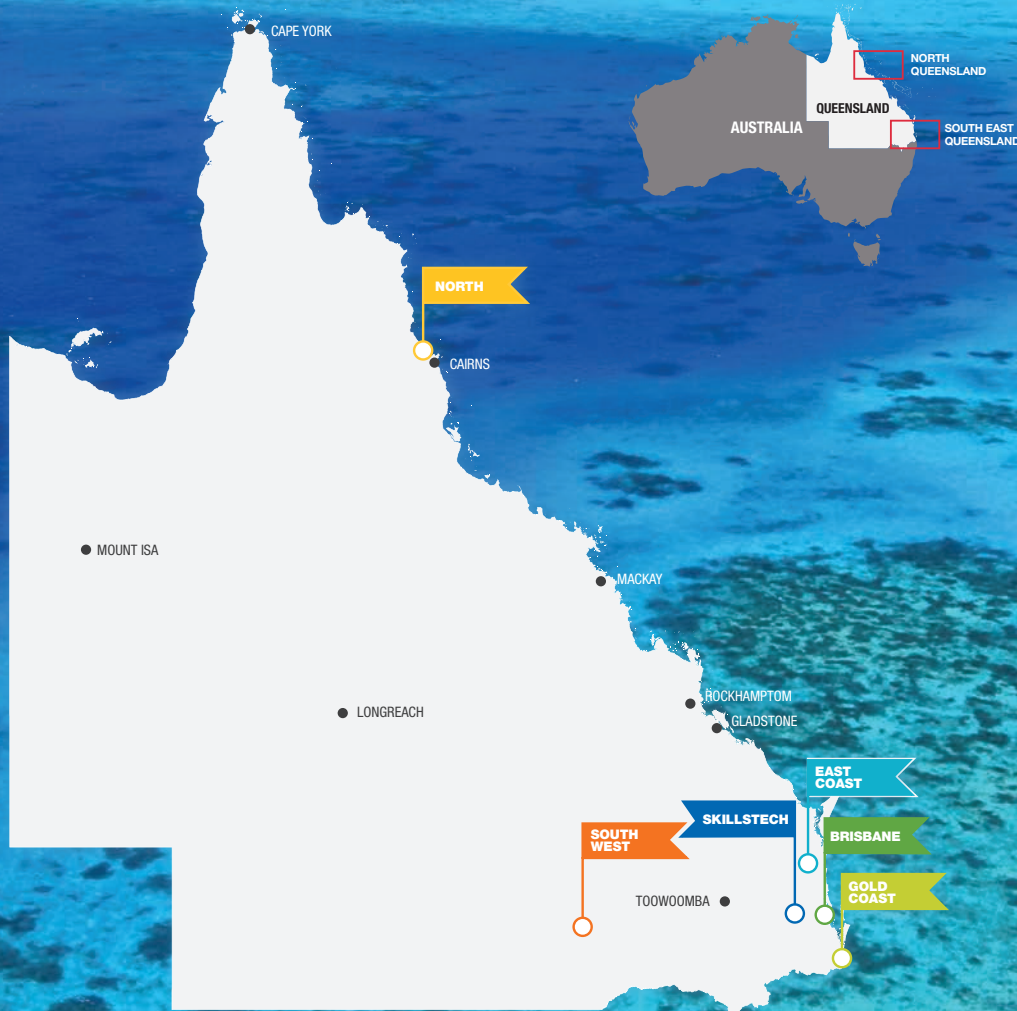


**MAKE  
GREAT  
HAPPEN**



# CONTENTS

IMPORTANT INFORMATION AND EMERGENCY CONTACTS .....	4
WELCOME TO QUEENSLAND .....	5
STUDY EXPERIENCE .....	7
STUDENT SUPPORT SERVICES AND FACILITIES .....	10
THINGS TO DO ONCE YOU'VE ARRIVED IN AUSTRALIA .....	12
ACCOMMODATION OPTIONS .....	14
TRANSPORT .....	18
BANKING AND FINANCE .....	20
TELEPHONE AND INTERNET SERVICES .....	22
HEALTH AND WELLBEING .....	24
YOUR SAFETY WHILE LIVING IN AUSTRALIA .....	28
WORKING AND PAYING TAX .....	32
ADJUSTING TO LIFE IN AUSTRALIA .....	35
OBEYING THE LAW AND LEGAL INFORMATION ..	40
YOUR RIGHTS AND OBLIGATIONS .....	42
TAFE QUEENSLAND POLICIES AND STUDENT GUIDELINES .....	44



**JODI SCHMIDT**  
Chief Executive Officer  
TAFE Queensland

BEING A STUDENT IS ONE OF THE MOST REWARDING AND EXCITING TIMES OF YOUR LIFE. IT'S A TIME TO EMBRACE INDEPENDENCE, CHOOSE YOUR PATH, AND TRY NEW THINGS.

There are significant benefits of studying in another country. You will make new friends and business connections, and enjoy the extraordinary experience of living in another culture.

Studying abroad can be both exciting and challenging. That's why the TAFE Queensland International team will be right by your side on every step of your journey to ensure you get the most out of your time with us.

TAFE Queensland is committed to providing quality education and outstanding services to our international students and their families. Our practical, job-focused training and experienced teaching staff will give you the skills you need to **MAKE GREAT HAPPEN.**

Our International Student Handbook is a guide to helping you on your study journey here in Australia. In this handbook you will find useful information about studying and living in Queensland, some of which you may need to refer to quickly so make sure you keep it with you.

THANK YOU FOR CHOOSING TAFE QUEENSLAND TO MAKE YOUR INTERNATIONAL STUDY DREAMS A REALITY.

## IMPORTANT INFORMATION AND EMERGENCY CONTACTS

BEFORE WE GO ANY FURTHER, HERE IS A HANDY LIST OF ALL THE IMPORTANT ADDRESSES AND PHONE NUMBERS THAT YOU MIGHT NEED DURING YOUR STAY HERE IN QUEENSLAND.



### GENERAL EMERGENCY

Emergency Services

Dial **000** for Police, Fire or Ambulance



### INTERNATIONAL STUDENT SUPPORT

#### Student Assistance Line

▶ 1800 644 044 (after hours)

#### Gold Coast

Southport - Customer Service

▶ 07 5581 8330 ▶ 0466 561 127

▶ Intss.GoldCoast@tafe.qld.edu.au

#### North

Cairns - J Block

▶ 07 4042 2724 ▶ 0418 156 402

▶ Intss.North@tafe.qld.edu.au

#### East Coast

Mooloolaba - A Block - Room A1.114

▶ 07 4120 6336 ▶ 0409 068 027

▶ Intss.EastCoast@tafe.qld.edu.au

#### Skills Tech

Acacia Ridge - Client Service Centre Level 1, E Block

▶ 07 3244 0227 ▶ 0417 190 713

▶ Intss.SkillsTech@tafe.qld.edu.au

#### Brisbane

South Bank - Client Service Centre Level 1, C Block

▶ 07 3244 5633 ▶ 0439 674 192 ▶ 0408 154 312

▶ Intss.Brisbane@tafe.qld.edu.au



### GOVERNMENT DEPARTMENTS

Department of Immigration and Border Protection

▶ 131 881

▶ border.gov.au

Australian Taxation Office

▶ Tax File Number: 132 861

▶ ato.gov.au

# WELCOME TO QUEENSLAND

QUEENSLAND OFFERS INTERNATIONAL STUDENTS THE OPPORTUNITY TO STUDY, WORK AND LIVE IN A RELAXED, UNIQUE AND VIBRANT COMMUNITY.





## WELCOME TO QUEENSLAND

YOU CAN CHOOSE TO STUDY AND LIVE IN COASTAL, METROPOLITAN OR REGIONAL CENTRES, ALL WITHIN EASY REACH OF QUEENSLAND'S WORLD-RENOWNED BEACHES, NATIONAL PARKS AND RAINFORESTS.

Highlights of life in Queensland:

- ▶ safe and welcoming environment
- ▶ culturally diverse society
- ▶ english speaking environment
- ▶ relaxed lifestyle
- ▶ sport and recreation.



### CLIMATE

Queensland has a sub-tropical climate with warm summers and mild winters. Average temperatures range between **21°C to 31°C** in summer (December to February) and **9°C to 19°C** in winter (June to August).

▶ [bom.gov.au](http://bom.gov.au)

Queensland is well serviced by public transport networks including buses, trains and ferries. Travel concessions are available to international students studying formal programs.

Queensland's time zone is GMT+10. If you are unsure of the time difference you can use this link to set up a time to talk to your family and friends back home.

[timeanddate.com/worldclock/meeting.html](http://timeanddate.com/worldclock/meeting.html)



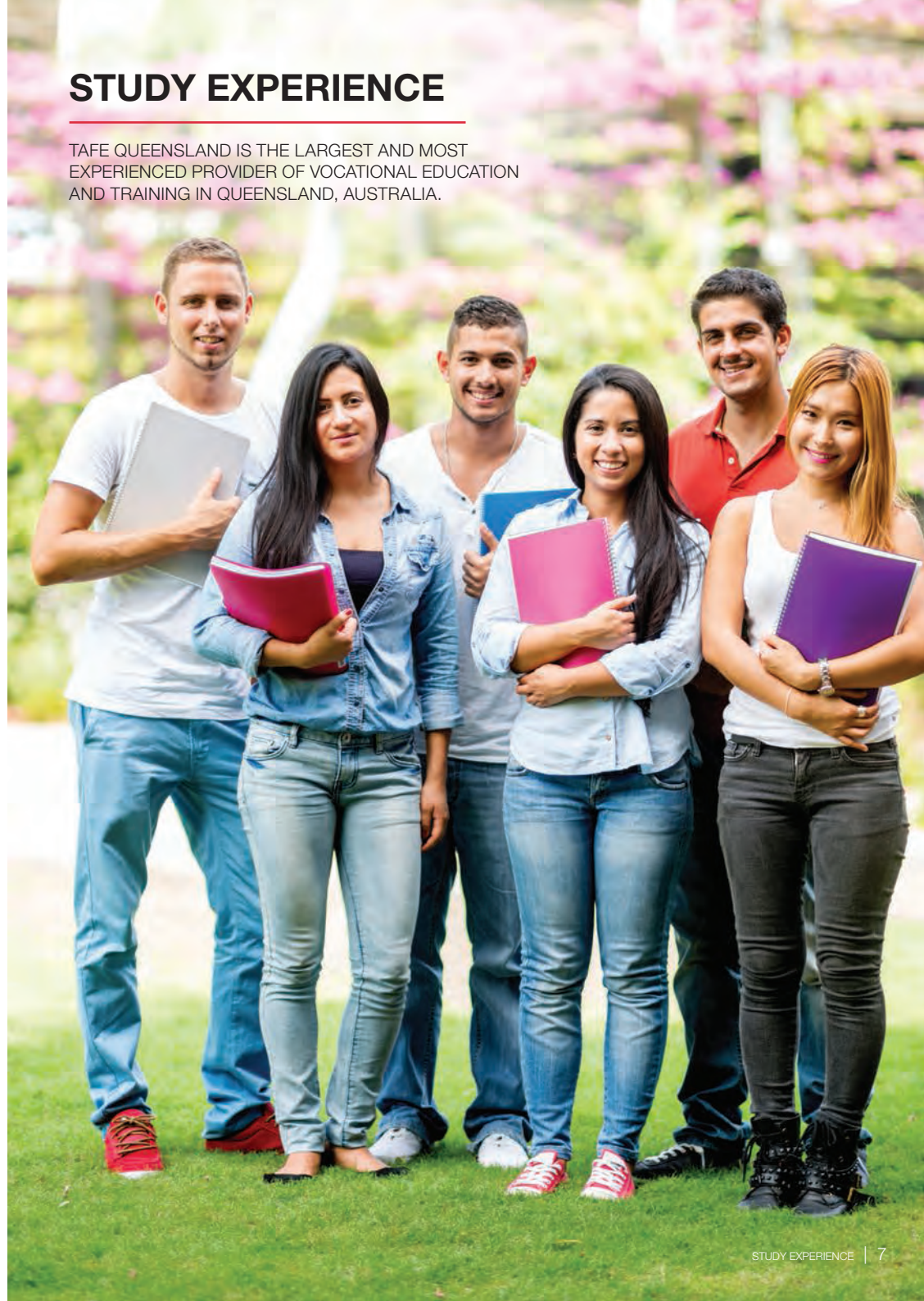
### HELPFUL WEBSITES

Find out more about living in Queensland on the Study Queensland website

▶ [studyqueensland.qld.edu.au](http://studyqueensland.qld.edu.au)

## STUDY EXPERIENCE

TAFE QUEENSLAND IS THE LARGEST AND MOST EXPERIENCED PROVIDER OF VOCATIONAL EDUCATION AND TRAINING IN QUEENSLAND, AUSTRALIA.



# STUDY EXPERIENCE

WE TRAIN MORE THAN 125,000 STUDENTS FROM OVER 90 COUNTRIES IN MORE THAN 600 PROGRAM AREAS ANNUALLY.

As a student here, we will prepare you with the skills of today to meet the demands of tomorrow.

Our education is personalised and supportive, encouraging you to reach your maximum academic potential. Our courses are taught in tutorial-style classes, giving you more time with your teachers to gain a better understanding of your course content.

As well as high-level academic qualifications, our teachers also have strong cultural knowledge and industry connections. Our teachers have lived, studied and worked both in Australia and overseas and have excellent international connections and contacts.



## 1 ORIENTATIONS

International students have two orientations to attend:

- ▶ **International Orientation** – at this orientation you will be given information about your campus location, ID card, facilities and student support.
- ▶ **Course Orientation** – this is where you will receive information about your course, timetables, textbooks and facilities such as library services.

You will receive an email with details of when and where your orientations will take place.



## 2 COMMENCEMENT OF STUDY

Under Australian law, TAFE Queensland is required to confirm to the Commonwealth Government that all international students have arrived in Australia and commenced their course.

Students are also required to confirm their return to study each semester. Information about this will be communicated to you before each semester. Your faculty will organise your class enrolments for you.

## 3 STUDENT ID CARD

At orientation you will find out how to get your student ID Card. Your ID card gives you discounts on transport (except ELICOS students) movies and other entertainment.

## 4 OSHC (OVERSEAS STUDENT HEALTH COVER)

At orientation you will find out how to get your OSHC membership card if you have ordered this through TAFE Queensland.

Ask for a temporary certificate if you need to see a doctor before you receive your OSHC membership card. Make sure you get a receipt for any medical expenses so you can claim them through OSHC.



## 5 CONNECT

TAFE Queensland's newest learning system offers a range of exciting features that will take your learning to new heights. Connect offers access for mobile devices, the ability to communicate with teachers and classmates and excellent user support; allowing you the flexibility to study anywhere, anytime. For more information, please contact your faculty.

## 6 UNIQUE STUDENT IDENTIFIER

If you are undertaking a nationally recognised program at TAFE Queensland you will need to have a Unique Student Identifier (USI). This includes the study of a certificate or diploma course.

A USI gives you access to your own online USI account. Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. You can create your USI online at [usi.gov.au](http://usi.gov.au).

Once you've created your USI, you will need to email it to TAFE Queensland along with your name and student number.



## 7 PAYING FEES

Before the beginning of each semester an invoice will be emailed to you. This invoice outlines your course fees. You must pay semester fees in full by the due date. If you don't pay your tuition fees you won't be able to commence or continue your course.

Please note that late tuition payments attract additional charges.

If your course has material fees, you will also need to pay these before the start of class. These fees cover the materials used in class. You may also need to pay additional fees for course uniforms or additional equipment.

## 8 GRADUATION

Graduation is a great opportunity to come together with fellow students, teachers, friends and guests to celebrate your achievements. With guest speakers and award presentations this is will be the perfect way to celebrate your academic achievements. Graduation dates vary depending on your study location. If you're unsure when your graduation ceremony will be held, check with the TAFE Customer Service Centre or speak with International Student Support.

# STUDENT SUPPORT SERVICES AND FACILITIES

INTERNATIONAL STUDENT SUPPORT STAFF CAN HELP YOU SETTLE INTO AUSTRALIA AND CAN PROVIDE EXTENSIVE SUPPORT TO ASSIST YOU IN YOUR STUDIES.

## INTERNATIONAL STUDENT SUPPORT

THE STUDENT SUPPORT TEAM COMPRISES OF INTERNATIONAL STUDENT SUPPORT, COUNSELLORS, AND DISABILITY SERVICES. AS A TAFE QUEENSLAND STUDENT YOU HAVE ACCESS TO THESE SERVICES AT NO CHARGE.

The team can help you with:

- ▶ living in Australia and settling into your local area
- ▶ accommodation options, transport and banking
- ▶ cultural adjustment and homesickness
- ▶ community support and multicultural services
- ▶ OSHC and health concerns
- ▶ theme parks and other attractions information.



## OUR CAMPUS FACILITIES

### Library

Libraries are available at most locations. They provide traditional library services including printing and photocopying, Wi-Fi access, and computers and study areas for student use. Staff can assist you with accessing print and electronic resources including databases, books, CDs, DVDs, magazines and newspapers and with study and reference queries. During orientation the library also offers tours where you can learn about their services and facilities.

### Training facilities

At TAFE Queensland you will have access to some of the best learning environments available including modern class and lecture rooms, laboratories and workshops.

Many of our learning environments simulate the workplace and give you the opportunity to study and learn practical skills alongside Australian students.



## THINGS TO DO ONCE YOU'VE ARRIVED IN AUSTRALIA

---



### IMPORTANT THINGS TO DO ONCE YOU ARRIVE IN AUSTRALIA:

- Phone your family to let them know you have arrived safely
- Settle into your accommodation
- Organise your transport to and from TAFE Queensland
- Open a bank account
- Familiarise yourself with the local area
- Attend orientation including your Faculty/Course Orientation and International Orientation
- Update International Student Administration with your new address, email address and phone number within seven days of arriving
- Advise your OSHC company of your new address and get your membership card
- Start classes
- Confirm commencement of your studies with International Student Administration
- Get Student ID card
- Create your Unique Student Identifier (USI) and notify TAFE Queensland
- Apply for Tax File Number (TFN) if you are planning to work while in Australia

# ACCOMMODATION OPTIONS

THERE ARE SEVERAL DIFFERENT TYPES OF ACCOMMODATION AVAILABLE AND THE COSTS VARY DEPENDING ON THE AREA AND TYPE OF ACCOMMODATION YOU CHOOSE.



## WHEN CHOOSING YOUR ACCOMMODATION SOME THINGS TO CONSIDER ARE:

- ▶ Do you want to live alone or live with others?
- ▶ How far is it from your study location?
- ▶ Is it close to public transport such as buses or trains?
- ▶ What facilities are close, like shopping centres or hospitals?
- ▶ How much can you afford to pay each week on accommodation?

## HOMESTAY

HOMESTAY GIVES YOU THE OPPORTUNITY TO LIVE WITH AN AUSTRALIAN FAMILY IN THEIR HOME.

Homestay can be a good option for younger students as you will have a supportive family environment and a home away from home. Some homestay options include meals and others are self-catered. Before accepting a homestay family, you can specify any special needs and the Homestay Provider will try and find a homestay to suit. Families offering homestay accommodation are thoroughly screened to ensure they can provide a suitable living environment for students. Homestay usually costs between \$200 to \$300 a week depending on how many meals per day you would like.



## SHORT-TERM ACCOMMODATION

When you first arrive in Australia you may want to organise short term accommodation in a hotel or motel.

Homestay providers also provide short term homestay packages to help you settle in and familiarise yourself with your local area. Hostels provide budget accommodation where guests can rent a bed (sometimes a bunk bed in a dormitory) and share a bathroom, lounge and sometimes a kitchen. Rooms can be mixed or single-sex, although private rooms may also be available. These are good short-term options while you settle into your area and look for more permanent accommodation.



## HELPFUL WEBSITES

- ▶ [yha.com.au](http://yha.com.au)
- ▶ [wotif.com](http://wotif.com)
- ▶ [lastminute.com.au](http://lastminute.com.au)
- ▶ [lonelyplanet.com](http://lonelyplanet.com)





## RENTAL

WHEN RENTING A PROPERTY, YOU WILL NEED TO SIGN A LEASE. A LEASE IS A BINDING LEGAL DOCUMENT BETWEEN A TENANT AND A LANDLORD THAT DESCRIBES THE RESPONSIBILITIES OF EACH PARTY.

Your responsibilities include paying accommodation expenses on time and cleaning and maintaining the property. You may be held liable if damage occurs to the property so be aware of your rights and obligations before signing a lease.

You can rent or lease a property by yourself or with friends. This can be done privately or through a real estate agent. When renting a property you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (usually two to four weeks). The bond is held to repair any damage that is caused to the property while renting. Some or all of this amount may be refunded to you once your tenancy agreement has ended. If your name is on the lease, you may be held responsible for any damage or unpaid rent, even if you are sharing with others.

The price of shared accommodation will depend on the area and how many people you live with. In a shared apartment, flat or house each person usually has their own bedroom and shares the bathroom, kitchen and living areas with others. You will need a budget of approximately \$250-\$370 per week for accommodation, food, utilities, transport and personal goods. The price of these items vary – share accommodation (\$70-\$230), food (\$80-\$120 either purchased for your own use or shared with others), and utilities (electricity, telephone, internet/broadband subscription etc).



### HELPFUL WEBSITES

The most popular accommodation search websites in Queensland are:

- ▶ [domain.com.au](http://domain.com.au)
- ▶ [realestate.com.au](http://realestate.com.au)

## STUDENT ACCOMMODATION

There are a range of student accommodation options ranging from studio through to shared four, five and six bedroom apartments.

Most student accommodations have features and facilities including:

- ▶ bedrooms with or without en-suite
- ▶ fully furnished options
- ▶ air-conditioning
- ▶ cabled internet in rooms, and wireless hotspot in lobby
- ▶ online booking and reservations system
- ▶ in-house Residential Coordinators organising social, cultural and sporting activities.

Some student accommodation may provide a 24-hour reception, after hours security and an airport pick up service.

You can find advertisements for student accommodation:

- ▶ on student noticeboards around campus
- ▶ in newspaper classifieds
- ▶ in Real Estate Agent windows and websites
- ▶ on local shopping centre noticeboards
- ▶ on the student accommodation services website.

You also have the right by law to feel safe and secure in your property. If there are any problems with your accommodation, talk to your real-estate agent or landlord (if renting) or your homestay provider.

For more information on your accommodation options, please contact International Student Support.



### WHERE CAN I GET MORE HELP?

#### Residential Tenancies Authority (RTA)

The RTA is a government body which helps tenants with general advice. If you have any questions regarding rental properties the RTA can help you. They have an interpreting service and factsheets translated into many different languages. If you have problems with your landlord or real estate agent that you can't solve, you can lodge a dispute with the RTA who will then help to resolve the problem through a formal process.

- ▶ [rta.qld.gov.au](http://rta.qld.gov.au)
- ▶ **1300 366 311**

If you require an interpreter, please contact the Translating and Interpreting Service (TIS) on **131 450** during business hours. TIS will telephone the RTA for you at no cost.

#### Tenants Queensland (TQ)

TQ is a state-wide community organisation that provides services for residential tenants in Queensland. TQ aims to improve and protect the rights of all Queensland tenants.

- ▶ [tenantsqld.org.au](http://tenantsqld.org.au)
- ▶ **1300 744 263 or 07 3832 9403**
- ▶ [mail@tuq.org.au](mailto:mail@tuq.org.au)  
(tenancy advice is not available via email)

# TRANSPORT

QUEENSLAND IS WELL SERVICED BY PUBLIC TRANSPORT NETWORKS INCLUDING BUSES, TRAINS AND FERRIES. TRAVEL CONCESSIONS MAY BE AVAILABLE TO INTERNATIONAL STUDENTS.



## PUBLIC TRANSPORT

THE CHEAPEST AND EASIEST WAY TO USE THE PUBLIC TRANSPORT SYSTEM IN QUEENSLAND IS TO PURCHASE A GO CARD. YOU CAN PURCHASE GO CARDS AT POST OFFICES, QUEENSLAND RAIL STATIONS, NEWSAGENTS AND 7-ELEVEN STORES.

Full-time students are eligible to purchase and travel on a concession go card. Simply show your Student ID when you purchase your go card to receive up to 50% off fares on approved public transport in Queensland. You must always have your Student ID and your go card with you when you travel.

**Note:** *English Language Intensive Courses for Overseas Students (ELICOS) students are not eligible to purchase or travel on concession tickets.*



## DRIVING IN QUEENSLAND

If you are planning to drive in Queensland, you must carry an English translated international driver's licence or a valid Queensland driver's licence at all times. You should contact Queensland Transport to check if you are able to drive in Queensland.

Australians drive on the left-hand-side of the road, similar to England, and this is important to remember when you are driving or trying to cross the road.

Drivers and passengers (including those in back seats) must wear seat belts at all times. Children up to the age of seven must also have the correct "booster-seat" for their size and age.



## PUBLIC TRANSPORT

Transport options may vary so contact the relevant transport companies in your area:

- ▶ Brisbane [translink.gov.au](https://translink.gov.au)
- ▶ Gold Coast [translink.gov.au](https://translink.gov.au)
- ▶ East Coast [sunbus.com.au](https://sunbus.com.au) and [widebaytransit.com.au](https://widebaytransit.com.au)
- ▶ North [sunbus.com.au](https://sunbus.com.au) and [whitsundaytransit.com.au](https://whitsundaytransit.com.au)
- ▶ South West [translink.gov.au](https://translink.gov.au)

## WALKING AND CYCLING

There are many great walking tracks in Queensland. Cycling is also a healthy, convenient and inexpensive way to get around. Queensland has many beautiful and well-maintained bicycle tracks, as well as bicycle lanes on main roads. Before cycling, it's a good idea to learn the Australian road and bicycle safety laws. For example, it's illegal to cycle in Australia without a helmet or without lights if you cycle at night.

For more information about driving, cycling and road rules in Queensland visit [tmr.gov.au](https://tmr.gov.au).

# BANKING AND FINANCES

YOU CAN OPEN AN ACCOUNT IN ANY BANK, CREDIT UNION OR BUILDING SOCIETY IN AUSTRALIA.



## SETTING UP A BANK ACCOUNT

TO GET THE BEST DEAL, DO SOME RESEARCH AT EITHER THE BANK CUSTOMER SERVICE CENTRES OR ONLINE.

To open a bank account in Australia you will usually need:

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

You will need to show your student ID card to open a student bank account which will have no or low fees. For a comparison of accounts in banks throughout Australia visit

[banks.com.au/personal/accounts](http://banks.com.au/personal/accounts)

Most people in Australia have internet and/or telephone banking so they can manage their money from home. When you set up your account you can request these services from your bank.



## AUSTRALIAN BANKS

Some of the biggest financial institutions in Australia include:

- ▶ National Australia Bank [nab.com.au](http://nab.com.au)
- ▶ ANZ [anz.com.au](http://anz.com.au)
- ▶ Commonwealth Bank of Australia [commbank.com.au](http://commbank.com.au)
- ▶ Westpac Bank [westpac.com.au](http://westpac.com.au)
- ▶ St George Bank [stgeorge.com.au](http://stgeorge.com.au)
- ▶ Credit Union Australia [cua.com.au](http://cua.com.au)

Most bank branches are open from Monday to Friday, 9.00 am to 4.00 pm (except on public holidays). Some branches have extended trading hours during the week and may be open on Saturdays (check with your individual bank).

ATMs are available 24 hours a day. Keep your personal safety in mind while using the ATM. Cover the keypad when entering your PIN, don't withdraw large amounts of money, and use an ATM in a well-lit public area when withdrawing money at night.

You can purchase items in Australia by cash, credit card or EFTPOS (Electronic Funds Transfer at Point of Sale). EFTPOS allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time. To do this, ask if you can get 'cash out' when finalising your purchase. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card.

EFTPOS is available at most retail outlets, although smaller retailers may not allow you to get cash out or may place limits on how much you can withdraw.

**Note:** For safety reasons, your bank will set a daily withdrawal limit on your account. Please contact your bank for more information.

## SAFETY WHEN CARRYING MONEY

Use common sense when accessing and using your money.

Some general safety tips include:

- ▶ don't carry large amounts of cash
- ▶ don't write down your pin or passwords, memorise them and don't share them with anyone
- ▶ don't leave your valuables unattended
- ▶ keep an 'emergency' credit or debit card in a safe place at home so you can still access your money if your wallet is lost or stolen
- ▶ if you're in a crowd, ensure your wallet is in a safe place and can't be easily taken from your pocket or bag.

## BUDGET

When you live and study away from home, it can be easy to spend your savings quickly. A budget is a handy way to help you manage your expenses.

The Department of Immigration and Border Protection (DIBP) estimates you will need approximately \$18,610 per year for your stay in Australia. You will have to allow for additional living expenses if bringing your family with you.

DIBP estimates you should budget an additional \$6,515 per year for a spouse and \$3,720 per year for one child with an additional expense of \$2,790 per year per additional child. These costs do not include the expenses associated with school tuition.

## SAMPLE WEEKLY BUDGET

Electricity/Gas	\$ 25
Telephone	\$ 25
Rent (Shared Accommodation)	\$180
Food	\$ 80
Transport	\$ 25
Entertainment	\$ 25
Miscellaneous	\$ 35
<b>TOTAL</b>	<b>\$395</b>

Typical ongoing expenses include:

- ▶ **utility payments**  
e.g. electricity, gas and telephone
- ▶ **living expenses**  
e.g. rent, food, transport, entertainment
- ▶ **educational expenses**  
e.g. photocopy, printing, stationery
- ▶ **unexpected expenses**  
e.g. return home, family visits, health costs not covered by overseas student health cover.

# TELEPHONE AND INTERNET SERVICES

IF YOU BROUGHT YOUR MOBILE PHONE FROM YOUR COUNTRY TO AUSTRALIA CHECK WITH THE AUSTRALIAN COMMUNICATIONS AND MEDIA AUTHORITY [ACMA.GOV.AU](http://ACMA.GOV.AU) TO SEE IF IT WILL WORK HERE.



## MOBILE PHONES

SOME COUNTRIES, SUCH AS JAPAN AND THE USA, USE MOBILE PHONE NETWORKS THAT ARE NOT AVAILABLE IN AUSTRALIA.

If you need to, you can buy your mobile phone in Australia. Many post-paid phone plans come with a 'free' handset (or small monthly handset repayments). These plans often give you more included calls for your money, however you are usually locked into a two-year contract that you will have to pay out even if you return home or lose or break your phone. Make sure you carefully consider the plan and your responsibilities before signing a contract. To compare mobile phone plans in Australia visit [mobiles.com.au/mobile-phone-plans](http://mobiles.com.au/mobile-phone-plans).

**Pre-Paid cards** are a good way to keep your budget in line and many cards offer competitive international calling rates.

Cards come in a range of prices and can be purchased at most newsagencies, post offices and convenience stores.



## MAKING PHONE CALLS

- ▶ To make international phone calls dial the international access code (0011)
  - + the country code
  - + the area code (if required)
  - + the phone number.

**Note:** when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled.

- ▶ To make domestic phone calls:  
Dial the area code + the phone number.



## INTERNET ACCESS AND SECURITY

TAFE Queensland campuses offer free Wi-Fi but if you are off campus, you should be able to gain access to Wi-Fi at cafes and libraries in most major cities.

In addition to this you can access the internet via wireless connections or through your Homestay family's internet access. If you are going to use a great deal of internet it is advisable to set up your own internet account with a USB modem for internet connection.

Internet costs in Australia are high and you must be considerate of this when using it.

Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.

Regularly download and install the latest security patches for your computer software, including your web browser.

Use automatic software security updates where possible.

# HEALTH AND WELLBEING

AUSTRALIA HAS A SYSTEM OF HEALTH CARE COVER FOR INTERNATIONAL STUDENTS CALLED OVERSEAS STUDENT HEALTH COVER.



## OVERSEAS STUDENT HEALTH COVER (OSHC)

INTERNATIONAL STUDENTS STUDYING IN AUSTRALIA MUST HAVE HEALTH AND MEDICAL INSURANCE FOR THE LENGTH OF THEIR STUDENT VISA.

TAFE Queensland has an arrangement with OSHC Allianz Global Assistance to provide TAFE Queensland students with the appropriate health cover.

Further information is available on the OSHC Allianz Global Assistance website: [oshcallianzassistance.com.au](http://oshcallianzassistance.com.au)

This insurance covers you for general medical treatment in Australia. A number of services, including dental, physiotherapy, optometry, podiatry, chiropractic and private hospital services require you to purchase extra cover from your OSHC provider.



### OSHC ALLIANZ GLOBAL ASSISTANCE

For more information about your OSHC policy, extras cover, finding a doctor, customer service locations, and making a claim visit the website or phone

- ▶ [oshcallianzassistance.com.au](http://oshcallianzassistance.com.au).
- ▶ 13 OSHC (13 67 42)



### How do I get my membership card?

You can order your membership card online by logging in to the provider's website. You will need your student ID number, family name and birth date. Your membership card will be delivered to your residential address in approximately five business days. You can update your Australian contact details at any time on this website. If you are unable to obtain a membership card online, contact the International Support Team for help.

If you have organised your Overseas Health Cover with another provider, you will need to speak to them about getting your membership card, what is included in your cover, and how to make a claim.

### What happens if I become sick?

For a list of local doctors, visit the "Find a Doctor" page on the Allianz Global Assistance website or search the Yellow Pages Online.

The doctor may give you a prescription for medicine. Keep in mind that not all medicines are covered by your insurance provider, so it's a good idea to ask the health insurance centre which medicines are covered. Make sure you get a medical certificate from your doctor if you've missed class due to your illness. You will need to show your membership card when you pay for your medical visit. Keep the receipt if you plan on making a claim with your health insurance provider.

### How do I make a claim to Allianz Global Assistance?

You can claim in person, at a branch, or online.



### WHAT TO DO IN AN EMERGENCY

SHOULD YOU REQUIRE EMERGENCY MEDICAL ASSISTANCE, CALL **000** ON THE TELEPHONE.

The Queensland Ambulance services will respond to your call although charges may apply as they are not always covered by your health insurance.

### EMERGENCY TREATMENT

EMERGENCY MEDICAL TREATMENT IS AVAILABLE 24 HOURS A DAY AT BOTH PUBLIC AND PRIVATE HOSPITAL EMERGENCY DEPARTMENTS. EMERGENCY CARE IS ALSO AVAILABLE AT SOME MEDICAL CENTRES.

Public and private hospitals are listed in the White Pages Online. If you need to visit the hospital remember to bring your health insurance card and any medicines you are currently taking.

If it's not an emergency, go to a doctor or GP ('general practitioner') or visit a medical centre.

**Note:** you cannot visit a medical specialist without seeing a GP first.

### EMERGENCY TRANSLATION

For translation service in an emergency situation call the Translating and Interpreting Service (TIS) on **1300 655 010**.

### LIFELINE

Lifeline is a free service offering mental health support and advice from trained volunteer telephone counsellors. You can call Lifeline 24-hours a day on **13 11 14**.

Lifeline staff are trained to offer emotional support and can provide information about other support services that are available to you.

### POISONS INFORMATION LINE

The poisons information line provides prompt, up-to-date information and advice in the event of poisonings or suspected poisonings.

You can contact the Poisons Information Centre on **13 11 26**.

### 13 HEALTH

13 HEALTH (**13 43 25 84**) is a confidential phone service where you can phone and talk to a registered nurse 24 hours a day.

13 HEALTH provides qualified health advice however it should not replace medical consultation. In an emergency always dial **000**.

### WHAT ABOUT PRESCRIPTION MEDICINES?

If you take prescription medicines in your home country, you should get a letter in English from your doctor. The letter should include details about your condition and the medication you are taking in case you need to get more medication in Australia.



### MENTAL WELLBEING

Living in a new culture can be challenging. If you feel lonely or stressed, talk to friends, staff, or a campus counsellor.

For more serious issues, a doctor can refer you to professionals who can help. You can also contact the Queensland Transcultural Mental Health Centre.

Queensland Transcultural Mental Health Centre

Phone: **1800 188 189** or **+61 7 3167 8333**

Website: **health.qld.gov.au/metrosouthmentalhealth/qtmhc/qtmhc\_brochure.asp**

Email: **QTMHC@health.qld.gov.au**

### INTERPRETERS

If you need an interpreter during your medical visit, your doctor may be able to provide one on the telephone from the Translating and Interpreting Service (TIS).

Phone: **13 14 50**

### PHYSICAL HEALTH

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

Top tips on staying healthy and well:

- ▶ do at least 30 minutes of moderate exercise a day
- ▶ get at least eight hours of sleep a night
- ▶ keep a balanced diet including lots of fruit and vegetables
- ▶ limit your consumption of alcohol.

### SEXUAL HEALTH

If you have any questions or concerns about your sexual health you can make an appointment with a doctor.

For general information, please visit the Queensland Health website: **qld.gov.au/health/staying-healthy/sexual-health/index.html**

# YOUR SAFETY WHILE LIVING IN AUSTRALIA

AUSTRALIA IS GENERALLY A VERY SAFE COUNTRY WITH A LOW CRIME RATE.



AUSTRALIA IS SAFE, HOWEVER YOU SHOULD STILL USE COMMON SENSE TO ENSURE THE SAFETY OF YOURSELF AND YOUR PERSONAL POSSESSIONS.

Here are some general safety tips to keep in mind:

- ▶ at night, stay in well-lit areas and avoid walking alone
- ▶ lock your house and car and don't leave your valuables unattended
- ▶ be aware of your surroundings, especially when using headphones or talking on your phone
- ▶ change your computer passwords regularly and don't share them with anyone
- ▶ don't post personal details on your social media accounts
- ▶ if shopping online, use a secure payment method such as PayPal
- ▶ carry a mobile phone so you can make a call in the event of an emergency
- ▶ never hitchhike or pick up a hitchhiker
- ▶ never drink and drive
- ▶ avoid drinking to excess and look out for your friends
- ▶ don't leave your drink unattended or accept a drink from a stranger.

For further information, refer to the Queensland Police Service Safer Living website [police.qld.gov.au/programs/cscp/Documents/SaferLiving\\_Website\\_Lowres.pdf](https://police.qld.gov.au/programs/cscp/Documents/SaferLiving_Website_Lowres.pdf)

PoliceLink **13 14 14** for general non-urgent enquires.



## EMERGENCY ON CAMPUS

Students must follow all directions given by staff to ensure their own and other individual's safety at TAFE Queensland. Students have an obligation to ensure that their activities do not place anyone at risk.

## EVACUATION

When the alarm sounds in a teaching session:

- ▶ everyone must evacuate the area
- ▶ move quickly (but do not run) to the designated assembly area (check campus map)
- ▶ keep to the outside on stairways to allow access for emergency personnel
- ▶ do not use lifts
- ▶ at the assembly point your teacher will check that all students are accounted for, don't leave until the all clear has been given.

When the alarm sounds in a non-teaching situation:

- ▶ move directly to the designated assembly point
- ▶ don't re-enter the building
- ▶ don't take refuge in toilets, storerooms, or student common rooms
- ▶ don't leave the assembly area until the all clear has been given.

## BEACH SAFETY

AUSTRALIANS LOVE THE BEACH AND YOU WILL TOO.

However it can be a dangerous place if you're not a strong swimmer or are unfamiliar with the conditions at the beach. These simple tips will ensure you stay safe at the beach.

### REMEMBER THE F-L-A-G-S

- F** Find the flags and swim between them – the red and yellow flags mark the safest place to swim at the beach.
- L** Look at the safety signs – they help you identify potential dangers and daily conditions at the beach.
- A** Ask a surf lifesaver for some good advice – surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.
- G** Get a friend to swim with you – so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult.
- S** Stick your hand up for help – if you get into trouble in the water, stay calm and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.

### And remember to NEVER:

- ▶ swim at unpatrolled beaches
- ▶ swim at night
- ▶ swim under the influence of alcohol
- ▶ run and dive into the water
- ▶ swim directly after a meal.



### HELPFUL WEBSITE

For more safety tips, visit the Surf Life Saving Queensland website

▶ [lifesaving.com.au/beach-safety](https://lifesaving.com.au/beach-safety)

## SUN PROTECTION

The sun in Queensland is very strong and you may find that your skin burns easily if you spend a lot of time outdoors.

Australia has the highest rate of skin cancer in the world. Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). To avoid getting burnt and risk developing skin cancer you can protect your skin from the sun by:

- ▶ minimising your time in the sun between 10am and 3pm
- ▶ seeking shade where possible
- ▶ wearing suitable clothing that provides good sun protection including a hat and UV protective sunglasses
- ▶ applying SFP 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.



### HELPFUL WEBSITE

Visit the Sun Smart website for more information

▶ [sunsmart.com.au/uv-sun-protection](https://sunsmart.com.au/uv-sun-protection)



## STAYING SAFE IN THE GREAT OUTDOORS

Queensland has many beautiful places to explore. Below are some tips to consider when going into a national park or other remote area:

- ▶ travel with other people
- ▶ make sure someone knows where you are at all times
- ▶ stay on the road or walking track
- ▶ never dive into a river or lake, instead, enter the water gradually
- ▶ don't touch or feed wild animals, even 'cute' animals may have claws they might use if they're startled.

Additional safety tips if you live or travel to North Queensland:

- ▶ during certain times of the year, jellyfish (commonly called marine stingers) can be found at the beach. To avoid being stung, swim between the flags, swim in stinger nets, wear a stinger suit, or swim in the man-made lagoon.
- ▶ in north Queensland, crocodiles can live in rivers, freshwater lagoons, swamps and other waterways up to hundreds of kilometres from the sea. Do not enter water where crocodiles may live and look out for crocodile signs around waterways in this area.

## IDENTITY SECURITY

Never give your personal details such as full name, date of birth, address, telephone number, or passport number to anyone except an official authority such as the Department of Immigration and Border Protection (DIBP). People who ask for this information may be trying to commit identity fraud or scam you out of money. Remember, your bank will never ask you to verify your banking details by email or text message.

## CYCLONES AND SEVERE STORMS

Useful safety information and tips on cyclones and severe storms are available at [qld.gov.au/emergency/dealing-disasters/cyclone-severe-storm.html](https://qld.gov.au/emergency/dealing-disasters/cyclone-severe-storm.html)

## STATE EMERGENCY SERVICE

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. For emergency assistance in a flood or storm call **13 25 00**.

## FIRE

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



# WORKING AND PAYING TAX

AS AN INTERNATIONAL STUDENT YOU MAY BE ELIGIBLE TO WORK IN AUSTRALIA.



## WORK PERMISSION

LOOK AT YOUR VISA GRANT NOTICE LETTER. IF IT SAYS WORK LIMITATION, THIS MEANS YOU HAVE PERMISSION TO WORK.

Working on a Student Visa:

- ▶ you must have work permission before you start working
- ▶ you cannot start working before your course of study starts
- ▶ you can only work up to 40 hours per fortnight during the semester. During semester holidays, you may work as many hours as you like. International can provide a letter to confirm your semester break duration to support additional work hours
- ▶ if you are studying on another visa type, contact DIBP for your work permission.

## DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION (DIBP)

Phone: **13 18 81**

Website: **border.gov.au**

## FINDING WORK

When looking for work, you will be asked to submit a resume. Resumes should include your personal details such as name and contact details and any jobs you've had, including work experience. You will also need to have at least two referees. If you haven't worked before, you can list volunteer agencies or ask a teacher if they can be your referee. There are many samples of resumes online if you're not sure how to create one

Job vacancies are advertised in local newspapers and on job search websites such as **seek.com.au**.

## VOCATIONAL PLACEMENT

Some TAFE Queensland courses feature in-the-field work experience as part of your course. If vocational placement is required as part of your course, the placement hours are not counted towards the 40 hours per fortnight work allowance on a Student Visa.



## WORKING CONDITIONS

If you work in Australia, you are entitled to certain rights including minimum wages, allowances, overtime, penalty rates, working hours and days off for holidays/vacations, long service or sickness. You should be paid for all hours you work, including trial shifts and probation. Agreed voluntary work for charities, or vocational placement as part of your course, are exceptions to this rule.

If you believe you're not receiving your minimum rights and conditions at work, contact the Fair Work Ombudsman for free information and advice. There is also an interpreting service available.

## FAIR WORK OMBUDSMAN

Phone: **13 13 94**

Website: **fairwork.gov.au**

## RECOGNISING YOUR SKILLS

If you have specialist qualifications from your home country (for example in engineering, construction, metalwork, electrical or catering) these may be recognised in Australia. Having your qualifications recognised will allow you to work in these areas.

To find out how to have your skills recognised, contact:

## TRADES RECOGNITION AUSTRALIA

Phone: **1300 360 992**

Email: **traenquiries@education.gov.au**

Website: **tradesrecognitionaustralia.gov.au**



### **TAX FILE NUMBER (TFN)**

YOU NEED TO GET A TFN TO BE ABLE TO WORK IN AUSTRALIA.

When you start work your employer will ask you to complete a TFN declaration form. If you don't provide a TFN you will be taxed at the highest income tax rate – meaning less money for you each week.

### **APPLYING FOR A TFN**

You can apply for a TFN free of charge on the Australian Taxation Office (ATO) website. You'll need your passport details to complete the application.

### **AUSTRALIAN TAX YEAR AND TAX RETURNS**

The Australian financial year runs from 1 July to 30 June. Under Australian law, anyone who works must lodge an annual tax return by 31 October of each year. If you're not sure if you are need to lodge a tax return, contact the ATO.

### **AUSTRALIAN TAXATION OFFICE (ATO)**

Phone: **13 28 61**  
Website: **ato.gov.au**

### **SUPERANNUATION**

Superannuation or 'super' refers to compulsory payments your employer makes towards your pension.

Under superannuation law your employer must pay a minimum of 9.5% of your earnings into your super. You can also choose to make additional payments to your super fund. In most cases, you can access your super when you leave Australia permanently. Contact the Australian Taxation Office for more information.

### **SUPERANNUATION INFORMATION LINE**

Phone: **13 10 20**  
Website: **ato.gov.au/super**

## **ADJUSTING TO LIFE IN AUSTRALIA**

---

LIVING AND STUDYING IN AUSTRALIA IS AN EXCITING ADVENTURE, BUT IT CAN ALSO PRESENT A RANGE OF CHALLENGES.



## ADJUSTMENT TO A NEW COUNTRY AND CULTURE IS A PROCESS THAT OCCURS GRADUALLY AND TAKES TIME.

The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time.

It's not unusual to experience culture shock. Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when you're faced with different cultural expectations and challenges.

Dealing with these challenges can result in feelings of frustration and a longing for home.

### HOMESICKNESS

Most people who travel experience homesickness at some stage. These feelings are normal and are often caused by simply missing your lifestyle, family or friends.

Homesickness can affect your studies and how you interact with your classmates. If you feel homesick, it's a good idea to talk to somebody about your feelings. There are associations and clubs for particular cultures or religions that you might like to join. This may help you find support from people who have experienced the same challenges.

Make sure you give yourself some time to adjust to your new surroundings and cultural environment. It's important to maintain contact with your family and friends at home particularly during the adjustment period.

Remember that you are here to experience and enjoy a new and different culture!



### USEFUL TIPS

#### Listen, observe and ask questions

Give yourself time to observe those around you. Notice the verbal and non-verbal communication that people use. Don't be afraid to ask questions if you don't understand something. Australians are generally very friendly and approachable people.

#### Become involved

Make an effort to meet people and get involved in campus activities and in the wider community. Have an open attitude as you meet new people and try new experiences.

#### Sense of perspective

Remind yourself that living and studying abroad is a challenge and it is normal to feel stressed and overwhelmed at times. Many of your class mates are probably feeling the same as you. Make a list of the reasons why you initially wanted to study in Australia.

#### Maintain some routines and rituals from your own country

This can include small things like eating the same types of food as you did at home. You can also get involved in celebrations of your national day or develop links with your own cultural group.

#### Ask for help when you need it!

The most useful tip is to always ask for help if you need it. TAFE Queensland has a number of support services available, including our professional counsellors who offer a free and confidential service to students. We can also put you in touch with support groups in the wider community. Contact International Student Support at your location for further information.

### GREETING PEOPLE

When meeting someone for the first time, it's usual to shake the person's right hand with your right hand. People who don't know each other generally don't kiss or hug when meeting.

Many Australians look at the eyes of the people they're talking with as a sign of respect, and an indication that they're listening. However be careful not to stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or if they used it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

### CLOTHING CUSTOMS

The types of clothing people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, however most workplaces and schools have dress standards.

Clubs, shopping centres and other places often have dress codes that require customers to be in neat, clean clothes and appropriate footwear.

People are also free to wear religious clothing including burqas, hijabs and turbans.

### POLITE BEHAVIOUR

Australians use 'please' and 'thank you' a lot. When asked if you would like something, like a cup of tea, it's polite to say, 'yes please' or 'no, thank you'. When you receive something, it's polite to say 'thank you'.

Australians often say, 'excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'excuse me' or 'pardon me' if we burp in public. You should always try to be on time for meetings and other visits. If you're going to be late contact the person to let them know. This is very important for visits to professionals as you may be charged for being late or missing the appointment.

Australians blow their nose into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, 'bless you' when you sneeze, although this phrase has no religious intent.



## AUSTRALIAN SLANG

AUSTRALIANS ARE FAMOUS FOR THEIR 'SLANG' AND ABBREVIATIONS. IF YOU'RE UNSURE WHAT AN EXPRESSION MEANS, IT'S ALL RIGHT TO ASK.

Some common expressions are:

**BRING A PLATE** - bring a dish of food to share.

**BYO** - stands for 'bring your own' and usually refers to alcoholic drinks.

If you don't drink alcohol, it's fine to bring juice, soft drink or soda, or water. Some restaurants are BYO which means you can bring your own drinks (usually bottled wine only) although there is usually a charge for providing glasses called 'corkage'.

**CHOOK** - chicken.

A 'BBQ chook' or barbecued chicken is often sold at supermarkets and served on fresh bread rolls at a barbeque.

**CUPPA** - a cup of tea or coffee.

**LOO OR DUNNY** - toilet.

If you're a guest in someone's house for the first time, it's polite to ask to use their toilet e.g. 'may I use your toilet please?' Some Australians might ask, 'where's the loo?'

**TO BE CROOK** - to be sick or ill.

**FLAT OUT** - busy.

**BLOKE** - a man. If you ask for help, you may get told to 'see that bloke over there'.

**HOW YA GOIN? 'HOW ARE YOU GOING?'** means how are you, or how do you do?



### HELPFUL WEBSITES

For more information on a Story of Australian English visit

► [australia.gov.au/about-australia/australian-story/austn-slang](https://australia.gov.au/about-australia/australian-story/austn-slang)

**ARVO** - short for afternoon.

For example, 'drop by this arvo,' means please come and visit this afternoon.

**BBQ, BARBIE** - outdoor cooking, usually of meat over a grill or hotplate using gas or coals. Barbeques are very popular in Australia. It's polite for a guest, when invited to a BBQ, to ask if they should bring anything.

**SHOUT** - to buy someone a drink. At a bar friends sometimes 'shout a round', meaning buy everybody a drink. Each person then takes a turn at buying a 'round'.



# OBEYING THE LAW AND LEGAL INFORMATION

AS A VISITOR TO AUSTRALIA, YOU ARE SUBJECT TO THE SAME LAWS AS AUSTRALIAN CITIZENS. BREAKING THE LAW CAN RESULT IN FINES, IMPRISONMENT OR DEPORTATION.



## EQUALITY

IN AUSTRALIA ALL PEOPLE ARE EQUAL AND SHOULD BE TREATED EQUALLY UNDER COMMONWEALTH ANTI-DISCRIMINATION LAW.

No one should be treated differently because of their gender, race, country of origin, marital status, pregnancy, political and religious beliefs, disability, or sexual preference.

## SEXUAL HARASSMENT

Laws about sexual discrimination also make sexual harassment unlawful. A person is sexually harassed if he or she feels frightened, offended, angry or humiliated by another person's behaviour that is sexual in nature.

It may be sexual harassment when someone:

- ▶ stares or leers at a person
- ▶ persists in asking a person out after they have said no
- ▶ tells dirty jokes or displays offensive print material in a person's presence
- ▶ makes unwelcome comments about a person's sex life
- ▶ touches or brushes against a person on purpose
- ▶ tries to force a person to have sex.

A student who believes that he or she is experiencing sexual harassment should contact the TAFE Queensland counsellor.

## PROTECTING THE ENVIRONMENT

Native plants and wildlife in Australia are protected by law. Collecting or capturing native wildlife or plants can result in fines or imprisonment. Australia has a high risk of bush and forest fires, especially during summer and/or drought conditions. As such, lighting fires in outdoor areas is banned at certain times of the year.

## LITTERING

It is illegal to litter and pollute the environment. Make sure you dispose of your rubbish in a bin and place any recyclable items in a recycling bin.



## SMOKING, DRINKING AND DRUGS

Smoking is banned in many places in Australia including airports, government offices, health clinics and work places, restaurants and shopping centres, and within four metres of a building entrance. Smokers must also dispose of their cigarette butts in garbage bins – not on the ground.

The legal drinking and smoking age in Australia is 18 and it is illegal to supply people under 18 with alcohol or tobacco products. You can drink alcohol in a bar, restaurant or at your home, however it is illegal to drink in most other public places. You may be required to show proof of age when purchasing alcohol or cigarettes. All other drugs, other than those prescribed by a doctor or general practitioner, are illegal in Australia.

## PETS AND ANIMALS

It is illegal to keep native Australian animals as pets and there are local laws on what domestic animals can be kept at home. In Queensland, some animals need to be registered – go to your local city council website for information about how to register your pet. Australia has laws to protect animals from cruelty or neglect including suffering, injury and distress. The Royal Society for the Prevention of Cruelty to Animals (RSPCA) inspectors have the power to enter the premises of a person who mistreats their animals, confiscate animals, and lay charges which could result in fines and/or imprisonment.

# YOUR RIGHTS AND OBLIGATIONS

AS AN INTERNATIONAL STUDENT YOU HAVE LEGAL OBLIGATIONS THAT ARE DIFFERENT FROM YOUR AUSTRALIAN FRIENDS/CLASSMATES.



## VISA CONDITIONS

All students need to understand the conditions of their visa:

- ▶ Maintain enrolment in a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered course and maintain satisfactory course progress and attendance.
- ▶ Continue to satisfy the requirements of your student visa by ensuring your main course of study matches your visa type, and that you still have financial capacity.
- ▶ Notify TAFE Queensland within seven days of any change to your contact details, including home address, mobile number and email address.
- ▶ Must not work more than 40 hours per fortnight during course semester.
- ▶ Maintain health insurance cover for the entirety of your stay in Australia.
- ▶ If dependent children accompany you to Australia, the children must be enrolled in school and international tuition fees will apply. Please refer to the Education Queensland International website [eqi.com.au](http://eqi.com.au) for more information.



### FOR MORE INFORMATION

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

- ▶ [border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students](http://border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students)

## ARRANGING A NEW VISA

If you need to apply for a new visa, allow two to three months for the entire visa process. Make sure your current visa does not expire by applying for any visa changes well before the expiry date. All enquiries should be made directly to Department of Immigration and Border Protection (DIBP). You can download a Student Visa application form plus other health check forms from the DIBP website or apply online. TAFE Queensland staff are not permitted to provide specific visa advice to students.

## STUDENTS UNDER THE AGE OF 18

Australian Migration Regulations require international students under the age of 18 to have adequate arrangements for your accommodation, support and general welfare for the length of your stay in Australia.

This either means you must stay in Australia with:

- ▶ your parent or legal custodian
- ▶ a DIBP approved relative who has been nominated by your parents or custodians who is aged over 21 and is of good character
- ▶ accommodation, support and general welfare arrangements that have been approved by your education provider.

**Note:** You must not change these arrangements without the written approval of TAFE Queensland.

Once you start your studies with TAFE Queensland you must meet the International Student Support in the first week and on regular basis when it's requested by International Student Support.

For further information visit: [border.gov.au/Busi/Educ/Educ/Welfare-requirements-for-student-visa-applicants-under-18](http://border.gov.au/Busi/Educ/Educ/Welfare-requirements-for-student-visa-applicants-under-18).

## DEPENDENT SCHOOL CHILDREN

If dependent children accompany you to Australia, the children must be enrolled in school and international tuition fees will apply. Please refer to the Education Queensland International website for more information.

# TAFE QUEENSLAND POLICIES AND PROCEDURES

A NUMBER OF TAFE QUEENSLAND POLICIES AND PROCEDURES CONTAIN IMPORTANT INFORMATION THAT CAN AFFECT YOUR STUDIES.



## CLASS ATTENDANCE

INTERNATIONAL STUDENTS MUST MAINTAIN A MINIMUM OF 80% ATTENDANCE DURING SEMESTER.

If you are late to class your attendance may be affected. If you're sick, inform TAFE Queensland as soon as possible. When you visit the doctor, ask for a medical certificate as proof of your illness as you may be required to provide one to TAFE Queensland.

## ACADEMIC PROGRESSION

You must complete all class activities and assignments and pass all requirements of the course. If you are having trouble with your studies, talk to your teachers to arrange help. TAFE Queensland monitors the course progress of international students and has an intervention strategy to help students who are 'at risk' of not successfully completing their course. TAFE Queensland is required to report students who have breached attendance/course progress requirements as required under section 19 of the *Education Services for Overseas Students Act*.

## CRITICAL INCIDENT MANAGEMENT

Support and counselling services are available to students and appropriate training and information resources are available for staff.

## DEFERRAL, SUSPENSION OR CANCELLATION OF ENROLMENT

Deferrals, suspensions and cancellation of enrolment can only occur in very specific circumstances and these are explained in the *International Student Deferral, Suspension and Cancellation of Enrolment Procedure*.

## COURSE COMPLETION

International students must complete their course within the time specified in their Confirmation of Enrolment (CoE). TAFE Queensland may offer elements of a course through distance or online delivery. However, online learning units cannot exceed more than 25% of the total course and students must enrol in at least one face-to-face unit on campus in any given study period/semester. TAFE Queensland will only extend the study duration for a course through the issuing of a new CoE in limited circumstances.

## TERMS AND CONDITIONS OF ENROLMENT AND REFUND CONDITIONS

Every student receives an *Acceptance of Offer and Refund Policy* prior to enrolment. On accepting your offer you have agreed to the conditions contained within these documents.

## APPLICATION FOR RELEASE LETTER

Students wishing to apply for release from TAFE Queensland before they have completed six months of their principal course must read the *International Student Transfer Between Registered Providers Procedure*. The Department of Immigration and Border Protection also provides important information about providers and changing courses.

## STUDENT APPEALS

International students can appeal decisions they think are unfavourable and/or unreasonable; or where TAFE Queensland has advised intention to cancel the students' enrolment as detailed in the *International Student Deferral, Suspension and Cancellation of Enrolment Procedure*.

## CREDIT TRANSFERS

Credit transfer is where your previous studies in Australia or overseas are recognised and credit is given towards your TAFE course. A credit transfer can only happen if 'equivalence' has been determined, i.e. the courses are found to cover the same knowledge and skills.



## FOR MORE INFORMATION

- ▶ [tafeqld.edu.au/international](https://tafeqld.edu.au/international)
- ▶ +61 7 3244 5100